



Welfare Policy: The Callver Group Ltd T/A The Callver Cleaning Co 2024 - 2025

The Callver Cleaning Co & The Callver Group Ltd as a whole take the welfare of staff very seriously, and their access to washroom facilities, breakrooms, rest areas and changing zones is paramount.

Whether when working in office spaces, schools, show homes or on construction sites, The Callver Cleaning Co will ensure that adequate facilities exist for the purpose of staff working safely, comfortably, and hygienically.

Upon commencement of each task, we will ensure that the following has been understood, and that staff are made aware of...

Toilet Areas

- Enough toilets and washbasins be available for those that need them – people should not be expected to queue for long periods to use the toilet.
- Where possible, separate facilities should be available for men and women, and where not, that lockable doors be available.
- Clean facilities – to help achieve this, walls and floors should be tiled, or fitted with a waterproof material to ensure they're hygienic and easier to clean.
- An adequate supply of toilet paper is provided for the number of people who may use these facilities.
- Facilities that are dry and well ventilated.
- Facilities with running water, and preferably with warm or hot water available.
- Enough soap and washing agents to adequately clean hands.
- Large enough wash basins to adequately dry hands and forearms when necessary.
- Correct signage to direct staff to all available areas.
- A means of drying hands hygienically, and preferably with air drying facility.
- Showers where necessary with clean towels.
- Facilities to hygienically dispose of sanitary waste.
- Always make allowances for employees with disabilities and ensure facilities are suitable.

Drinking Water

The law requires that drinking water is readily available on all work sites, and this will be checked upon arrival and prior to starting.

Where not available, bottled water will be provided.

Meal Breaks

For those entitled to a meal break, seating must be provided for all staff, in a clean and designated food consumption area, ideally with facility to heat food safely in an area that hasn't been contaminated.

Facilities for hand washing must be nearby and adequate facilities for disposing of rubbish must be made available.

Smoking

It is against the law to smoke in work areas shared by others, and in company vehicles. Smoking 'areas' will be identified and staff will be notified. If unavailable, staff will be asked to leave the premises if they choose to smoke.

Changing Facilities

If the work our staff are conducting requires them to change clothes into appropriate workwear or uniforms, there must be adequate facilities for changing for the number of people that require them. This includes...

- Safe, dry areas where clothing can be stored.
- Lockable areas for safe storage of personal items.
- Seating for changing and hanging facilities (a peg or hook is sufficient)
- Privacy whilst changing.
- Areas must be available for drying clothes if working outdoors or in wet environments
- Well ventilated areas for changing for the purpose of maintaining safe and hygienic changing environments.

Illness

At all times, whilst working for The Callver Cleaning Co, staff must feel safe, comfortable, well protected and have means of contact in the event of emergency or illness.

Staff should always have available a mobile telephone, and at least two points of contact if they need help in any eventuality. This can be through injury or illness, or to discuss issues with any of the above welfare requirements

In the event of illness or injury, and where appropriate, first aid facilities should be available, and where appropriate, a first aider made available. Where not, The Callver Cleaning Co will assist in sourcing medical aid for any staff member, whether that be another member of our staff, family member, doctor or in extreme cases, an ambulance.

No member of our staff will ever be asked to work alone in an area where they cannot call for help, and feel assured that help will be provided.

All staff are directed to only attend work if in a fit state and are in good health. With Covid-19, all directions from HSE and government sites will be followed at all times. Testing kits for Coronavirus are readily available across our company and in company vehicles.

Staff can be directed to seek information about all Health & Safety matter, their legal obligations, and those of The Callver Cleaning Co by visiting www.hse.gov.uk