

HEALTH, SAFETY & INSURANCE POLICY

Mobile Cleaning, Gardening & Property Care Services

“Cleanliness is our business, make your home sparkle.”

1. PURPOSE

Fresh Home Cleaning Agency is committed to protecting the health, safety and wellbeing of its employees, customers, contractors, visitors and members of the public.

This document establishes the minimum health, safety, risk-management and insurance requirements applicable to the Company’s mobile operations.

2. SCOPE

This policy applies to:

- House cleaners
- Gardeners
- Team Leaders
- Customer Support Staff
- Management
- Temporary workers
- Approved contractors
- Visitors working with the Company

It applies to services including:

- Standard house cleaning
- Deep cleaning
- Airbnb/Guest House/Office cleaning
- Grass cutting
- Mobile car washing
- Rug cleaning
- Mattress cleaning
- Upholstery cleaning
- Gardening maintenance
- Laundry services
- Window and sliding-door cleaning
- Oven & Fridge cleaning

3. HEALTH & SAFETY COMMITMENT

Fresh Home Cleaning Agency will:

1. Provide a reasonably safe working environment.
2. Identify and assess workplace hazards.
3. Provide appropriate training and instructions.

4. Provide appropriate personal protective equipment (PPE).
5. Maintain cleaning and gardening equipment in safe working condition.
6. Encourage employees to report hazards and incidents.
7. Investigate accidents and near-misses.
8. Take reasonable measures to prevent injury, illness and property damage.
9. Comply with applicable South African occupational health and safety requirements.

4. MANAGEMENT RESPONSIBILITIES

Management is responsible for:

- Implementing this policy.
- Providing appropriate safety procedures.
- Ensuring employees receive relevant training.
- Providing suitable PPE.
- Conducting workplace risk assessments.
- Maintaining incident records.
- Investigating reported incidents.
- Ensuring equipment is inspected and maintained.
- Reviewing the policy periodically.

5. EMPLOYEE RESPONSIBILITIES

Employees must:

- Follow all safety instructions.
- Wear required PPE.
- Use equipment correctly.
- Follow chemical-handling instructions.
- Report hazards immediately.
- Report accidents and injuries.
- Keep work areas safe and tidy.
- Never deliberately disable safety features.
- Never use equipment they are not trained or authorised to operate.
- Treat customers, colleagues and property respectfully.

6. PRE-SERVICE RISK ASSESSMENT

Before starting work, the Team Leader or assigned employee should assess the work area for hazards.

Check for:

- ☐ Wet/slippery floors
- ☐ Electrical hazards
- ☐ Broken glass
- ☐ Sharp objects

- ☐ Chemical hazards
- ☐ Unstable furniture
- ☐ Unsafe stairs
- ☐ Aggressive animals
- ☐ Pest infestations
- ☐ Unsafe heights
- ☐ Garden hazards
- ☐ Exposed cables
- ☐ Dangerous machinery
- ☐ Other hazards

Where a serious hazard cannot reasonably be controlled, work may be stopped and referred to management.

7. PERSONAL PROTECTIVE EQUIPMENT (PPE)

Depending on the service, employees may be required to use:

- Protective gloves
- Closed-toe, non-slip footwear
- Protective aprons
- Protective overalls
- Eye protection
- Face masks where appropriate
- Hearing protection for applicable equipment
- Other task-specific PPE

PPE must be kept clean, inspected and replaced when damaged or unsuitable.

8. CHEMICAL SAFETY

Cleaning chemicals must be:

- Properly labelled.
- Stored safely.
- Used according to manufacturer instructions.
- Kept away from food and customers where appropriate.
- Transported securely during mobile operations.

Employees must never:

- Mix cleaning chemicals unless specifically permitted by the product instructions.
- Transfer chemicals into unlabelled food or drink containers.
- Use chemicals they have not been trained to handle.
- Leave chemicals unattended where children or pets may access them.

9. ELECTRICAL SAFETY

Employees must inspect electrical equipment before use.

Do not use equipment with:

- Exposed wires
- Damaged plugs
- Damaged cables
- Broken switches
- Signs of electrical damage

Electrical equipment must be kept away from water unless specifically designed for wet environments.

10. SLIPS, TRIPS & FALLS

Employees must:

- Keep walkways clear.
- Clean spills promptly.
- Place appropriate warnings where required.
- Avoid trailing cables across walkways.
- Wear suitable non-slip footwear.
- Use ladders and steps safely where permitted.

Customers should be advised when floors are wet or temporarily unsafe.

11. MANUAL HANDLING

Employees should use safe lifting techniques when handling:

- Cleaning equipment
- Buckets
- Vacuum cleaners
- Laundry
- Rugs
- Gardening equipment
- Other heavy items

Employees must request assistance for items that are too heavy, awkward or unsafe to lift alone.

12. WINDOW & SLIDING-DOOR CLEANING

Window cleaning must be performed only where reasonably safe.

Employees must not:

- Lean dangerously from windows.
- Stand on unstable furniture.
- Work at unsafe heights.
- Perform specialist high-rise work without appropriate training and equipment.

Unsafe window-cleaning requests may be declined.

13. GARDENING & GRASS CUTTING SAFETY

Employees operating gardening equipment must receive appropriate instruction.

Safety measures include:

- Wearing appropriate footwear.
- Using eye protection where required.
- Keeping bystanders away from operating equipment.
- Inspecting equipment before use.
- Removing hazards where reasonably possible.
- Switching equipment off before clearing blockages.
- Storing equipment safely after use.

14. MOBILE CAR WASH SAFETY

Employees must take reasonable precautions when washing vehicles.

This includes:

- Safe use of water and cleaning products.
- Preventing excessive water accumulation.
- Protecting electrical equipment from water.
- Keeping cleaning equipment organised.
- Following vehicle-specific customer instructions where applicable.

15. LAUNDRY SAFETY

Employees handling laundry should use appropriate precautions.

Customers should disclose:

- Contaminated items
- Chemicals
- Sharps
- Special washing instructions
- Delicate materials

Employees must not handle hazardous or contaminated materials outside their training and approved procedures.

16. RUG, MATTRESS & UPHOLSTERY CLEANING

Before specialist cleaning begins:

1. Identify the material where reasonably possible.
2. Check manufacturer instructions where available.
3. Inspect for existing damage.
4. Identify stains or areas requiring special treatment.
5. Use appropriate cleaning methods.

The Client should disclose known defects or previous damage.

17. OVEN & FRIDGE CLEANING

Before cleaning:

- Appliances should be switched off where applicable.
- Employees should inspect for hazards.
- Electrical components must not be exposed unnecessarily to water.
- Appropriate cleaning products must be used.

Employees should not attempt electrical repairs or dismantling of appliances.

18. CHILDREN & PETS

Customers are responsible for keeping children and pets away from active work areas where necessary.

Employees may request that pets be secured during cleaning or gardening services.

19. EMERGENCY PROCEDURES

In an emergency, employees must:

1. Stop work where safe to do so.
2. Move away from immediate danger.
3. Notify the Team Leader or management.
4. Contact emergency services where required.
5. Provide reasonable assistance within their training.
6. Record and report the incident.

Emergency Numbers

Emergency Services: 112 from a mobile phone

Police: 10111

Ambulance/Fire: 10177

20. ACCIDENT & INCIDENT REPORTING

All work-related accidents, injuries, property damage and significant near-misses must be reported to management as soon as reasonably possible.

The incident report should include:

- Date and time
 - Location
 - Person involved
 - Description of incident
 - Injury/damage
 - Witnesses
 - Immediate action taken
 - Follow-up action required
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21. CUSTOMER PROPERTY & DAMAGE

Employees must take reasonable care of customer property.

Customers should secure:

- Cash
- Jewellery
- Important documents
- Electronics
- Fragile valuables
- Other valuable personal items

Any suspected damage should be reported promptly to management.

22. WORKPLACE VIOLENCE & HARASSMENT

Fresh Home Cleaning Agency does not tolerate:

- Violence
- Threats
- Sexual harassment
- Verbal abuse
- Intimidation
- Discrimination
- Other abusive behaviour

Employees may withdraw from an unsafe situation and report it to management.

26. TRAINING

Employees should receive appropriate training before performing relevant tasks.

Training may cover:

- Cleaning procedures
- Chemical safety
- PPE
- Manual handling
- Equipment use
- Gardening safety
- Customer service
- Emergency procedures
- Incident reporting
- Safe mobile operations

Training records should be maintained by management.

27. VEHICLE & MOBILE OPERATIONS

Company vehicles used for mobile services must be:

- Roadworthy.

- Appropriately maintained.
- Used only by authorised drivers.
- Loaded safely.
- Secured when unattended.

Cleaning chemicals and equipment must be transported securely.

28. HEALTH & HYGIENE

Employees should maintain appropriate personal hygiene and wear clean work clothing.

Where necessary, employees should:

- Wash hands regularly.
- Use gloves appropriately.
- Avoid cross-contamination.
- Use separate or appropriately cleaned equipment for different areas.
- Follow hygiene procedures when handling laundry or waste.

29. DOCUMENT CONTROL

Policy Name: Health, Safety & Insurance Policy

Company: Fresh Home Cleaning Agency

Effective Date: _____

Review Date: _____

Approved By: _____

This document should be reviewed periodically and updated when the Company's services, equipment, staffing or legal requirements change.

30. EMPLOYEE ACKNOWLEDGEMENT

I confirm that I have received, read and understood the Fresh Home Cleaning Agency Health, Safety & Insurance Policy and agree to follow the Company's safety procedures.

Employee Name: _____

Position: _____

Signature: _____

Date: _____

MANAGEMENT APPROVAL

Name: _____

Position: _____

Signature: _____

Date: _____