



CHILTERN

ESTATES MAINTENANCE

Policy Documentation

MARCH 2026

Chiltern Estates Maintenance Policies

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HEALTH & SAFETY POLICY

Our Health & Safety Policy confirms that we will:-

Recognise our duties and responsibilities under The Health & Safety at Work Act 1974 and comply with all statutory duties on Health & Safety to ensure as far as reasonably practicable, the health and safety and welfare of employees and other parties who may be affected by our direct work activities

Michael Stevens, Principal, is aware of individual responsibilities and what is required to ensure the health, safety and welfare of the company's workforce and anyone affected by our work activities

Employees will be made aware of their responsibilities for their own health and safety and welfare of their own wellbeing and those affected by our work activities

Sufficient time and resources will be available and allowed for health and safety and the company will:-

Training - ensure all employees are competent to carry out their tasks and give the adequate training

Consultation - consult in the most appropriate manner with employees and co-workers on matters affecting their health and safety

Co-operation and safety of others - we will have pre-site meetings with the client to be made aware of any hazards involved with the task at hand.

Suitable signage will be used to ensure other parties are not at unknown risk

Monitoring Audit & Review - review and revise our policy and procedures as required at regular intervals

Accident reporting - comply with RIDDOR and report all incidents where legally required. All accidents will be reported to me and recorded in the Accident Book

Fire & emergency Procedures - assess the risk of all fire hazards and separate combustible materials. In case of emergency all staff will congregate at the designated meeting places and emergency services will be contacted

First Aid - First Aid provision will be available and issued to all staff for their place of work or arranged with clients at external premises

Manual Handling - assess the risk of manual handling where relevant; training will be provided to ensure safe working practices

Work Equipment - provided and maintain safe plant and equipment

Asbestos - if during normal work there is risk of asbestos appropriate training will be given and a register will be checked on client sites and made aware before work commences

PPE - will be provided free of charge to employees, suitable for the work undertaken and training provided for its use

Welfare - maintain safe healthy working conditions and provide adequate services (toilets etc) and drinking water and wash facilities

COSHH - ensure safe handling and storage and use of all substances and assessment of risk and use

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Risk Assessment - undertake Risk Assessments ensuring all appropriate hazards are identified and suitable control measures implemented; available for all staff and clients to view, and amended as necessary

Maintain safe and healthy working conditions including providing adequate control of risks arising

Accept our legal responsibilities and the requirements of the Health & Safety at Work Act 1974

Secure the health and safety of employees (should such exist) and subcontractors and all third parties with whom the company may come into contact

Adhere to the Health & Safety guidelines for Working Alone

Provide high quality and regular information, instruction, training and supervision

Provide and maintain safe, modern and well maintained plant and machinery which will be serviced at regular intervals

Ensure safe handling, use and storage of chemicals, fertilizers, pesticides and other similar substances

Observe where possible environmental considerations on noise, substance choice and use, and equipment

Adhere to COSHH regulations for hazardous substances and Waste Regulations observed for carrying and disposing of waste: a licence for moving is maintained

Conduct spraying only under compliance and registration of PA1 and PA6; and chainsaw activity within CS30 and CS31

Use well maintained and modern PPE and Safety Equipment for each task requiring use of such

Issue Risk Assessments and Method Statements wherever appropriate or required

Provide adequate first aid equipment and facilities and training and maintain first aid materials and equipment in a good and up-to-date order

Observe all government and industry sponsored Covid compliance including wearing masks, PPE, retaining wherever possible a 2 metre exclusion, regular testing of temperatures (we keep battery powered thermometers).

Whenever possible each company vehicle will have only one occupant (the driver) and never more than 2 persons. Each vehicle and piece of equipment is regularly cleaned down and all vehicle occupants wear gloves inside vehicles. Every vehicle has disinfectant gel, masks and gloves, and each person is provided with hand sanitizer solution

Investigate and record all accidents

Review and update this policy regularly

Responsibility for this policy, its operation, application, checking/monitoring and updating rests with Michael Stevens, BSc FRICS CEnv FInstCPD Principal of Chiltern Estates Maintenance

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ENVIRONMENTAL & SUSTAINABILITY POLICY

We are committed to the implementation, ongoing maintenance and continual improvement of our ISO 14001 environmental management system for the purpose of prevention of pollution through ensuring we have minimal environmental impact via our daily operations to provide professionally maintained grounds and external environments.

To achieve this we will:-

- Comply with all applicable legal and regulatory requirements
- Set continual improvement objectives
- Monitor and measure our performance and impact
- Educate and develop our staff and encourage an environmentally protective culture
- Review, identify and address environmental enhancing management system resource requirements
- Create and comply with environmental processes, policies and procedures as required
- Consider and develop lifecycle perspective throughout our operations and evaluate our suppliers for the same

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WORKING ALONE POLICY

The regulations of the Health & Safety at Work Act 1974 will be stringently observed; and similarly those contained in the Health & safety at Work Regulations 1999

Risk Assessments and control measures will be undertaken for each task where Michael Stevens or any sub-contractor for CEM is working alone

If activities are graded as high risk a second person will work on that task

We will announce our presence to site staff on arrival, explain the nature of tasks to be undertaken, estimate the time required and regularly report in to that site manager and confirm once the tasks have been completed. In addition the Company Secretary at CEM will be aware in advance of what tasks are being carried out, and where, each day and regular contact (no less than every 3 hours) will be made

This policy will be reviewed annually

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QUALITY ASSURANCE POLICY

It is our policy to provide professional, discreet and knowledgeable landscape maintenance services at an economic level with clients requirements and standards in full mind.

All safety requirements are met.

We work within an environmentally sensitive framework.

Staff and personnel are appropriately trained and competent in the requirements of their tasks and aware of clients standards and expectations.

Feedback from staff is encouraged to improve standards and method.

Regular reporting to clients is undertaken.

We develop a transparent and honest culture.

Michael Stevens is responsible for Quality Assurance and our policy and methods are reviewed no less than annually.

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SAFETY MANAGEMENT STRUCTURE

Michael Stevens, Principal, is responsible for all Safety Management procedures and personnel.

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RACE RELATIONS POLICY

We will ensure equal opportunities exist for all workers, applicants, clients, personnel and customers regardless of race, nationality, colour, religion and ethnic origin. All will be treated fairly, openly, honestly and with dignity and respect.

This will extend to all aspects of our activities including recruitment, appointment, promotion and measurement; all decisions are taken on merit. This policy is available to all to read.

Michael Stevens, Principal, is responsible for ensuring these standards are set, maintained, monitored and reviewed.

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