CITY & ESSEX

2026

Health, Safety & Wellbeing **Policy**

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1. MISSION STATEMENT

City & Essex is committed to protecting the health, safety and wellbeing of our employees, workers, subcontractors, clients, visitors and anyone affected by our activities.

This policy sets out our overarching approach to health and safety management, wellbeing support, risk control, incident reporting, employee consultation and continuous improvement. It is intended to sit above the detailed HSEQ procedures, HR policies, site-specific risk assessments, method statements and client requirements used across City & Essex operations.

2. SCOPE

This policy applies to City & Essex Limited and all affiliated subsidiaries. It applies to employees, workers, agency workers, subcontractors and contractors where relevant to their role, contractual relationship and work undertaken on behalf of City & Essex.

- Head Office, management and support functions.
- Site-based employees and operational cleaning teams working across client locations.
- Supervisors, managers and authorised managers responsible for people, operations or HSEQ controls.
- Health, safety, wellbeing, training, incident reporting, emergency arrangements, chemical safety, vehicle safety, lone working and absence support arrangements.

Supplier and subcontractor requirements are also supported by the Supplier Code of Conduct, Sustainable Procurement Policy and Modern Slavery & Human Rights Policy.

3. REPLACED DOCUMENTS

This policy replaces the previous Health & Safety Statement as City & Essex's top-level health, safety and wellbeing policy, subject to final HSEQ review and approval.

Detailed operational procedures, site-specific risk assessments, COSHH assessments, method statements, training records, client requirements, HR policies and incident reporting processes remain in force unless separately updated.

4. FRAMEWORKS & LEGISLATION

This policy is informed by applicable UK health, safety, employment and environmental requirements and recognised management-system standards, including where relevant:

- Health and Safety at Work etc. Act 1974.
- Management of Health and Safety at Work Regulations 1999.
- Control of Substances Hazardous to Health Regulations 2002.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
- Workplace (Health, Safety and Welfare) Regulations 1992.
- Personal Protective Equipment at Work Regulations 1992 and related UK requirements.
- Equality Act 2010, where health, disability, reasonable adjustment and wellbeing support are relevant.
- BS ISO 45001:2018 certified occupational health and safety management system.
- ILO Convention C155 principles on occupational safety and health, where relevant to worker protection and safe working conditions.
- BS EN ISO 14001:2015 certified environmental management system, where chemical handling, waste, environmental incidents and operational controls overlap with HSEQ management.
- BS EN ISO 9001:2015 certified quality management system, where service delivery, process control and continual improvement support safe and consistent operations.

City & Essex maintains certification to BS ISO 45001:2018 for occupational health and safety management, BS EN ISO 14001:2015 for environmental management and BS EN ISO 9001:2015 for quality management. ISO 45001 and ISO 14001 provide direct evidence for EcoVadis health and safety and environmental management requirements, while ISO 9001 supports wider integrated management system maturity, quality assurance and client confidence. Current certificates should be retained as separate evidence for client, audit and EcoVadis purposes.

5. POLICY COMMITMENTS

1. Health and Safety Management

City & Essex will maintain a structured approach to identifying, assessing and controlling health and safety risks across its operations. We will:

- Maintain appropriate health and safety management arrangements, responsibilities and controls.
- Identify hazards and assess risks associated with our work activities.
- Use suitable and sufficient risk assessments, method statements and safe systems of work.
- Provide appropriate supervision, information, instruction and training.
- Maintain safe equipment, tools and working practices where under our control.
- Work with clients to meet site-specific requirements and raise safety concerns where needed.

2. Risk Assessments, Method Statements and Site Controls

City & Essex will use risk assessments, method statements and site-specific controls to manage operational risks, including risks arising from cleaning tasks, equipment use, access arrangements, lone working, slips, trips and falls, manual handling and work at client-controlled locations.

Operational teams and managers are expected to follow site instructions and escalate risks, incidents or unsafe conditions promptly.

3. Chemical Safety and COSHH

City & Essex recognises that cleaning activities can involve chemical and substance-related risks. We will manage these risks through appropriate COSHH controls, safe handling, storage, transport, use and disposal arrangements, and relevant employee training.

Chemical selection and use will also be supported by the Environmental, Climate & Resource Efficiency Policy, Sustainable Procurement Policy and supplier/product controls where relevant.

4. Incident, Accident, Near-Miss and RIDDOR Reporting

City & Essex will maintain records of accidents, incidents, near misses, RIDDOR-reportable events, property incidents and environmental incidents where relevant.

Reported events will be reviewed by the HSEQ function to identify trends, corrective actions and opportunities for prevention. Employees, managers and subcontractors are expected to report accidents, incidents, near misses and unsafe conditions promptly through the appropriate reporting route.

Incident data should be summarised separately in a Health, Safety & Wellbeing KPI Summary or equivalent reporting document, rather than embedded directly into this policy.

5. Emergency Preparedness

City & Essex will support appropriate emergency arrangements for its own operations and comply with client site emergency procedures where operating at client-controlled locations.

Managers and site teams are responsible for ensuring that relevant employees understand site emergency arrangements, escalation routes and immediate response requirements.

6. PPE, Equipment and Safe Working Practices

City & Essex will provide, require or specify appropriate personal protective equipment, tools and equipment where needed for the work activity, risk assessment or client site requirement.

Employees and subcontractors are expected to use PPE and equipment correctly, report defects and follow relevant safe working instructions.

7. Lone Working and Personal Safety
Where employees work alone or in reduced-supervision environments, City & Essex will use appropriate lone-working arrangements, risk assessments and escalation procedures to manage personal safety risks.

Detailed lone-working procedures remain in force as supporting operational controls.

8. Travel, Driving and Vehicle Safety
City & Essex will manage driving and travel risks associated with company vehicles, business travel and operational journeys. Relevant employees are expected to comply with licence, insurance, vehicle maintenance, mileage reporting, road safety, fitness-to-drive and incident reporting requirements.

Company Car and Travel procedures remain in force as supporting controls.

9. Alcohol, Drugs and Safety-Critical Conduct
City & Essex expects employees and workers to be fit to work and not under the influence of alcohol, illegal drugs or substances during working hours or when undertaking safety-critical tasks. Employees must report prescribed or over-the-counter medication where it may affect their ability to work safely or may pose a risk to others.

Detailed alcohol, drugs and substances procedures remain in force as supporting controls.

10. Mental Health, Wellbeing and Absence Support
City & Essex recognises that health and safety includes psychological wellbeing, stress prevention and supportive absence management. We will:

- Provide access to employee wellbeing support, including the Employee Assistance Programme and a trained Mental Health First Aider network. City & Essex maintained 25 Mental Health First Aiders and 24.5% EAP utilisation in the 2024 ESG baseline year.
- Support managers in responding appropriately to health, wellbeing and absence concerns.
- Use return-to-work discussions, medical advice, Occupational Health or GP input where appropriate.
- Consider reasonable adjustments, phased returns or temporary changes where appropriate and reasonable.
- Promote respectful working practices and signpost employees to relevant HR, wellbeing and reporting procedures.

11. Consultation, Communication and Training
City & Essex will consult and communicate with employees on health, safety and wellbeing matters through appropriate management, HSEQ and operational channels.

Employees will receive relevant induction, role-specific, site-specific and refresher information, instruction or training according to their role and risk profile. Training records will be maintained where required.

6. TARGETS AND MEASUREMENT

City & Essex will use 2024 as the baseline year for H&S and wellbeing evidence unless a more specific baseline is stated.

Area	Baseline/Context	Target	Deadline
ISO-certified H&S management	City & Essex holds ISO 45001, ISO 14001 and ISO 9001 certification	Maintain ISO 45001 and ISO 14001 certification and retain current certificates for audit, client and EcoVadis evidence. ISO 9001 supports the wider integrated management system.	Annual / certification cycle
Incident management	Accident, incident, near-miss and RIDDOR records are maintained	Review accident, near-miss and RIDDOR data annually and track corrective actions following reportable or material incidents	Annual
Workplace safety	Operational cleaning risks managed through HSEQ controls	Maintain risk assessment, method statement, PPE, COSHH and safe-system controls for relevant operational activities	Ongoing
Wellbeing support	25 Mental Health First Aiders and EAP access in 2024 baseline year	Maintain employee access to EAP and Mental Health First Aid provision, with wellbeing support reviewed through HR/HSEQ governance	Annual

Area	Baseline/Context	Target	Deadline
Training and competence	Training records held through internal systems and platforms	Maintain H&S training records for relevant roles and ensure role/site-required training is completed before unsupervised work where required	Ongoing

This policy does not publish sensitive incident details, personal data or legally privileged investigation material. Reporting used for EcoVadis, client assurance or internal review will be aggregated and proportionate.

7. RESPONSIBILITIES

Managing Director
The Managing Director has ultimate accountability for this policy and for ensuring that health, safety and wellbeing remain part of City & Essex's business strategy and management system.

Head of HSEQ
The Head of HSEQ is the policy owner and is responsible for maintaining this policy, overseeing HSEQ governance, supporting operational risk management, reviewing health and safety performance, coordinating HSEQ evidence and advising on compliance and improvement actions.

Head of ESG
The Head of ESG supports this policy by aligning HSEQ evidence with ESG reporting, EcoVadis requirements, client sustainability requests and wider responsible business commitments.

Head of People & Culture
The Head of People & Culture supports this policy by ensuring alignment with HR procedures relating to wellbeing, absence, reasonable adjustments, employee support, training, employee communication and workplace conduct.

Operations Managers, Site Managers and Supervisors
Operations Managers, Site Managers and Supervisors are responsible for implementing relevant HSEQ controls, communicating site requirements, escalating risks, supporting training and ensuring employees follow safe working practices.

Employees, Workers and Subcontractors
Employees, workers and subcontractors are expected to follow relevant procedures, use equipment and PPE correctly, report risks and incidents promptly, complete required training and take reasonable care of their own health and safety and that of others affected by their work.

8. SUPPORTING PROCEDURES AND EVIDENCE

This policy sets out City & Essex's overarching commitments, responsibilities and objectives. It is supported by relevant HSEQ procedures, HR policies, site-specific risk assessments, method statements, training records, client requirements, audit records and statutory obligations. Supporting documents and evidence may include:

- Current ISO 45001:2018 and ISO 14001:2015 certificates.
- ISO 9001:2015 certificate retained as wider integrated management system evidence.
- Health and safety risk assessments and method statements.
- COSHH assessments and chemical safety documentation.
- Accident, incident, near-miss, RIDDOR and environmental incident records.
- Health, Safety & Wellbeing KPI Summary.
- H&S training records, induction records and toolbox talk records.
- Lone Working Policy and related procedures.
- Alcohol, Illegal Drugs or Substances procedure.
- Managing Absence procedure and return-to-work records.
- Company Car and Travel procedures.
- Employee Assistance Programme and Mental Health First Aid evidence.
- Client site requirements and operational instructions.

These supporting documents provide the detailed controls used to implement this policy in day-to-day operations.

9. REPORTING AND REVIEW

This policy will be reviewed annually, or sooner where required by legislation, ISO certification requirements, client requirements, EcoVadis reassessment, material operational changes, significant incidents or HSEQ review findings.

Health, safety and wellbeing performance will be reviewed through HSEQ management processes, incident and near-miss reporting, training records, ISO certification activity, HR wellbeing and absence processes, client feedback and internal management review where relevant.

Business Name: **City & Essex Ltd**
Approved and Signed By: **Ian Hookway, Managing Director**
Approval Date: **October 2026**

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