



Policy Manual



Introduction

Chatfield was formed in 1999 with the emphasis on providing a personal service whatever the size of contract. Our close working relationships with our clients has meant that the vast majority of our work has been secured through recommendation. We provide all services relating to cleaning and hygiene. Our contracts are diverse and incorporate well-known names throughout industry. We cover London, the Home Counties, the South East, Birmingham, Manchester and aim to be a one stop shop for all your cleaning needs.

Context of the Organisation and Interested Parties

Chatfield Cleaning is a privately owned limited company, based from a single head office in Chislehurst, providing services to commercial clients across London, the south-east and further afield.

Interested parties that interact with Chatfield, and their specific needs, include clients, requiring services to be delivered without incident, Tenants, who are in receipt of the services, Staff, requiring the information and equipment necessary to do their work, Suppliers/Sub-Contractors, seeking ongoing vendor relationships with Chatfield and other third parties, regulators, consultants, service providers, certification bodies, etc.

Scope of the Management System

Standard(s): BS EN ISO 9001:2015 – Quality Management Systems – Requirements
BS EN ISO 14001:2015 – Environmental Management Systems - Requirements

Organisation: Chatfield Cleaning Ltd

Location: Chislehurst Business Centre, 1 Bromley Lane, Chislehurst, Kent, BR7 6LH

Scope: **Provision of Contract Cleaning Services and Facilities Management.**

Exclusions from the Management System

Design and Development

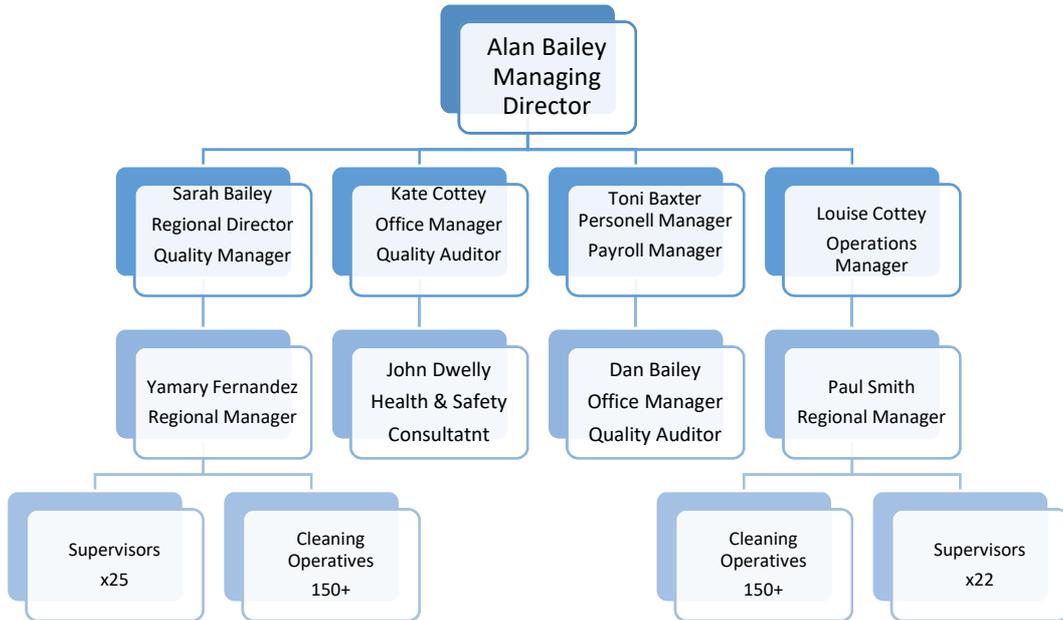
Chatfield Cleaning Ltd advise customers on appropriate service options, product applications, etc., but do not carry out formal design activities. Physical product development (chemicals, cleaning apparatus, etc.) is undertaken by the suppliers.

Control of Measuring and Monitoring Devices

Due to the nature of the works, Chatfield do not make physical or electronic measurements that require the use of accurate and precise measuring instruments, which require calibration control.



Organisation and Key Responsibilities



Group	Responsibilities
Managing Director	<p>The overall delivery of service will rest with the Managing Director Alan Bailey. Alan has over 30 years’ experience in the cleaning industry and has overseen operations at large Commercial Properties, Airports and Shopping Centre’s. He has worked for some of the major service providers and has been the Managing Director/Owner of Chatfield Cleaning Limited for 15 years.</p> <ul style="list-style-type: none"> • Providing adequate resources to support all the business’ activities. • Developing the business strategy and directing the overall business activity ensuring it is aligned to the strategy. • Identifying and managing business risks. • Maintaining relationship with existing customers. • Managing external business stakeholders. • Exploring and developing new customer and market opportunities. • Reviewing the IMS and attending the Management Review • Supporting the reduction of the impacts associated with significant environmental aspects • Driving forwards both quality and environmental objectives
Management Team	<ul style="list-style-type: none"> • Managing the on-site workforce, ensuring adequate manning levels. • Developing and maintaining customer relationships. • Maintaining key supplier relationships • Planning, costing & quoting for future projects. • Attending and contributing to Monthly Management Reviews • Managing the process for ordering of on-site materials, taking into account quality & environmental requirements and controls. • Preparation of H&S documentation for all sites

	<ul style="list-style-type: none"> • Collating information from third party service providers • Communicating significant environmental aspects, objectives and responsibilities to Supervisors and Cleaning Operatives • Attending and contributing to Management Reviews • Supporting the Quality and Environmental objectives
Supervisors and Cleaning Operatives	<ul style="list-style-type: none"> • Following details set out in the induction • Communicating any environmental or quality issues to line manager • Supporting the Quality and Environmental objectives

Structure of the Management System.

The Management System is structured in three levels, described below...



1. Policy Manual - (this document)

This Manual is the *'Top Level'* within the management system. This document is deliberately concise, providing just the basic outline and intentions of the organisation, along with the core documentary requirements of any applicable BS/ISO standards.



2. Process Procedures (Operational Arrangements)

The *'Second Level'* of the Management System comprises more detailed instructions, either in 'Written Procedure' or 'Flow Chart' form. The purpose of these procedures is to describe and facilitate the way in which things are done, to ensure that the key processes of the organisation are operated in an appropriate and consistent manner, by all persons involved.

The procedures shall be made available to individuals, as appropriate to the activity being undertaken and must be adhered to, in order to ensure compliance of the organisation's processes. If a procedural improvement, or anomaly is identified, this is to be discussed with a member of the management team, who shall review and instigate changes, as necessary.

Reference to the Policy Manual and Operating Procedures, along with their latest revision status is maintained on a Master List, which is available as an appendix to this manual.



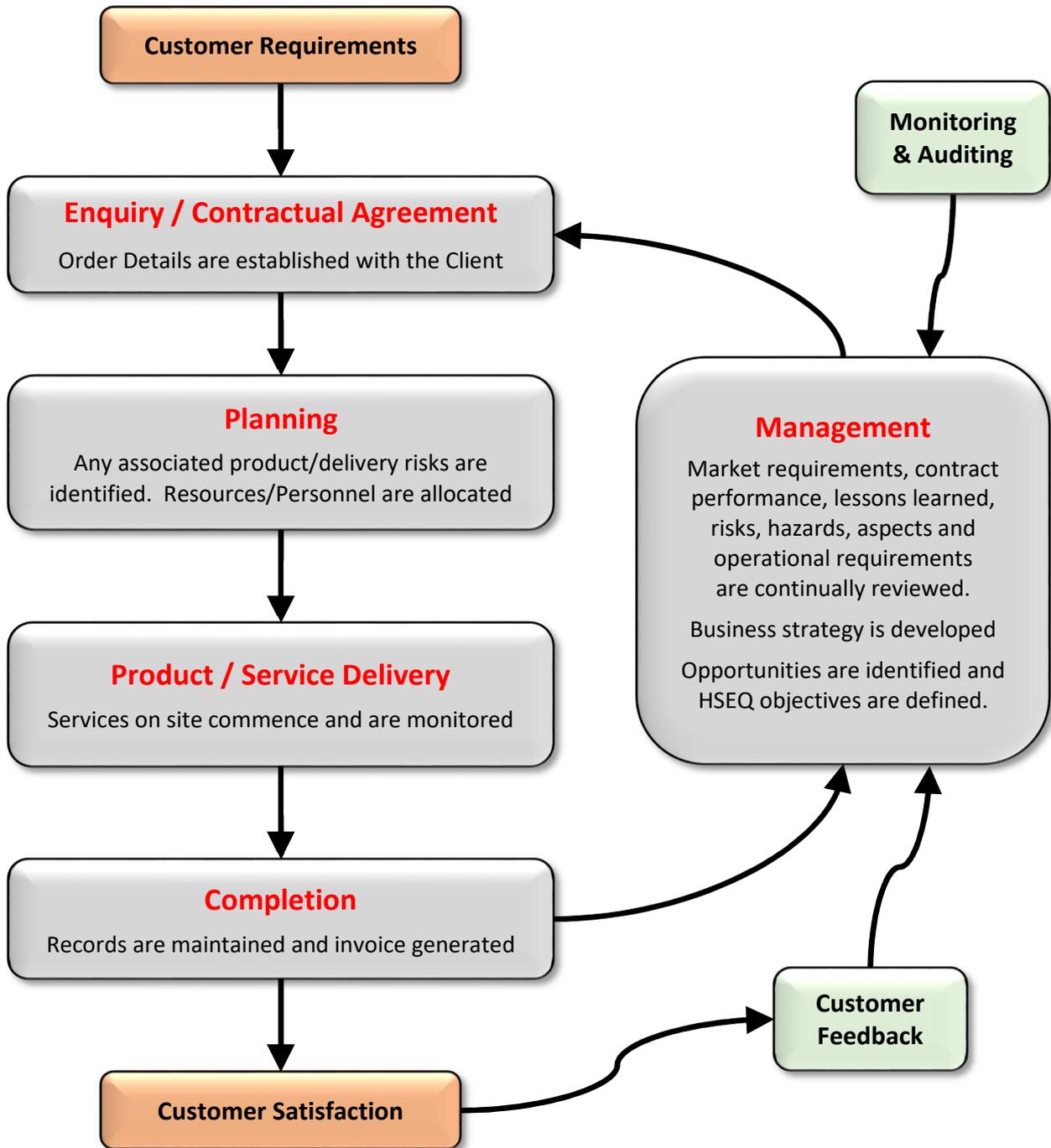
3. Process Operational Controls

Each of the processes is administered through defined Operational Controls. This *'Third Level'* comprises, for example, Computer Databases, Spreadsheets, Standard Forms, Document Templates or other planning and recording systems. The purpose of these is to ensure that necessary information is effectively specified, communicated and recorded.

Traceability throughout the process must be maintained through the proper implementation of these control measures.

Overview of Process Sequence & Interaction

The schematic below outlines the basic sequence and interaction of the organisation’s processes and illustrates how the ‘Plan-Do-Check-Act’ cycle of the organisation’s HSEQ Management System aims to achieve compliance and continual improvement...





Quality Policy – Statement of Intent

This policy statement outlines my endorsement and intent for quality within Chatfield Cleaning Ltd. Its purpose is to communicate the company's expectations to all those delivering services upon our behalf.

Chatfield Cleaning Ltd is committed to quality. It is vital for our long term success that we listen to our customers, understand and manage their needs and expectations, endeavouring to give complete satisfaction to all. We will strive to provide the highest quality service, compliant to the agreed customer requirements, within the established timeframes.

In short, we must aim to get things 'right the first time', with freedom from problems, ensuring our clients are pleased by their experience with Chatfield Cleaning Ltd and would be happy to recommend our services to others.

To help us manage quality we conform to the requirements of the internationally recognised standard, ISO 9001. Through our management processes we define objectives for improvement and we will provide a working environment in which every person understands their role and is motivated to contribute towards the continual improvement of the efficiency and effectiveness of quality management at Chatfield Cleaning Ltd.

This statement has been prepared to demonstrate my commitment to quality and the customer. This message shall be communicated and understood throughout the company and I expect that all persons performing work on our behalf share my commitment to these values.

This policy statement shall be made available to the public, upon request, and is subject to annual review to ensure its continued suitability.

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Alan Bailey

Managing Director



Environmental & Sustainability Policy – Statement of Intent

This Policy Statement outlines my endorsement and approach to environmental management within Chatfield Cleaning Ltd and intends to communicate to all personnel, the overall aim of our ISO 14001 Environmental Management System. At Chatfield Cleaning Ltd we regard environmental issues to be especially important and we shall aim to limit the environmental impact which our business has, wherever feasibly possible.

For regulatory as well as corporate social responsibility reasons, we shall commit to environmental protection and prevention of pollution and shall fulfil our applicable legal/compliance obligations.

We shall endeavour to operate in a sustainable manner, achieving our business objectives, without compromising the ability of future generations to meet their own needs. A key aspect of sustainability is for all organisations, including ourselves, not to consume natural resources and produce waste/pollutants at a level that will have a significant future effect on the environment.

Awareness of the aspects of our own operations that can have an impact on the environment shall be maintained (*e.g.; use of electricity, sustainable purchasing choices, waste production, etc.*). We shall also endeavour to influence others outside of our organisation, especially if there is opportunity within services provided for substitution to less environmentally damaging options.

Taking into account our significant environmental aspects and the principles laid out by this environmental policy statement, through our management processes we define and monitor environmental objectives and targets, against which continual improvement can be demonstrated.

I have prepared this statement as my commitment to environmental management at Chatfield Cleaning Ltd. This message shall be communicated and understood throughout the company and I expect that all persons carrying out work upon our behalf, share these values.

This policy statement shall be made available to the public, upon request and subject to annual review to ensure its continued suitability.

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Alan Bailey

Managing Director



Health & Safety Policy – Statement of Intent

As top management of Chatfield Cleaning Ltd I have a considerable responsibility to ensure that the company requirements concerning health and safety at work, and the environment, are properly understood by everybody and are adhered to constantly. However, these requirements can only be regarded as a foundation stone, as it is my belief that health, safety and the environment rank equally with all other company objectives.

The responsibility placed upon me is filtered down through the management, operations and administrative staff who report to me. As part of their duties they must ensure that our activities do not adversely impact the environment, that health and safety in the workplace is kept under control, and that the performance of those reporting to them is monitored.

All employees have a legal duty to co-operate with their employer on health and safety. We must all take reasonable care for our own health and safety, and that of others who may be affected by what we do or do not do. As employees within our organisation it is up to each one of us to ensure that whatever we do it is safe for others, as well as being safe for ourselves.

Employees will be suitably trained to perform the tasks that they are likely to undertake, to recognise potential risks in the work situation, and not to be asked to perform any task that is likely to risk their health.

The company is bound by law to conduct risk assessments in the workplace, and we will accordingly take all steps to control foreseeable hazards, and risk of harm, where it is reasonably practicable to do so.

As a company we take full account of the impact of our operations on health, safety, welfare and the environment. We continually seek to improve on best industry standards, where reasonably practicable and economic to do so, and shall accordingly provide the time, trouble and financial resources to protect all persons affected by our operations.

We believe that people are our greatest resource, and are the key to the safe management of our activities, and all should be motivated to understand that working safely, and professionally, is the only way forward.

Finally, we are all committed to the prevention of injury and ill-health, and to compliance with all applicable health and safety law.

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Alan Bailey

Managing Director

Policy Manual – APPENDIX A - (Master List of Procedures)



Policy and Planning

H&S	EMS	QMS	Document Title	Version No.	Last Amended	Authorised By	Summary of Last Changes	Last Review	Review By
●	●	●	Policy Manual						
●			Health & Safety Policy Statement of Intent						
	●		Environmental Policy Statement of Intent						
		●	Quality Policy Statement of Intent						

Operating Procedures

H&S	EMS	QMS	Document Title	Version No.	Last Amended	Authorised By	Summary of Last Changes	Last Review	Review By
●	●		Accidents and Incidents (Corrective Action)						
●	●		Asbestos Containing Materials						
●	●	●	Audits and Inspections						
			Business Continuity Management						
			Calibration						
●	●	●	Communication and Consultation						
●			Confined Spaces						
●			Construction (Design and Management)						
●	●		COSHH / Hazardous Substances						
			Customer Focus & Satisfaction						
●			Display Screen Equipment						

Policy Manual – APPENDIX A - (Master List of Procedures)



H&S	EMS	QMS	Document Title	Version No.	Last Amended	Authorised By	Summary of Last Changes	Last Review	Review By
●	●	●	Document and Record Control						
●			Driving and Vehicles						
●	●		Emergency Preparedness (Fire/First Aid)						
	●		Environmental Aspects						
●	●		Equipment and Facilities						
●			Health and Personnel						
			Information Security Management						
●	●		Legislation and Compliance						
●	●	●	Management Objectives and Review						
●			Manual Handling						
●			Noise and Vibration						
		●	Nonconformity/Complaints (Corrective Action)						
			Organisation & Responsibilities						
●			Personal Protective Equipment						
●		●	Purchasing (Suppliers & Subcontractors)						
●			Risk Assessment						
●	●	●	Training and Supervision						
	●		Waste Management						
●			Welfare and Work Environment						
●			Working at Height						
		●	Operational Control - (Cleaning Services)						