



First aid Policy



AMBIENTE
Biohazard certified
Cleaning Services

First aid policy for Ambiente FM Ltd

1. Policy statement

Ambiente FM Ltd is committed to providing adequate and appropriate first aid provisions for all employees who may be injured or become unwell while at work. This policy outlines the procedures for providing first aid, ensuring compliance with UK health and safety legislation, and managing specific risks associated with our cleaning operations.

2. Legal obligations

This policy adheres to the Health and Safety (First-Aid) Regulations 1981, which mandate that employers provide adequate first aid equipment, facilities, and personnel for their employees.

3. First aid needs assessment

A formal first aid needs assessment will be conducted and regularly reviewed (at least annually) for all work activities. This assessment will consider the following factors to determine the level of first aid provision required:

- **Hazards:** The use of cleaning chemicals (requiring COSHH risk assessments), electrical equipment, and the risk of slips, trips, and falls.
- **Workforce:** The number of employees, including remote and lone workers, and any employees with pre-existing medical conditions.
- **Work patterns:** Employee shift patterns, including out-of-hours or night shifts.
- **Location:** The remoteness of client sites from emergency medical services.
- **Accident history:** A review of previous incidents to inform and improve future provisions.

4. First aid personnel

Based on the needs assessment, Ambiente FM Ltd will ensure that trained first aiders or appointed persons are available to oversee first aid arrangements.

- **Appointed person:** In lower-risk situations, a designated appointed person will be responsible for managing the first aid kits and calling emergency services.
- **Occupied sites:** whilst working on customers sites first aid provisions will be provided by the site of work after consultation the customer during the onboarding process.
- **Trained first aiders:** Where the risk assessment identifies the need for more advanced skills (e.g., handling chemical injuries), trained first aiders holding a valid Emergency First Aid at Work (EFAW) or First Aid at Work (FAW) certificate will be appointed.
- **Absence cover:** Arrangements will be made to cover first aid duties during any absence of first aid personnel, such as annual leave or sickness.

5. First aid equipment and facilities

- **First aid kits:** All company vehicles and designated locations (e.g., head office) will be equipped with a suitably stocked and easily accessible first aid kit.
- **Lone worker kits:** Employees who work alone or travel between sites will be provided with a personal first aid kit.
- **Specialised equipment:** Where the risk assessment identifies specific hazards, such as chemical burns, additional specialised equipment (e.g., eyewash kits) will be provided.
- **Maintenance:** A designated person will be responsible for checking and restocking first aid kits regularly, disposing of expired items safely, and ensuring all contents are fit for use.

6. Procedures for an incident

In the event of an employee injury or illness, the following procedure must be followed:

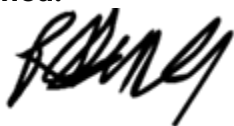
1. **Assess the situation:** The first aider or appointed person will quickly and calmly assess the incident, ensuring their own safety before approaching the casualty.

2. **Provide first aid:** The first aider will administer appropriate first aid within the scope of their training.
3. **Call for help:** If necessary, the appointed person or first aider will call the emergency services (999) immediately.
4. **Notify management:** The incident must be reported to a line manager as soon as is practical.
5. **Record the incident:** Details of the incident and any first aid provided will be recorded in the company's accident book. All records will be stored in compliance with the Data Protection Act.
6. **RIDDOR reporting:** The company will report any qualifying incidents under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013.

7. Employee responsibilities

- All employees must be aware of the company's first aid arrangements and know who to contact in an emergency.
- Employees must report any injuries or illnesses sustained at work to their line manager, no matter how minor.
- Employees with pre-existing medical conditions that may affect them at work are encouraged to inform their line manager so that appropriate arrangements can be made.

Signed:



Mr Paul Dorrell
Managing Director
Ambiente FM Ltd
5th November 2025