

Health and Safety Policy
Review date: 30 th September 2027 Issued: 1 st October 2026



HEALTH & SAFETY POLICY

1. Introduction

This is the general Health and Safety Policy of Calabash Mint Ltd

Calabash Mint Ltd is committed to provide and maintain safe and healthy working conditions, equipment and system of works for all our employees and to provide such information, training, instruction and supervision as they need for this purpose.

The objective of this policy is to deliver its obligations under Health and Safety legislation and its aim is to reduce the accidents and minimise health and safety risks to all employees and other people who may be affected by our activities.

Calabash Mint Ltd actively promotes safe working habits amongst its employees and assists its employees in understanding their own duties in relation to health and safety in the workplace.

The policy is arranged in three parts:

1. General Statement of Health and Safety
2. Organisational Structure for Responsibilities for the Management of Health and Safety
3. Arrangements for implementation of Health & Safety

This policy is supported by detailed policies, procedures and guidelines which have been identified as necessary to protect the safety and health of employees and others given the nature of the undertaking.

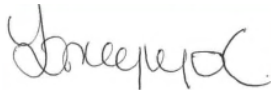
2. General Statement of Health & Safety Policy

Calabash Mint Ltd regards the promotion of Health and Safety measures as mutual objective for management and employees at all levels and recognises its duty to comply with Health and Safety Work etc. Act 1974 and associated regulations. Calabash Mint Ltd will strive to:

- Ensure the health, safety and welfare of all employees whilst at work, so far as is reasonable practicable.
- Provide and maintain machinery, plant and equipment that are in a safe condition and without risks to health, so far as is reasonably practicable.
- Provide information and adequate resource to ensure that safe systems of work are operated, so far as is reasonable practicable.
- Establish arrangements for the safety and absence of risk to health in connection with the use, handling, storage and transport of articles and substances, so far as is reasonable practicable.
- Provide information, instruction, training and supervision, to a level that is necessary to ensure the health and safety of employees at work, so far as is reasonable practicable.
- Conduct all work activities in such a way so as to ensure that persons who may be affected and are not in our employment are not exposed to risks to their health and safety, so far as is reasonable practicable.
- Ensure that there are suitable and sufficient arrangements for the continued review and monitoring of the Health and Safety Management System to ensure for the continued review and monitoring of the Health and Safety Management System to ensure that there is an active and ongoing commitment to continuous improvement.

To ensure this policy is effective, the company will:

- Produce specific policy documents to implement this statement.
- Review it at least annually, or when significant changes are made to policies or procedures.
- Make the policy known to all employees and interested parties on request.
- Maintain procedures for communication and consultation between employees, contractors and clients by bringing this policy and our Health and Safety Management System to the notice of all our employees through induction, continued workplace training, reviews, committee meeting notes displayed throughout our establishments.

Signed: 

Name and position: Mabel Urrego, Director

Date: 1st October 2026

3. Purpose and scope

This document demonstrates Calabash Mint Ltd commitment to discharge its safety responsibilities. It also outlines how the health & safety will be incorporated into its management structure and the responsibilities that it implies for employees at all levels within the organisation.

This policy will be made available to all existing, permanent employees, contract and temporary staff working for Calabash Mint Ltd and covers site –based, mobile and home workers.

4. Legislation

The principal legislation governing this procedure is contained in, but not limited to:

- The Health & Safety at Work, etc. Act 1974
- Management of Health & Safety at Work Regulations 1999
- Workplace (Health, Safety & Welfare) Regulations 1992
- Employers Liability Act 1969
- Employers Liability Regulations 1998
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Manual Handling Operations Regulations 1992
- The Health & Safety Information for Employees Regulations 1992
- Control of Substances Hazardous to Health Regulations 2002
- The Provision and Use of Work Equipment Regulations 1998
- The Work at Height Regulations 2005
- The Personal Protective Equipment at Work Regulations 1992
- The Control of Vibration in the Workplace Regulations 2005

5. Definitions

For the purposes of this policy the following definitions apply:

Reasonably practicable means there is a balance between the cost of protective measures and the benefits derived. Where the cost is deemed not to be excessive in relation to the benefits the measure shall be considered reasonable practicable to implement.

Hazard means anything which has the potential to cause harm.

6. Responsibilities

In order to ensure that Health & Safety is successfully managed within the organisation, the following responsibilities have been allocated:

6.1 **Director – Mabel Urrego** – is ultimately responsible for the success of health and safety management within the organisation and as such gives his full support to the contents of this policy. Also is expected to ensure that our Head Office is a safe place to work by carrying out weekly inspections and communicating any problems arising to all Heads.

6.2 **HR and Compliance Manager –Yasmin Morgan** – has been appointed by the Director to ensure that the Management Team is kept informed of, and alert to, relevant health & safety risk management issues. Heads must give her full support to the policy and ensure there are systems in place to achieve its complete implementation within their areas of responsibility, including all reporting and record keeping requirements. Heads will monitor the overall success of the policy and update the contents where appropriate.

6.3 **Directors** – are expected to ensure there are systems in place to enable their departments to comply with the policy and guidelines.

6.4 **Operations Manager** – is expected to ensure there are systems in place to enable their departments to comply with the policy and guidelines.

6.5 **Employees (Specialist Services and Drivers)** – are expected to make themselves familiar with this policy and to take reasonable care for their own health & safety, together with that of colleagues and third parties who may be affected.

7. Consultation and communication with employees

Calabash Mint Ltd recognises that employee involvement in health & safety in the workplace is an integral part of ensuring that high standards are reached and maintained. The company is also committed to complying with the requirements of The Safety Representative's and Safety Committees Regulations 1977 and the Health & Safety (Consultation with Employees) Regulations 1996 relating to consultation.

The arrangements for employee consultation and communication are:

1. Directors will openly discuss during quarterly Meetings which comprises of Service Manager any aspect of health & safety. Any problems arising will be discussed and solved by the Service Teams. Quarterly Meetings will be held with Drivers and monthly meetings with Area Managers where Health & Safety aspects will be discussed.
2. Any decisions made during meetings will be communicated to washroom teams via letter or email
3. Service Manager will cooperate with all employees to achieve the required health & safety standards.
4. Any health & safety issues raised during the meetings will be reported to the Management Team during weekly one to one meetings.
5. Calabash Mint Ltd will communicate and co-operate with Third Parties during 6 monthly meetings and via e-mail on a regular basis.

8. Health & Safety Training

Health and safety training will be incorporated in annual training programs as well as induction training. Health and safety training needs will therefore be identified through risk assessment and performance reviews, and be planned for in the same manner as other training.

The following areas of health and safety training will be given priority:

- Manager's Training – to equip them with an understanding of their duties under Health and Safety law and their responsibilities under this policy.
- Health and Safety Roles – specific training will be provided for all those identified as having specific health and safety responsibilities to enable them to discharge their functions.
- Employee and Induction Training – to acquaint them with an understanding of their duties under health and safety law and their responsibilities under this policy.

Training will be conducted at the expense of the organisation and wherever possible will be carried out during normal working hours.

9. Health and Safety Arrangements

9.1 Reporting health and safety hazards

It is the responsibility of every employee to report any condition that may represent a hazard as soon as it is practicable.

9.2 Risk assessment

Calabash Mint Ltd will ensure that all areas of its undertaking are subjected to a suitable risk assessment to identify potential hazards and to introduce control measures to eliminate or reduce harm.

Calabash Mint Ltd have developed generic Risk Assessment due to the nature of its business however if any of the employees reports any other potential hazards risk assessment will be carried out accordingly.

9.3 Workplace

Calabash Mint Ltd will ensure that all areas of its undertaking are subjected to a suitable assessment to determine the maintenance, cleaning and housekeeping programmes required to assist in providing safe and efficient working environments at its office and remote client sites.

Our employees at each site are responsible for ensuring that they comply with a suitable maintenance, cleaning and housekeeping regime in line with the standards of general workplace operation defined in the Workplace (Health, Safety and Welfare) Regulations 1992.

9.4 **First Aid**

It is Calabash Mint Ltd policy to make provisions for first aid in accordance with the Health and Safety (First Aid) Regulations 1981. Calabash Mint Ltd will ensure that a risk assessment is made of work activities and that the relevant requirements are made for providing first aid and health screening.

Area Managers will bring these arrangements to the attention of all employees on client sites.

Calabash Mint Ltd has First Aid kit kept in the office and one for each vehicle.

Appointed First Aiders in our Head Office are Lorna Kernahan and Barry Morrissey

9.5 **Accident and incident reporting**

It is the aim of Calabash Mint Ltd that no employee should be subjected to any preventable injury, no matter how slight the consequences may be. In all accidents cases first aid will be rendered without delay. However it is important that all accidents and incidents or “near misses” with the potential for injury (whether that injury actually occurred or not) are reported to relevant Head without delay. Further investigations will take place where appropriate. Director will be responsible for reporting accidents where required to do so under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

Calabash Mint Ltd will notify immediately by phone our Local Authority Environmental Health Department if:

- Anyone dies or is seriously injured in an accident
- Dangerous occurrence has happened

A report will also be made to our Local Authority Environmental Health Department within 15 days if:

- Anybody is off work for more than 7 days as a result of an accident at work

Cases of diseases will be reported to our Local Authority Environmental Health Department as soon as soon as a doctor notifies Calabash Mint Ltd that an employee suffers from a reportable work-related disease.

Form 2508 will be used for reporting accidents and dangerous occurrences.

Form 2508A will be used for reporting cases of disease.

9.6 **Fire and emergency arrangements**

Calabash Mint Ltd head office has established a fire safety programme with the objective of guarding against the outbreak of fire and to ensure, so far as is reasonably practicable, the safety of persons on the premises in the event of the outbreak of fire or other emergencies.

The fire safety programme at our head office and client sites will include conducting a fire risk assessment, establishing a fire precautions plan and providing relevant training.

The fire risk assessment will identify potential fire hazards and the control measures needed including the requirements for fire prevention and protection.

The fire precaution programme at each site will include:

- Identification and installation of appropriate fire detection and fire fighting equipment including procedures for its regular inspection, testing and servicing in line with the relevant British Standards (our Head Office)
- Our Operation Manager and Service Manager to familiarise Drivers with our respective clients on site fire escape routes and fire precautions
- Individual responsibilities with respect to emergency evacuation including the names of the site fire coordinator and fire marshal
- Arrangements for the training of those with responsibilities in respect of fire precautions, together with the provision of training and written details of the emergency evacuation procedures to all members of staff at regular intervals
- Fire escape site plan
- Appointed Fire Marshall for our Head Office are Lorna Kernahan and Annise Jamalzadeh

9.7 Personal Protective Equipment

It is Calabash Mint Ltd policy to provide Personal Protective Equipment for all employees and to ensure that it is used at work wherever there are risks to health and safety that cannot be adequately controlled in other ways.

Calabash Mint Ltd will also provide adequate training to all employees to ensure that Personal Protective Equipment is:

- Properly assessed before use to ensure it is suitable
- Is maintained and stored properly
- Is provided with instructions on how to use it safely
- Is used correctly by employees

9.8 Manual handling

It is the policy of Calabash Mint Ltd to ensure that the risk assessment is carried out for manual handling operations and regular training is provided to all employees.

As an employer Calabash Mint Ltd will:

- Avoid the need for hazardous manual handling, so far as is reasonably practicable
- Assess the risk of injury from any hazardous manual handling that can't be avoided
- Reduce the risk of injury from hazardous manual handling, so far as is reasonably practicable

9.9 Equipment

All our electrical equipment will be subject to a visual inspection when site visits are undertaken. Cables fuses and plugs to be checked.

Extension leads should be fully unwound when used.

Calabash Mint Ltd will ensure that all employees are aware of the importance of looking after their equipment as part of their training and making visual checks for any sign of damage or wear and tear to equipment.

Equipment shall only be used for the purpose it was designed for in accordance with the manufacturer's instructions. All guards must remain in place and be functioning correctly. No modifications shall be carried out unless under the instructions of the manufacturer. Essential details and warning signs will be in place at all times.

Equipment should be checked, inspected, maintained and serviced in accordance with the manufacturers' instructions and the provisions of PUWER. A register of all equipment kept will be maintained showing details of history, servicing, repair. All equipment will be clearly marked to be identifiable.

Daily checks shall be carried out by employees prior to using the equipment. Weekly checks will be carried out and recorded. Detailed checks will be carried out by a competent person every 6 or 12 months, as required by PUWER.

It is the responsibility of the employee using any equipment to report any defects in the equipment as soon as they become apparent. Arrangements shall be put in place by the manager to repair or withdraw the equipment.

Withdrawn equipment will be clearly marked as such and will not be used until repaired or the equipment will be disposed of.

9.10 Hazardous substances

Calabash Mint Ltd will ensure to control exposure to hazardous substances to prevent ill health. It is our policy to protect both employees and others who may be exposed by complying with the Control of Substances Hazardous to Health Regulations 2002 (COSHH). Mint Hygiene Ltd will ensure that Safety Data Sheets are available to all employees.

To comply with COSHH Calabash Mint Ltd will:

- Assess the risks to health from hazardous substances used in or created by workplace activities
- Decide what precautions are needed
- Prevent employees from being exposed to hazardous substances. Where preventing exposure is not reasonably practicable control measures will be implemented
- Ensure that control measures are used and maintained properly and that safety procedures are followed
- Monitor the exposure of employees to hazardous substances, if necessary
- Carry out appropriate health surveillance where the assessment has shown this is necessary or where COSHH sets specific requirements
- Prepare plans and procedures to deal with accidents, incidents and emergencies involving hazardous substances, where necessary
- Ensure employees are properly informed, trained and supervised

Calabash Mint Ltd uses microfibre cloth wherever possible to reduce usage of chemicals. If any chemicals are to be used on client Calabash Mint Ltd will ensure that:

- Safety data sheet (MSDS) will be requested from the supplier
- Appropriate assessment will be made by the H&S coordinator in regard to risk from the substance in line with COSHH and will include:
 - storage
 - handling
 - aspects of use

- exposure
 - PPE requirements
 - workers health
 - emergency actions
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- Use alternative less harmful substances wherever possible
 - Service Manager will brief all Drivers on any hazard or substance precautions
 - Training notes to be signed by each person who receives training
 - Inventory of all substances to be kept on client sites and head office

9.11 **Oil Storage**

Reference shall be made of:

The Control of Pollution (Oil Storage) (England) Regulations 2001

The Oil Storage Regulations require that oils are stored in such way as to avoid damage to the environment in the case of a spill etc. The organisation shall abide by the requirements of the regulations.

9.12 **Driving at work**

Calabash Mint Ltd will ensure that all company drivers will be trained in accordance with Health and Safety at Work etc. Act 1974, Road Traffic Act 1988, Management of Health & Safety Regulations 1999, The Road Transport (Working Time) Regulations 2005, The Health Act 2006, Road Safety Act 2006, The Smoke – Free (Vehicle Operators and Penalty Notices) Regulations 2007 and The Highway Code.

Calabash Mint Ltd will manage the at-work road journeys and other on-the-road work activities and will ensure that others are not put at risk by our work activities.

The main areas that Calabash Mint Ltd will concentrate on in relation to driving will be:

- working time
- mobile phones
- regulatory compliance
- risk assessment
- smoking

Calabash Mint Ltd will closely monitor drivers working time and ensure that regulations are followed.

Using of any handheld equipment is prohibited.

The driving of tractors and other classes of vehicle shall only be carried out by suitable qualified personnel holding appropriate driving licences.

No passengers shall be carried on special purpose vehicles unless they are specifically designed to do so.

Power take off drives shall be guarded at all times when not connected to the equipment, and shall never be adjusted or connected whilst in motion.

Calabash Mint Ltd will ensure that all vehicles are taxed, insured, kept in a roadworthy condition and have an up-to-date MOT where necessary.

All drivers at Calabash Mint Ltd will sign vehicle policy and ensure that all vehicles are smoke-free.

9.13 Noise

Reference shall be made to:

- The Control of Noise at Work Regulations 2005

The problems of excessive noise exposure have long been recognised, but it was not until the introduction of the Noise at Work Regulations 1989 that clear statutory guidance was provided. These Regulations have now been superseded by the Control of Noise at Work Regulations 2005, which implement the requirements of the EC Directive on the minimum health and safety requirements regarding the exposure of workers to the risks arising from physical agents.

A number of 'exposure action and limit values' are established at which the employer has to take corrective action. These limits are substantially lower than those stated in the 1989 Regulations. Compliance with the earlier Regulations will not necessarily secure compliance with the current Regulations.

The assessment of noise exposure at work and the introduction of suitable control measures are essential elements of providing a healthy work environment.

Noise-induced hearing loss can be divided into:

- Temporary hearing loss (temporary threshold shift)
- Permanent hearing loss (permanent threshold shift)

Temporary hearing loss occurs where exposure to high levels of noise results in a reduction in the sensitivity of hearing, such as is encountered after leaving a disco or pop concert. If the period of recovery is long enough then hearing sensitivity will return to normal.

Permanent hearing loss occurs when people are exposed to high noise levels without sufficient recovery time as would be encountered through exposure in a noisy work environment. There is insufficient time for the hearing mechanism to recover from the previous exposure with the consequence that there is a gradual but definite reduction in hearing sensitivity. As the process is gradual, people do not realise that there is a change occurring until the hearing loss is significant. Noise-induced hearing loss is characterised by a marked decrease in hearing sensitivity around the 4 kHz frequency as opposed to the process of hearing loss due to old age characterised by hearing loss at the higher frequencies first.

Exposure to excess noise can induce stress-related symptoms in people with a consequent lack of concentration and rise in accident rates. This can occur at levels below the first action level, and the employers should always, therefore, seek to reduce noise levels to the lowest level reasonably practicable.

A specific assessment of the risks imposed from noise shall be undertaken.

Suitable PPE shall be issued to employees for the equipment that they operate.

Employees shall be advised about noise risks and all equipment shall be selected to reduce that risk.

All PPE and equipment shall be maintained to ensure that noise levels are kept as low as possible.

9.14 **Vibration**

Reference shall be made to:

- The Control of Vibration in the Workplace Regulations 2005

Hand-arm vibration is essentially vibration that is transmitted into the worker's hands from hand-held machinery such as grinders, chainsaws, powered chisels and drills or from materials which are being held whilst undergoing some form of mechanical treatment.

Repeated and prolonged exposure to this type of vibration can have serious effects on a worker's health, including:

- Circulatory problems resulting in vibration white finger (VWF)
- Injuries to joints, bones and tissues
- Nerve damage

The effects are collectively known as hand-arm vibration syndrome (HAVS). Sufferers may not necessarily suffer from all of the above symptoms.

Disease associated with vibration exposure:

Vibration White Finger is the result of damage to the circulatory system. The symptoms are whitening of the fingertips, usually triggered by cold or wet conditions. The first signs that damage is occurring is normally a sensation of 'pins and needles', or tingling sensation which is often noticed at the end of the working day. Continued exposure to vibration may result in increasingly frequent attacks accompanied by numbness and whitening of the tips of the fingers or 'blanching'. Continued exposure results in considerable enlargement of the affected area. The whitening is often accompanied by numbness and 'pins and needles'. The colour may change to a reddening of the area as blood returns to the affected area, normally accompanied by severe pain. As the condition is often triggered by the cold or wet conditions, this can have a severe impact on the employee's social and leisure life.

Damage may manifest itself as pains to the soft tissue and bones in the hands, wrists or arms as well as a general loss of strength in these areas. Carpal Tunnel Syndrome is a reportable disease when associated with hand-held vibrating equipment.

Damage to the nerves in the hands can result in a loss of sensation and permanent numbness or tingling sensation. Dexterity and the manipulation of small objects may become difficult or impossible and again, this can have a severe impact on the employee's social and leisure life.

A specific assessment of the risks imposed from vibration shall be undertaken.

Suitable PPE shall be issued to employees for the equipment that they operate.

Employees shall be advised about vibration risks and all equipment shall be selected to reduce that risk.

All PPE and equipment shall be maintained to ensure that vibration levels are kept as low as possible

9.15 Waste disposal

Calabash Mint Ltd will take all reasonable steps to handle waste so to prevent any unauthorized escape into the environment and to pass waste only to an authorized person.

9.16 Non – employees on site

The safety and welfare of visitors to company premises is of equal concern to the organisation and as such it is the policy of Calabash Mint Ltd to bring to the attention of all visitors relevant safety information.

Risk Assessments will be carried out taking into consideration non-employees and visitors on site while any of our tasks is being performed.

9.17 New and expectant mothers at work

It is the policy of Calabash Mint Ltd to ensure that risk assessments take into account new or expectant mothers in order to identify any activity which may adversely affect their health and safety or the health and safety of their unborn baby.

Where a risk assessment identifies an unacceptable risk to a new or expectant mother, management, in conjunction with Human Resources department will seek to find alternative duties for the employee.

In cases where safe alternative duties cannot be found Human Resources department is responsible for developing a procedure for special leave for new and expectant mothers.

9.18 Young persons at work

It is the policy of Calabash Mint Ltd to conduct risk assessments where young persons are working on premises and to introduce, where appropriate, additional training and supervision to prevent injury or illness wherever reasonably practicable to do so.

9.19 Inspections

A safety inspection programme covering health and safety matters will be established for our Head Office and client sites. This will form an effective part of monitoring the general health and safety policy. The programme will include the following key elements:

- Spot checks and full site visits carried out by Area Managers
- Full site visits conducted by Client Relations Manager
- Notifications and site visit reports raised in our system with relevant tasks sent to persons responsible
- Quality Audits carried in each customer site annually

- Assistant to Director spot and full checks of the Head Office

9.20 Management of Subcontractors

Calabash Mint Ltd will only engage contractors after identifying all aspects of the work required of the contractor and all associated risks.

Each subcontractor will be carefully selected by carrying out interview and assessing their ability to carry out their tasks.

Each potential subcontractor will have to:

- Supply adequate health and safety policy
- Demonstrate that person responsible is competent
- Demonstrate that competent safety advice is available
- Demonstrate that they monitor the level of accidents on site
- Demonstrate that they have a system to assess hazards of a job and implement control measures
- Demonstrate method statements
- Demonstrate that they have guidance on health and safety arrangements to follow
- Demonstrate their effective monitoring arrangements
- Demonstrate that their staff is skilled and appropriately trained
- Produce references indicating satisfactory performance

Service Level Agreements are signed with each subcontractor to ensure that quality systems are in place.

Calabash Mint Ltd will ensure that there is proper supply of information, instruction and training to all contractors.

Calabash Mint Ltd will ensure that regular checks are carried out to check if subcontractors follow the method statements and risk assessments.

Calabash Mint Ltd will engage only with subcontractors who can carry out their tasks without subcontracting to others.

All contractors' performance will be reviewed during 6 monthly meetings to ensure that work is being conducted in a way that is legally compliant.

9.21 Performance monitoring

In order to assess an ongoing success of the policy, performance monitoring must occur on a regular basis. The information gathered will be forwarded to Director for review during the Management Team Meeting.

10. Policy monitoring and review

The Management Team will monitor the success of the policy and will conduct audits on a yearly basis to measure compliance.

The Director will issue a report to the Management Team recommending actions in order to continue the development of the Health and Safety Management Plan.

The policy will be formally reviewed and updated every year by Assistant to Director, or sooner if deemed appropriate, or by reasonable request.

AMENDMENT HISTORY

DATE	ISSUE	COMMENTS
15.05.2010	8	Arrangements section for COSHH has been expanded
28.04.2011	9	Arrangements section for Subcontractors changes
28.04.2012	10	Changes to titles, RIDDOR changes 6 th of April 2012
28.03.2014	10	Added Regulations in Legislations part of the policy
13.03.2015	11	Changed roles and titles
13.05.2015	12	Incorporated arrangements for grounds maintenance
14.05.2016	13	Minor changes to the job titles
10.06.2019	14	Minor changes to the job titles and Roles
01.11.2021	15	Changes to the job titles and Roles
01.12.2022	16	Minor changes to the job titles and Roles
01.11.2024	17	Minor changes to the job titles and Roles

Signed: 

Name and position: Mabel Urrego, Director

Date: 1st October 2026