



# THE CATS WHISKERS

**Perelle House  
Holt  
Wimborne  
Dorset BH21 7EF**

**Tel: 01202 805560**

*Superior Professional Cleaning  
Let us Exceed Your Expectations*

**To be produced in duplicate – one copy to keep & one copy to be signed and returned**

**October 2009**

## **Duty of Care**

As part of our duty of care towards our customers we must safeguard the security of their homes or other premises where we provide domestic cleaning services.

Keys to client properties must therefore be held in a secure environment and must not carry a label or other identification that will enable the address of the premises to be identified if the keys are lost or stolen.

If we attend a property when no-one else is present, when leaving the property we must ensure it is locked securely and any security measures required by the customer must be completed.

Lost keys or problems securing a property must be reported immediately to Staff Supervisor Mrs. Tracey Newman or Mrs. Sue Weiss or, in her absence, Mr. Chris Weiss.

## **The Cats Whiskers Health and Safety Policy**

### **Statement of Intent**

We are committed to ensuring the safety of our employees, customers and anyone else affected by our business activities.

Ultimate responsibility for health and safety in the business lies with the directors of the company.

Staff Supervisor Mrs. Tracey Newman has day to day responsibility for overseeing staff and visits them at their places of work. She will report directly to Mrs. Sue Weiss or, in her absence, Mr. Chris Weiss.

All employees of The Cats Whiskers are responsible for taking care of their own health and safety and that of the people they work with.

We recognise the legal duties by which the business is bound and therefore we are committed to providing a safe working environment, safe work equipment and safe methods of work.

## **The Organisation**

Risk Assessments – These are made when a new customer is interviewed in their home by Chris or Sue Weiss and potential areas of risk/specific advice about the property ( i.e. loose light fitting, or equipment damage) will be included in each Customer Requirement Form, a copy of which will be supplied to each staff member before they enter the premises. All staff are required to adhere to The Customer Requirement Forms at all times; further copies are available on request.

Workplace inspections – These are undertaken by Mrs. Tracey Newman, Staff Supervisor. Mrs. Newman will assess each property to advise of any needed changes in either work practices or of new/potential hazards identified. This will include any further staff training required.

All staff are required to ensure their own safety at work as their first priority. All staff have the right and responsibility to refuse to undertake any task they deem dangerous. Staff are required to report to Mrs. Tracey Newman or Mrs. Sue Weiss any immediate cause for concern.

All staff receive a copy of this document titled 'The Cats Whiskers Health and Safety Policy' on joining the Company and agree to be bound by its rules.

### **Contact details:**

Mrs. Sue Weiss	Office - 01202 805 560
	Mobile – 07919 538 193
Mrs. Tracey Newman	Mobile - 07826 523745

## **The Arrangements**

Working in a number of private homes will present many individual challenges. The Company's objective is to minimise or reduce as far as reasonably practical the risks posed by hazards in each workplace.

As the housekeeper/cleaner you may be the first person to become aware of any new problem or risk within each property. Please contact the supervisor or The Cats Whiskers office immediately if you feel this is the case. The supervisor will as a matter of course refer any concerns to The Cats Whiskers office for further action.

Always use cleaning chemicals minimally and only as described on each package. Please wear protective gloves and eyewear when handling chemicals. Always ensure adequate ventilation when using cleaning chemicals (eg. open the window)

Clients supply their own vacuum cleaners and irons for use in their own homes. We are assured of their good working order at the time of interview (unless noted). However please verify that these appear to continue to be in good working order before use each time. If in doubt do not use the item and contact The Cats Whiskers office immediately.

The uniform provided (tee shirt and Tabard) is to be worn at all times as protective clothing.

A 'wet floor hazard' sign is provided for each staff member. This is to be used every time in the home/communal area when the floor has been washed and could present a trip/slip hazard.

Mrs Tracey Newman as Staff Supervisor:

- is available for further training or advice for all work related matters, and
- will attend each property in rotation whilst cleaning is being carried out, and
- will take this opportunity to review the Risk Assessment for that property.

I have received my personal copy of 'Health and Safety Law, what you should know'

I have read and understood its contents and I agree to follow the guidelines contained in it.

Signed ..... Date.....