



END OF TENANCY • DEEP CLEANING • COMMERCIAL

# Health & Safety Policy

Statement of intent, responsibilities and arrangements

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- ✓ £5m public liability insured
- ✓ COSHH-compliant products & storage
- ✓ Every property risk-assessed
- ✓ 48-hour re-clean guarantee

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|---------------------|--------------------------------------------------------------------------------------------------------------------|
| <b>Business</b>     | Nestro Cleaning                                                                                                    |
| <b>Policy owner</b> | James Burgoyne, Founder                                                                                            |
| <b>Version</b>      | 2.0                                                                                                                |
| <b>Date issued</b>  | 17 October 2026                                                                                                    |
| <b>Next review</b>  | October 2027, or sooner if working practices change                                                                |
| <b>Scope</b>        | End of tenancy, deep and commercial cleaning carried out by Nestro Cleaning across Surrey, Sussex and South London |

## 1. Statement of intent

Nestro Cleaning is committed to providing a safe working environment and to protecting the health, safety and welfare of everyone affected by our work — including clients, tenants, letting agents, members of the public and anyone working on our behalf.

We will comply with the Health and Safety at Work etc. Act 1974 and all other relevant statutory duties, including the Control of Substances Hazardous to Health Regulations 2002 (COSHH), the Management of Health and Safety at Work Regulations 1999, the Personal Protective Equipment at Work Regulations 1992 (as amended) and the Work at Height Regulations 2005.

Health and safety is treated as part of how work is planned and priced, not an afterthought. Hazards are removed where reasonably practicable; where they cannot be removed, the risk is reduced and controlled.

## 2. Responsibilities

### Owner

James Burgoyne holds overall responsibility for health and safety within Nestro Cleaning. This includes carrying out and reviewing risk assessments, maintaining COSHH records, providing and maintaining safe equipment and protective equipment, arranging training, keeping insurance in place, and reviewing this policy at least annually.

### Team members and anyone working on our behalf

Any employee, contractor or assistant working on a Nestro Cleaning job must take reasonable care of their own safety and that of others, use the equipment and protective equipment provided, follow the controls set out in this policy, and report any accident, near miss, damage or unsafe condition immediately.

### Clients

Clients are asked to tell us in advance of any known hazards at a property — for example faulty electrics, damaged flooring, pets, asbestos-containing materials, restricted access or recent building work — so the job can be planned safely.

## 3. Risk assessment and planning

Every property is assessed before work begins. The assessment covers access and egress, the electrical supply and condition of sockets, floor surfaces and trip hazards, ventilation, any work at height required, the presence of pets, children or other occupants, and anything fragile or valuable in the working area.

Where a job involves heavier or specialist work — such as heavily soiled properties, post-building cleans, mould treatment or carpet and upholstery cleaning — a specific method statement is agreed for that job, setting out the sequence of work, the products and equipment to be used and the controls in place. If conditions on the day differ from what was expected, work is paused and re-assessed.

## 4. Hazardous substances (COSHH)

Cleaning chemicals are the most significant hazard in our work, so they are controlled carefully:

- A safety data sheet is held for every product we use, and a COSHH assessment is completed before any new product is introduced.
- Products are chosen to be the least hazardous that will do the job. Professional-strength products (for example oven, descaling and mould treatments) are used only by trained team members.
- Chemicals are kept in their original, labelled containers or in clearly labelled trigger bottles, diluted to the manufacturer's instructions and never mixed — in particular, bleach-based products are never used alongside acids or ammonia-based products.
- Rooms are ventilated while chemicals are in use, and protective equipment is worn as specified on the safety data sheet.
- Chemicals are stored securely in the vehicle and on site, out of reach of children and pets, and are never left unattended in an occupied property.

## 5. Personal protective equipment (PPE)

Suitable PPE is provided free of charge and replaced when worn or damaged. As a minimum this includes chemical-resistant gloves, eye protection for oven, descaling and overhead work, and slip-resistant footwear. Disposable aprons, shoe covers and respiratory protection are provided where the task or the safety data sheet requires them. Team members are shown how to use, check and store their PPE correctly.

## 6. Equipment and electrical safety

- All electrical equipment — including vacuums, steam cleaners and our carpet and upholstery cleaning machines — is checked visually before each use and portable appliance tested at regular intervals. Damaged leads, plugs or casings are taken out of use immediately.
- Equipment is used in line with the manufacturer's instructions and only by people trained to use it.
- Residual current devices (RCDs) are used where a property's sockets are not protected. Leads are routed to avoid trip hazards and kept away from water.
- Carpet and upholstery machines are never filled or emptied near electrical sockets, and are unplugged before maintenance or cleaning.

## 7. Colour coding and hygiene

Colour-coded cloths, mops and buckets are used to prevent cross-contamination — kitchen equipment is never used in bathrooms or toilets, and vice versa. Equipment is cleaned after each job, and hands are washed after cleaning sanitary areas and before eating or drinking.

## 8. Slips, trips and falls

Wet floors are the most common cause of injury in cleaning. Warning signs are used in shared and commercial areas, floors are cleaned working towards the exit, and excess water is removed straight away. Cables, buckets and equipment are kept out of walkways, and adequate lighting is ensured before work begins.

## 9. Work at height

Work at height is avoided wherever possible by using extension poles and long-reach tools from the ground. Where it cannot be avoided, only stable, well-maintained step ladders or platforms are used, on firm and level ground, and three points of contact are maintained. Ladders are checked before use, and nobody stands on chairs, worktops, baths or furniture. Work above step-ladder height is not undertaken.

## 10. Manual handling

Loads are assessed before lifting. Equipment is moved using wheels or trolleys where practical, and machines are emptied of water before being carried. Correct technique is used: stable base, bent knees, straight back, load held close to the body, no twisting while carrying. Heavy furniture is not moved single-handed; where a client needs furniture moved, this is agreed in advance and assessed on the day.

## 11. Lone working

Some cleaning work is carried out alone in unoccupied properties. Before entering an unfamiliar property, the address, expected finish time and client contact details are recorded and shared. A charged mobile phone is carried at all times and team members check in on arrival and on completion. If a property or situation feels unsafe on arrival, work does not begin and the client is contacted.

## 12. Fire safety

Escape routes are kept clear while working. Flammable products are kept away from heat sources and are not used near naked flames or hot ovens. Ovens are switched off and allowed to cool before chemical treatment, and residues are removed before the appliance is used again. On commercial premises, site fire procedures and assembly points are checked on arrival.

## 13. Waste

Waste is disposed of lawfully. General household waste removed as part of a clean is placed in the property's own waste provision where the client has agreed. Chemical containers are rinsed and recycled where facilities allow, and are never emptied into drains or watercourses. Sharps and clinical waste are not handled; where these are found, work stops in that area and the client is notified.

## 14. First aid, accidents and reporting

A stocked first aid kit is carried on every job and in the work vehicle. All accidents, injuries, near misses and instances of damage are recorded with the date, location, people involved and what happened. Any incident reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) is reported to the Health and Safety Executive within the required timescales. Records are kept for at least three years.

## 15. Training and competence

Everyone working on a Nestro Cleaning job receives an induction covering this policy, safe use of chemicals and COSHH, PPE, equipment operation, manual handling and how to report incidents. Specialist equipment is used only after hands-on training. Training is refreshed whenever new products, equipment or methods are introduced.

## 16. Insurance

Nestro Cleaning holds £5 million public liability insurance. A copy of the certificate is available to clients, letting agents and managing agents on request.

## 17. Client property and security

Keys held for access are kept secure, never labelled with an address, and returned or handed over as agreed. Properties are secured on leaving. Manufacturer instructions are followed for appliances and delicate surfaces, and where a surface or material cannot be treated safely the client is told rather than the product being tested at risk.

## 18. Monitoring and review

Work is checked regularly to make sure this policy is being followed in practice. The policy is reviewed at least once a year, and sooner following an accident or near miss, the introduction of new equipment or chemicals, a change in the type of work undertaken, or a change in legislation.

### Signed on behalf of Nestro Cleaning

James Burgoyne

Founder, Nestro Cleaning · 17 October 2026

Questions about this policy? Call 07925 288 561 or email [james@nestrocleaning.com](mailto:james@nestrocleaning.com). This policy sets out the arrangements Nestro Cleaning follows in practice and is not legal advice.