

# Health and Safety Policy

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## Magic Touch Cleaning Solutions Ltd

Registered in England and Wales, company number 15693373

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## 1. Policy Statement

This is the health and safety policy of Magic Touch Cleaning Solutions Ltd, prepared in accordance with section 2(3) of the Health and Safety at Work etc. Act 1974.

Magic Touch Cleaning Solutions Ltd provides commercial and industrial deep-cleaning services, normally delivered as one-off projects by crews of three to five operatives working in premises the company does not control. This work involves cleaning chemicals, powered equipment, manual handling and contact with building users. The company treats the management of these risks as a core management duty.

So far as is reasonably practicable, the company will:

- provide and maintain safe systems of work, safe equipment and a safe working environment for its employees
- assess the risks of every project before work starts and put proportionate controls in place
- provide the information, instruction, training and supervision needed for work to be done safely
- protect clients, building occupants and members of the public who could be affected by its work, in line with section 3 of the Health and Safety at Work etc. Act 1974
- consult employees on matters affecting their health and safety
- comply with the health and safety legislation that applies to its operations, and keep this policy under review as that legislation changes

Health and safety carries equal weight with commercial considerations in company decisions. No job is so urgent that it cannot be done safely. Any operative may stop work that they believe is unsafe, without penalty, and the matter will be resolved before work resumes.

## 2. Scope

This policy applies to all employees of Magic Touch Cleaning Solutions Ltd and to any labour-only subcontractors working under the company's direction. It covers every location where the company works, including client premises, and all activities carried out in the company's name.

## 3. Organisation and Responsibilities

### 3.1 The Director

The sole director, Abdulfattah Mahmoud Alkidra, holds overall and final responsibility for health and safety in the company. There is no separate health and safety officer. The director's responsibilities are to:

- set this policy, keep it current and ensure it is followed
- ensure risk assessments and method statements are prepared and approved before each project starts
- allocate the time, money and equipment that safe working requires, including suitable PPE and maintained work equipment
- act as the responsible person for statutory reporting under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- investigate accidents, near misses and hazard reports, and act on the findings
- review this policy at least annually

### 3.2 Crew Leads

For each project the director nominates a crew lead from the assigned crew. The crew lead is the senior operative on site, not a separate management post. The crew lead must:

- deliver the pre-task briefing and confirm every crew member has understood the risk assessment and method statement for the job
- ensure the controls in that document are applied throughout the work, including signage, segregation and PPE use
- stop work if conditions on site differ from those assessed, and contact the director before continuing
- report all accidents, near misses and hazards to the director on the day they occur

### 3.3 All Operatives

Under sections 7 and 8 of the Health and Safety at Work etc. Act 1974, every operative must:

- take reasonable care of their own health and safety and that of others affected by their work
- follow the method statement and the crew lead's instructions
- use equipment and chemicals only as trained, and wear the PPE specified for the task
- report hazards, defects, accidents and near misses without delay
- not misuse or interfere with anything provided for health and safety

### 3.4 Competent Advice

Where a project or a change in the law calls for expertise the company does not hold in-house, the director procures competent health and safety assistance from an external adviser, as provided for by regulation 7 of the Management of Health and Safety at Work Regulations 1999. The company also works to published guidance from the Health and Safety Executive.

## 4. Arrangements

### 4.1 Risk Assessment

The company carries out suitable and sufficient risk assessments as required by regulation 3 of the Management of Health and Safety at Work Regulations 1999. Assessments are recorded, cover employees and others affected by the work, and are reviewed when the work, the premises or the products change, and after any accident or near miss.

### 4.2 Risk Assessments and Method Statements per Project

Every project receives its own risk assessment and method statement (RAMS) before work starts. Preparation includes a site survey or documented information exchange with the client covering site hazards, asbestos information where relevant, access, isolation of services and emergency arrangements. The RAMS states the sequence of work, the controls, the chemicals and equipment to be used and the PPE required. The crew lead briefs the crew on the RAMS before work starts and each crew member signs to confirm the briefing.

### 4.3 Hazardous Substances (COSHH)

The company controls chemical and biological risks under the Control of Substances Hazardous to Health Regulations 2002. Arrangements are:

- a current inventory of every cleaning product in use, with the supplier safety data sheet held for each
- a COSHH assessment for each product and task combination, selecting the least hazardous product that will do the job
- controlled dilution, ventilation of the work area, and an absolute rule that chlorine-based products are never mixed or used in sequence with acids or ammonia-based products
- sealed, labelled containers for transport and storage; decanted product is always relabelled
- spill response materials carried with each crew
- assessment of biological risks, such as washroom and waste-area deep cleans, within the same system

Operatives receive COSHH training before their first assignment.

#### **4.4 Personal Protective Equipment**

PPE is provided free of charge under the Personal Protective Equipment at Work Regulations 1992, as amended by the Personal Protective Equipment at Work (Amendment) Regulations 2022. The RAMS for each project specifies the PPE for each task, drawn from chemical-resistant gloves, eye protection, safety footwear, protective clothing and respiratory protective equipment where the COSHH assessment requires it. PPE is treated as the last line of control after safer products and methods. Operatives are trained in the use, storage and limitations of their PPE, and damaged or contaminated items are replaced before further work.

#### **4.5 Manual Handling**

Deep-cleaning projects involve moving machines, water containers, chemical stock and furniture. Under the Manual Handling Operations Regulations 1992 the company avoids hazardous manual handling where reasonably practicable, assesses what cannot be avoided and reduces the risk. Practical controls include trolleys and wheeled equipment, breaking loads down, team lifts for heavy or awkward items and planning vehicle loading at the start of each project. Operatives receive manual handling instruction before their first assignment.

#### **4.6 Work Equipment and Electrical Safety**

Work equipment is selected, maintained and inspected in accordance with the Provision and Use of Work Equipment Regulations 1998. Operatives carry out visual checks before each use and defective equipment is taken out of service, tagged and reported. Portable electrical equipment used on client sites is managed under the Electricity at Work Regulations 1989 through a programme of user checks and periodic inspection and testing proportionate to the equipment and its use. Cable routes are planned to avoid water and trip hazards, and residual current protection is used where the risk assessment requires it.

#### **4.7 Work at Height**

High-level cleaning is planned under the Work at Height Regulations 2005. Work at height is avoided where the result can be achieved from the ground, for example with extending tools. Where access equipment is needed, the RAMS specifies suitable steps or podium equipment, checked before use. Makeshift access, including standing on furniture, is prohibited.

#### **4.8 Lone Working**

The standard crew of three to five means lone working is exceptional. Where a task must be done alone, a specific risk assessment is completed first, a check-in schedule with the director or crew lead is agreed, and higher-risk tasks are excluded: no lone work in confined or poorly ventilated spaces, at height, or with the more hazardous chemical processes.

#### **4.9 Working in Occupied Premises**

Much of the company's work takes place in premises that remain in use. For each such project the RAMS covers segregation of the work area, warning and wet-floor signage, barriers where needed, safe storage of chemicals and equipment away from building users, agreed working hours and access routes, and compliance with the client's own site rules and permit systems. Crews are briefed on conduct expected around the client's staff, visitors and property.

#### **4.10 Accident and Incident Reporting**

All accidents, near misses, dangerous occurrences and work-related ill health are recorded internally, whatever their severity. The director, as the responsible person, reports to the Health and Safety Executive the events specified by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013: deaths and specified injuries without delay, dangerous occurrences and over-seven-day incapacitation injuries within the statutory deadlines, and reportable occupational diseases on diagnosis. Records are kept for at least three years. Every reportable event, and any near miss with serious potential, is investigated and the findings are fed back into the risk assessments and training.

#### **4.11 First Aid**

First aid is arranged under the Health and Safety (First-Aid) Regulations 1981. A first aid needs assessment is carried out for the company's work and reviewed for any project with unusual risks, taking account of current Health and Safety Executive guidance, including its treatment of mental health. Each crew carries a stocked first aid kit and has a nominated appointed person who takes charge if someone is injured or falls ill and calls the emergency services when needed. The location of the kit and the identity of the appointed person are confirmed at the pre-task briefing.

#### 4.12 Welfare

Welfare provision is confirmed before each project starts, by agreement with the client, against the standards of the Workplace (Health, Safety and Welfare) Regulations 1992: access to toilets, washing facilities with soap and water, drinking water and somewhere to take breaks. Washing facilities matter particularly for chemical work. Where a site cannot provide them, the company arranges alternatives before work begins. Rest breaks are planned into every shift.

### 5. Training and Competence

Every operative completes an induction before their first assignment, covering this policy, COSHH and safe chemical handling, PPE use, manual handling and the reporting of accidents and hazards. Task-specific instruction is given before an operative first uses a new machine, product or method. Training is refreshed when products, methods or legislation change, and after any incident that shows a gap. The director keeps a record of the training each operative has received, and no operative works unsupervised on a task until the director or crew lead is satisfied they are competent at it.

### 6. Consultation and Communication

The company is small enough to consult employees directly. Health and safety is discussed at pre-task briefings, and operatives are encouraged to raise concerns and suggest improvements at any time, to the crew lead or straight to the director. Every employee receives a copy of this policy and is told when it changes.

### 7. Insurance

The company maintains employers' liability insurance as required by the Employers' Liability (Compulsory Insurance) Act 1969, and holds public liability insurance appropriate to its operations. The employers' liability certificate is available to employees.

### 8. Monitoring and Review

The director monitors how this policy works in practice through site spot checks, review of completed RAMS at the end of each project, examination of accident and near-miss records and follow-up of hazard reports. This policy is reviewed at least annually, and sooner if the law changes, the company's operations change materially, or an incident or investigation shows the policy is not working. Revisions are issued to all employees, with retraining where the changes require it.

### 9. Document Control

| Item           | Detail                                                       |
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| Approved by    | Abdulfattah Mahmoud Alkidra, Director                        |

Signed: 

Abdulfattah Mahmoud Alkidra, Director

For and on behalf of Magic Touch Cleaning Solutions Ltd

Date: 23/08/2026