
Full Safety Policy.

2026



Certificate No 461882024



Certificate No 284972018



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Think FM Solutions Ltd

Health & Safety Policy and Arrangements 2026

Document control

Policy owner: Think FM Solutions Directorate

Approved by: Managing Director

Approval date: 04 January 2026

Next review date: 04 January 2027

1. Health & Safety Policy Statement

Think FM Solutions Ltd (“the Company”) recognises its legal duty under the Health and Safety at Work etc. Act 1974 to ensure, so far as is reasonably practicable, the health, safety and welfare of its employees and of others who may be affected by its cleaning and facilities management activities.

Health and safety is integral to how we operate as a responsible employer delivering services across multiple client sites. We are committed to preventing injury, ill health, and work-related harm through effective risk management, competent supervision, consultation with employees, and continuous improvement.

This policy applies to all employees, workers, contractors, agency staff and visitors engaged in or affected by our activities.

2. Organisation and responsibilities

Managing Director

- Overall accountability for health and safety performance
- Ensures adequate resources and competent advice are in place
- Approves and reviews this policy.

Operations Director

- Ensures implementation of this policy across all contracts
- Reviews audits, incidents and performance data.

Compliance / Health & Safety Manager

- Provides competent health and safety advice
- Oversees audits, inspections, and investigations
- Ensures legal and client compliance.

Area Managers and Supervisors

- Day-to-day management of health and safety on sites
- Conduct inductions, toolbox talks, and site inspections
- Ensure risk assessments and safe systems of work are followed.

Employees and Operatives

- Take reasonable care of their own health and safety and that of others
- Follow training, instructions, and safe systems of work
- Report hazards, incidents, and near misses promptly.

3. Consultation and communication

The Company is committed to consulting with employees on health and safety matters. This is achieved through:

- Inductions and refresher training
- Toolbox talks and site briefings
- Supervisor and manager engagement
- Access to site files, policies, and risk assessments.

Employees are encouraged to raise concerns and contribute to improving health and safety standards.

4. Risk management and safe systems of work

The Company operates a structured approach to risk management to identify hazards, assess risks, and implement appropriate control measures.

This includes:

- General and task-specific risk assessments
- Method statements and safe systems of work
- COSHH assessments for cleaning chemicals
- Manual handling assessments
- Lone working assessments
- Fire risk assessments (where applicable).

Risk assessments are reviewed at least annually or following significant change.

5. Key health & safety arrangements

5.1 Control of substances hazardous to health (COSHH)

- COSHH assessments are completed for all hazardous substances
- Safety data sheets are retained in site files
- Staff receive training on safe use, storage, and disposal
- Substances are stored securely and in accordance with instructions.

5.2 Manual handling

- Manual handling risks are assessed
- Mechanical aids or team lifting used where reasonably practicable
- Staff receive appropriate training.

5.3 Work equipment and PPE

- Equipment is suitable, maintained, and inspected
- Portable electrical equipment is tested as required
- PPE is provided where risks cannot be controlled by other means
- Staff are trained in correct use and care of PPE.

5.4 Slips, trips, and falls

- Good housekeeping standards maintained
- Spillages dealt with promptly
- Appropriate signage used.

5.5 Working at height

- Avoided where reasonably practicable
- Suitable access equipment provided
- Staff trained and authorised.

5.6 Lone working

- Risk assessments carried out
- Communication and monitoring arrangements in place

- Consideration given to vulnerable workers.

6. Welfare and occupational health

The Company will ensure that suitable welfare facilities are available in line with site conditions and client provision, including:

- Toilet and handwashing facilities
- Drinking water
- First aid arrangements.

Occupational health risks, including dermatitis, musculoskeletal disorders, and stress, are identified and managed.

7. Psychosocial health and wellbeing (ISO 45003)

The Company recognises that psychological health is an integral part of workplace safety. In line with ISO 45003, we will:

- Identify psychosocial risks such as stress, workload, bullying, and poor communication
- Promote supportive leadership and inclusive behaviours
- Provide access to support and early intervention
- Monitor indicators such as absence, turnover, and feedback.

8. Accident, incident and emergency management

8.1 Accident and incident reporting

- All accidents, incidents, near misses and hazards must be reported
- Investigations carried out to identify root causes
- Notifiable incidents reported in accordance with RIDDOR.

8.2 First aid

- Appropriate first aid provision identified by risk assessment
- First aid equipment maintained and accessible.

8.3 Fire and emergency procedures

- Site-specific emergency arrangements communicated during induction
- Fire risk assessments completed where required
- Employees informed of evacuation routes and assembly points.

9. Contractors and visitors

- Contractors assessed for competence prior to engagement
- Relevant risk assessments and method statements reviewed
- Visitors required to follow site safety rules and sign in where applicable.

10. Training and competence

- Health and safety training provided at induction
- Role-specific and refresher training delivered as required
- Toolbox talks conducted regularly
- Training records maintained and auditable.

Young workers and new starters receive enhanced supervision.

11. Monitoring, audit and review

The effectiveness of this policy and arrangements is monitored through:

- Site inspections and audits
- Incident trend analysis
- Review of training and compliance records.

This policy will be reviewed annually or following significant change.

Signed:

Managing Director

Think FM Solutions Ltd

Date: 06 January 2026

End of document

Responsibility table

This Responsibility Table shows the allocation of responsibility for particular health and safety issues to named people or management positions.

Key

MD - Managing Director

OM - Operations Manager

AM – Area Manager

Safety arrangements	MD	OM	AM
Managing Safety & Health at Work	☐	☐	☐
Accident, Incident, Ill Health Reporting and Investigation	☐		☐
Workplace H&S Consultation- Safety Reps	☐		☐
Workplace H&S Consultation - One-to-one	☐	☐	☐
Risk Assessment and Hazard Reporting	☐		☐
Purchasing	☐		
New and Expectant Mothers	☐	☐	☐
Lone Working		☐	☐
Health & Safety Training	☐	☐	☐
Personal Protective Equipment		☐	
Home Working	☐	☐	
Employing Agency and Temporary Staff			☐
Safe Systems of Work	☐	☐	☐
Action on Enforcing Authority Reports	☐	☐	
Equality and Disability Discrimination Compliance	☐	☐	☐
H & S Information for Employees	☐	☐	☐
Fire Safety - Arrangements and Procedures		☐	☐
First Aid		☐	☐
Welfare, Staff Amenities, Rest Rooms & the Working Environment	☐		
Housekeeping and Cleaning		☐	☐
Working in the Open Air			☐
Working in the Sun			☐
Electrical Safety		☐	☐
The Provision, Use & Maintenance of Work Equipment		☐	☐
Hand Tools		☐	☐
Office Equipment		☐	
Storage of Chemical Substances & Agents		☐	☐
Slips, Trips & Falls		☐	☐
Work at Height		☐	☐
Access Equipment		☐	☐
Permits to Work	☐		☐
Occupational Road Safety	☐	☐	
The Prevention of Sharps and Needlestick Injuries		☐	☐

Safety arrangements	MD	OM	AM
Work Related Upper Limb Disorders WRULD		<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling		<input type="checkbox"/>	<input type="checkbox"/>
Display Screen Equipment & DSE User Eye Tests & Spectacles	<input type="checkbox"/>		
Use of Chemical Agents & Substances			<input type="checkbox"/>
Asbestos at Work - No Premises & Off-Site Risk	<input type="checkbox"/>		
Control of Noise at Work		<input type="checkbox"/>	<input type="checkbox"/>
Stress in the Workplace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dermatitis		<input type="checkbox"/>	<input type="checkbox"/>
Contractor Control & Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Note:

People with delegated responsibilities for health and safety issues should ensure that the required risk assessments and safety records are completed, either by them or by others and that the required control measures are implemented when work activities take place.

Where more than one person has been assigned responsibility to a particular subject, each should ensure that they have fulfilled their responsibilities in the areas under their control and completed the relevant records. Together they need to check that collectively the organisation has covered all aspects of safety management for the subject.

Relevant Legislation

In most cases Health and Safety legislation requires common sense, reasonably practicable precautions to avoid the risk of injury or ill-health at work. Our Health and Safety Management System does not quote specific legal references; giving instead the information and detail of what is required in practice to secure compliance. If the guidance and requirements of our Health and Safety Management System are adopted compliance with the legal requirements will be achieved.

This page sets out, for the record, details of the main statutes and regulations affecting health and safety at work that were in force when this policy was prepared.

Not every piece of the legislation will apply to our operation on a day-to-day basis, but we need to be aware of them should circumstances change.

- Building Regulations 2010 (as amended)
- European Regulation (EC) No 2016/425/2016 on Personal Protective Equipment
- European Regulation (EC) No 2008/1272 on classification, labelling and packaging of substances and mixtures
- European Regulation (EC) No 2003/2003 concerning the export and import of dangerous chemicals, as amended
- Classification, Labelling and Packaging of Chemicals (Amendments to Secondary Legislation) Regulations 2015
- Confined Spaces Regulations 1997
- Construction (Design and Management) Regulations 2015
- Control of Artificial Optical Radiation at Work Regulations 2010
- Control of Asbestos Regulations 2012
- Control of Electromagnetic Fields at Work Regulations 2016
- Control of Lead at Work Regulations 2002
- Control of Major Accident Hazard Regulations 2015
- Control of Noise at Work Regulations 2005
- Control of Substances Hazardous to Health Regulations 2002 (as amended)
- Control of Vibration at Work Regulations 2005
- Corporate Manslaughter and Homicide Act 2007
- Dangerous Substances and Explosive Atmospheres Regulations 2002
- Electricity at Work Regulations 1989
- Employers Liability (Compulsory Insurance) Regulations 1998 (as amended)
- Employment of Women, Young Persons and Children Act 1920.
- Equality Act 2010
- Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended)
- Gas Appliances (Safety) Regulations 1995 (as amended)
- Gas Safety (Installation and Use) Regulations 1998
- Gas Safety (Management) Regulations 1996
- Hazardous Waste Regulations 2005 (as amended)
- Health and Safety Offences Act 2008
- Health and Safety at Work etc. Act 1974
- Health and Safety (Consultation with Employees) Regulations 1996
- Health and Safety (Display Screen Equipment) Regulations 1992

- Health and Safety (First Aid) Regulations 1981 (as amended)
- Health and Safety Information for Employees Regulations 1989 (as amended)
- Health and Safety (Safety Signs and Signals) Regulations 1996 (as amended)
- Health and Safety (Sharp Instruments in Healthcare) Regulations 2013.
- Health and Safety (Training for Employment) Regulations 1990
- Health and Safety at Work etc. Act 1974 (General Duties of Self-Employed Persons) (Prescribed Undertakings) Regulations 2015
- Ionising Radiations Regulations 1999
- Lifting Operations and Lifting Equipment Regulations 1998
- Lifts Regulations 1997
- Management of Health and Safety at Work Regulations 1999 (as amended)
- Manual Handling Operations Regulations 1992 (as amended)
- Notification of Cooling Towers and Evaporative Condensers Regulations 1992
- Personal Protective Equipment at Work Regulations 1992 (as amended)
- Pressure Systems Safety Regulations 2000
- Provision and Use of Work Equipment Regulations 1998
- Radiation (Emergency Preparedness and Public Information) Regulations 2001
- The Registration, Evaluation, Authorisation and Restriction of Chemicals Regulations 2007 (REACH)
- Regulatory Reform Fire Safety Order 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Safety Representatives and Safety Committees Regulations 1977
- Work at Height Regulations 2005 (as amended)
- Workplace (Health, Safety and Welfare) Regulations 1992
- Working Time Regulations 1998 (as amended)
- ISO 45003:2021 – Psychological Health and Safety at Work – Guidelines for managing psychosocial risks