
Maid Easy Cleaners Ltd

Date: 04th June 2025

Reviewed by: P. Chandler

Review Date: 04 June 2025

Health and Safety Policy

Applicable to: Domestic and Commercial Cleaning Operations

1. Statement of Intent

At Maid Easy Cleaners Ltd, we are committed to ensuring the health, safety, and welfare of all our employees, clients, visitors, and members of the public who may be affected by our domestic and commercial cleaning operations. We strive to maintain safe and healthy working environments — whether at clients' homes, offices, retail premises, or other commercial sites — by complying with all relevant legislation, following industry best practices, and driving continuous improvement in our health and safety performance.

2. Responsibilities

Employer Responsibilities:

We will:

- Provide and maintain safe equipment and systems of work.
- Ensure the safe storage, handling, and use of cleaning substances in compliance with COSHH regulations.
- Supply appropriate and job-specific personal protective equipment (PPE).
- Provide adequate training, supervision, and information to ensure employees' health and safety.
- Ensure all work environments — including client premises — are assessed for potential hazards before tasks begin.
- Conduct risk assessments for all relevant activities and implement control measures.
- Investigate all accidents, incidents, and near-misses promptly and thoroughly.
- Appoint a competent person to manage and advise on health and safety matters.

Employee Responsibilities:

Employees must:

- Take reasonable care of their own health and safety and that of others who may be affected.
 - Use PPE and equipment properly, and report any faults.
 - Follow all health and safety policies and safe systems of work.
 - Report any hazards, unsafe practices, or incidents immediately to management.
 - Attend all required health and safety training sessions.
 - Cooperate with Maid Easy Cleaners Ltd to fulfil legal and company safety obligations.
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3. Risk Assessment and Control

We will undertake risk assessments for all tasks and environments, both domestic and commercial. Areas assessed include:

- Handling and using cleaning chemicals (COSHH).
- Working at height (e.g., window cleaning, staircases).
- Manual handling of equipment or furniture.
- Use and maintenance of electrical cleaning appliances.
- Working alone at off-site or out-of-hours locations.

Risk assessments are reviewed annually, or sooner if work practices change or after an incident.

4. Training

All staff will receive health and safety training:

- At induction and whenever roles change.
 - For safe handling of chemicals and use of cleaning tools.
 - In safe lifting and manual handling.
 - On the correct use and disposal of PPE.
 - In fire safety, emergency procedures, and lone working.
 - Refresher training will be provided regularly.
- Training records will be maintained for all employees.
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5. Equipment Safety

Cleaning equipment will be:

- Regularly inspected and serviced.
 - Tagged and logged in maintenance schedules.
 - Operated only by trained staff.
 - Removed from use immediately if defective.
 - Stored safely, especially in client properties.
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6. Hazardous Substances (COSHH)

To comply with COSHH:

- All substances will be assessed before use.
 - Data sheets and safety instructions will be available to staff.
 - Chemicals will be stored in original containers with labels intact.
 - PPE will be provided based on the hazard level.
 - Staff will be trained on safe handling and what to do in case of spillage or exposure.
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7. Accident Reporting and Investigation

We require that:

- All accidents and near-misses are reported immediately.
 - Incidents are recorded in the accident book.
 - Investigations are carried out to identify root causes.
 - Outcomes are documented and shared with relevant staff.
 - Serious incidents are reported to HSE in line with RIDDOR requirements.
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8. Emergency Procedures

All staff must be familiar with emergency procedures for the sites they work in. This includes:

- Fire exits, assembly points, and fire extinguisher locations.
 - Emergency evacuation procedures tailored to each site.
 - Access to first aid kits and contact with trained first aiders.
 - Knowing emergency contact numbers and procedures for lone working staff.
- Fire drills will be conducted periodically at commercial locations.

9. Personal Protective Equipment (PPE)

All employees will be provided with necessary PPE, such as:

- Gloves, aprons, goggles, face masks, or shoe covers.
 - PPE must be worn when required and stored appropriately.
 - Damaged PPE should be reported and replaced promptly.
 - PPE is provided free of charge to staff.
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10. Lone Working

Lone working applies to employees working:

- Out-of-hours.
- In domestic homes alone.
- At quiet commercial premises.

We will implement:

- Lone worker risk assessments.
 - A check-in/check-out communication protocol.
 - Emergency contact procedures.
 - Mobile phones or panic alert systems as appropriate.
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11. Monitoring and Review

This Health and Safety Policy is monitored through:

- Regular site inspections and audits.
- Staff feedback and incident reviews.
- Annual policy reviews or sooner if required.

Updates will be communicated to all staff, and everyone is encouraged to contribute ideas to improve safety practices.

Signed: 
Position: Company Director

Name: Polly Chandler
Date: 04.06.25

