



The Industrial & Commercial Cleaning Company Limited

ICC CLEANING

HEALTH &

SAFETY

INDUCTION

BOOKLET

The Industrial & Commercial Cleaning Company Limited

New Subcontractor Induction

Company _____

Start date _____

Employee _____

Manager _____

Workplace

I have been shown/introduced to:

- ☐ my supervisor
- ☐ key jobs, responsibilities
- ☐ work areas, facilities (toilets etc)
- ☐ site message book

Hazards

I know:

- ☐ the hazards in my workplace
- ☐ the controls for these hazards
- ☐ how to report hazards
- ☐ where the hazards register is kept

Subcontractor conditions

I know:

- ☐ my work times
- ☐ pay rate
- ☐ who to call if I am sick
- ☐ how to use & maintain PPE
- ☐ my H&S responsibilities

Emergencies

I am familiar with:

- ☐ emergency exits
- ☐ fire extinguishers and their location
- ☐ the evacuation procedure
- ☐ the first aid kit and where it is

Health & safety

I know how to:

- ☐ do my job safely
- ☐ locate H&S information
- ☐ use safety signs & what they mean
- ☐ use safety equipment & guards
- ☐ use and maintain safety equipment
- ☐ use and maintain equipment
- ☐ safely use chemicals

Incidents & injuries

I know:

- ☐ how to report a notifiable event
- ☐ how to report early signs of discomfort
- ☐ where to locate report forms
- ☐ reports will be investigated
- ☐ I must report all notifiable events to:

Subcontractors Signature _____

Date _____

Manager Signature _____

Date _____

HEALTH & SAFETY POLICY

The Industrial & Commercial Cleaning Company Limited (ICC Cleaning) is committed to providing and maintaining a safe and healthy workplace for all staff, subcontractors and visitors to the workplace as required under the HSWA 2015, and will take responsibility for health and safety procedures, including:

- Recording and reporting all workplace incidents and injuries
- Providing proper controls for known hazards in the workplace
- Providing and maintaining safe equipment and systems for all employees (subcontractors are expected to provide and maintain their own equipment in a safe manner)
- Consulting with employees and subcontractors, or their representatives, on matters affecting health and safety
- Providing information, training and supervision for employees and subcontractors
- Ensuring safe handling, use, storage and transportation of all chemicals and equipment for all employees (subcontractors are expected to safely handle, use, store and transport all chemicals and equipment for themselves)
- Complying with legislation, regulations, codes of practice and safe operating procedures relevant to our industry
- Ensuring employees and subcontractors are adequately trained to do their work
- Working continuously to improve systems and processes
- Supporting safe and early return to work of injured employees

Employees and subcontractors also need to be aware of their responsibilities and comply with the business's health and safety policy. They are encouraged to play a vital and responsible role in maintaining a safe and healthy workplace through:

- Being involved in the workplace health and safety system
- Sticking to correct procedures and equipment
- Wearing protective clothing and equipment when required
- Reporting any pain or discomfort as soon as possible
- Ensuring all accidents and incidents are reported
- Helping new employees, trainees, subcontractors and visitors to the workplace understand the right safety procedures and why they exist
- Reporting immediately any health and safety concerns

H & S Manager Alfredo Sequeiros

Dated **1 April 2025**
Expires **1 April 2026**

HEALTH & SAFETY PLAN

Company: The Industrial and Commercial Cleaning Company Limited

Manager: Alfredo Sequeiros

1. I am committed to health and safety in my work, and at each location that becomes my workplace
2. I manage the hazards that appear in my workplace. To accomplish this I:
 - (a) Maintain a Hazard Register of all currently known hazards
 - (b) Use a Job Safety Analysis to make additions to the Hazard Register
 - (c) Use a Job Safety Analysis to identify if the hazard is significant
 - (d) Determine appropriate Controls for all significant hazards
 - (e) Get assistance from Safety Work Kits in determining these Controls
 - (f) Regularly monitor and review the effectiveness of these Controls
3. I record, report and investigate all accidents, incidents and injuries.
If an investigation reveals a new hazard I:
 - (a) Use the JSA to determine the appropriate level of Control
 - (b) Seek assistance from Safety Work Kits in determining these Controls
4. My emergency plans identify potential emergency situations and required responses for each. I review and test these procedures every six months.

When I have employees:

1. I am committed to supporting the safe and early return to work of injured employees
2. New employees, and persons new to particular role, are:
 - (a) Trained in the tasks associated with their role
 - (b) Trained in health and safety practices associated with their job
 - (c) Supervised until they are experienced, and able to carry out the role safely
3. Individual Training Records are maintained for each employee, and updated when appropriate.

H&S Manager: Alfredo Sequeiros

Signature:



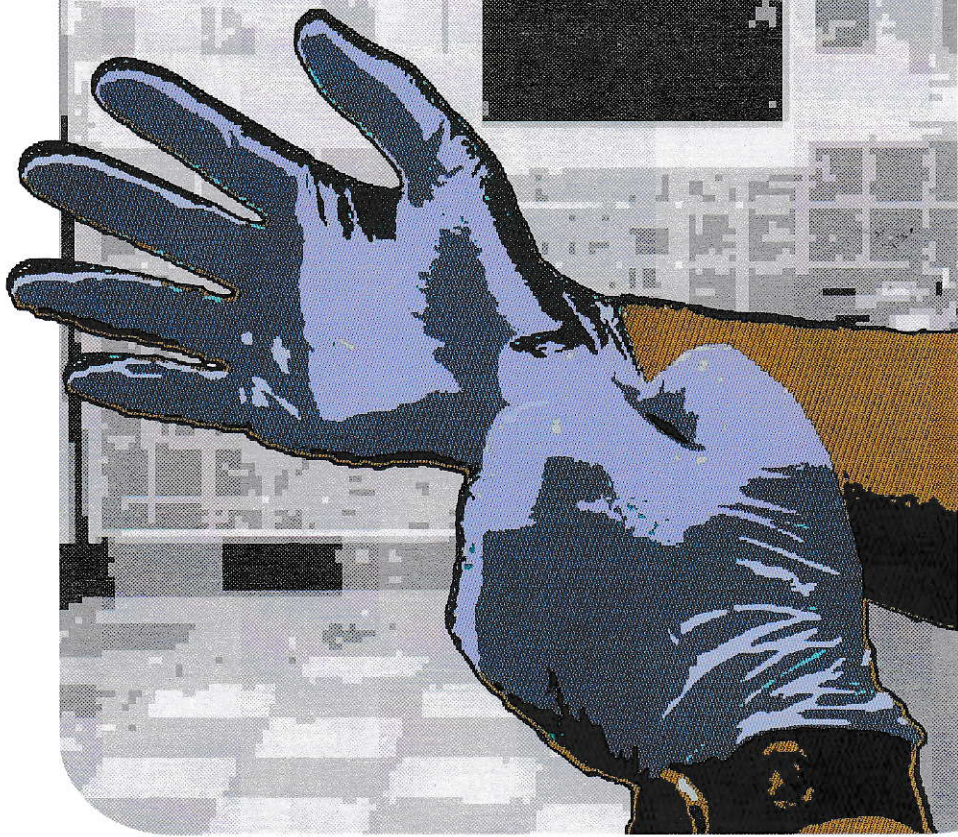
Issued: 21 March 2025

Expires: 21 March 2026

Employee/Subcontractor Signature:

Date Signed:

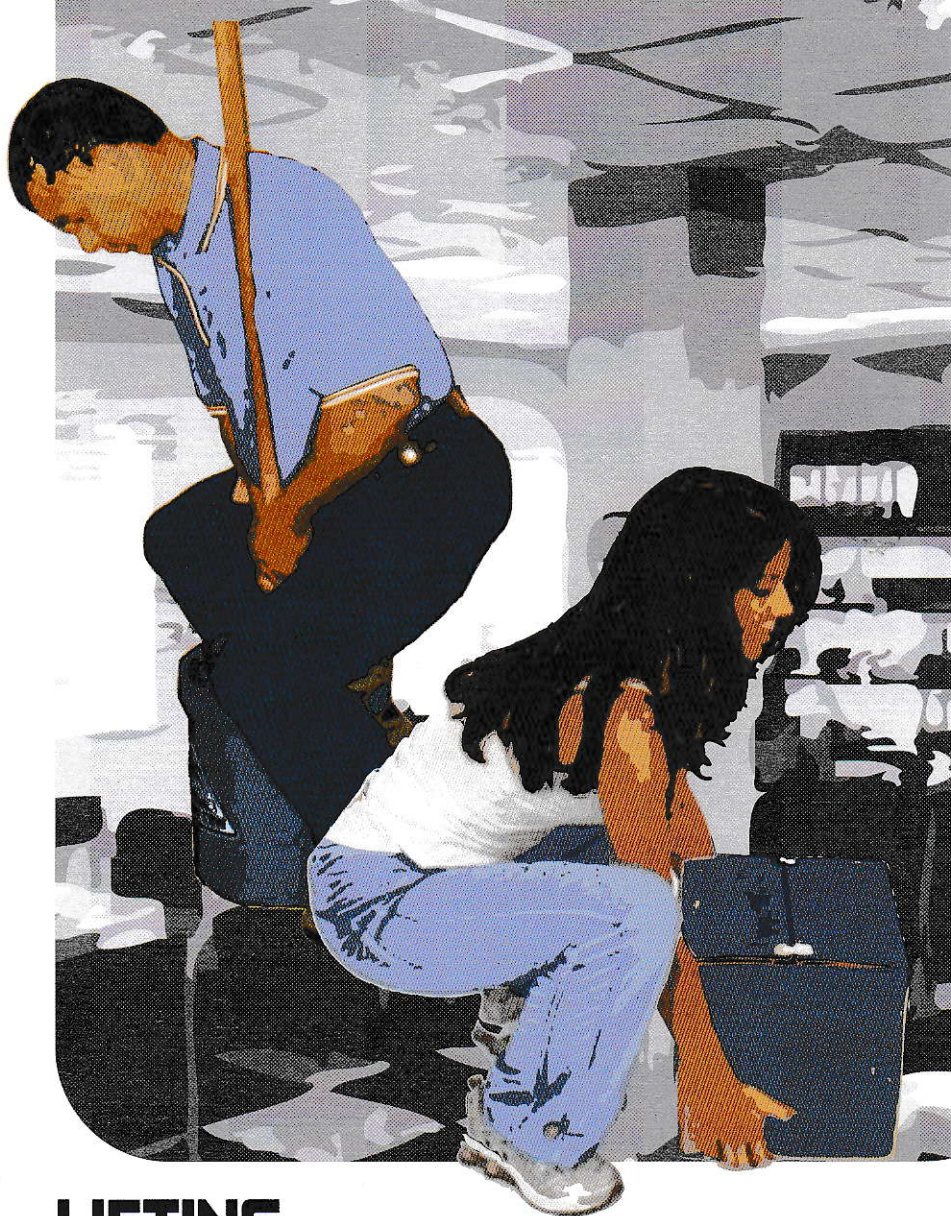
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CHEMICALS

- Read Material Safety Data Sheets (MSDS)
- Wear rubber gloves
- Do not put chemicals into “drink” bottles
- Always have clear labels on chemical bottles
- Prepare cleaning solutions in well ventilated area

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LIFTING

- When lifting, use a "semi-squat" lift
- Use a "semi-squat" when wringing out a mop
- Get help if the item is too heavy
- Follow manufacturers instructions when using backpack vacuums

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ELECTRICITY

- Check power leads are in good condition
- Check Safety tag is current
- Use RCD
- Wind power cords from machine end
- Clearly label faulty machines and remove from service

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ENVIRONMENT

- Do not put waste water into stormwater drains
- Put hazardous waste into proper containers
- Put medical waste into proper containers
- Use separate, colour coded materials and equipment to prevent cross contamination



NOTICES

- Obey warning signs and notices on your client's site
- Use signs, cones or barriers to warn of wet floors and tripping hazards
- Keep warning signs in place until the hazard is gone

C L E E N S A F E



SELF

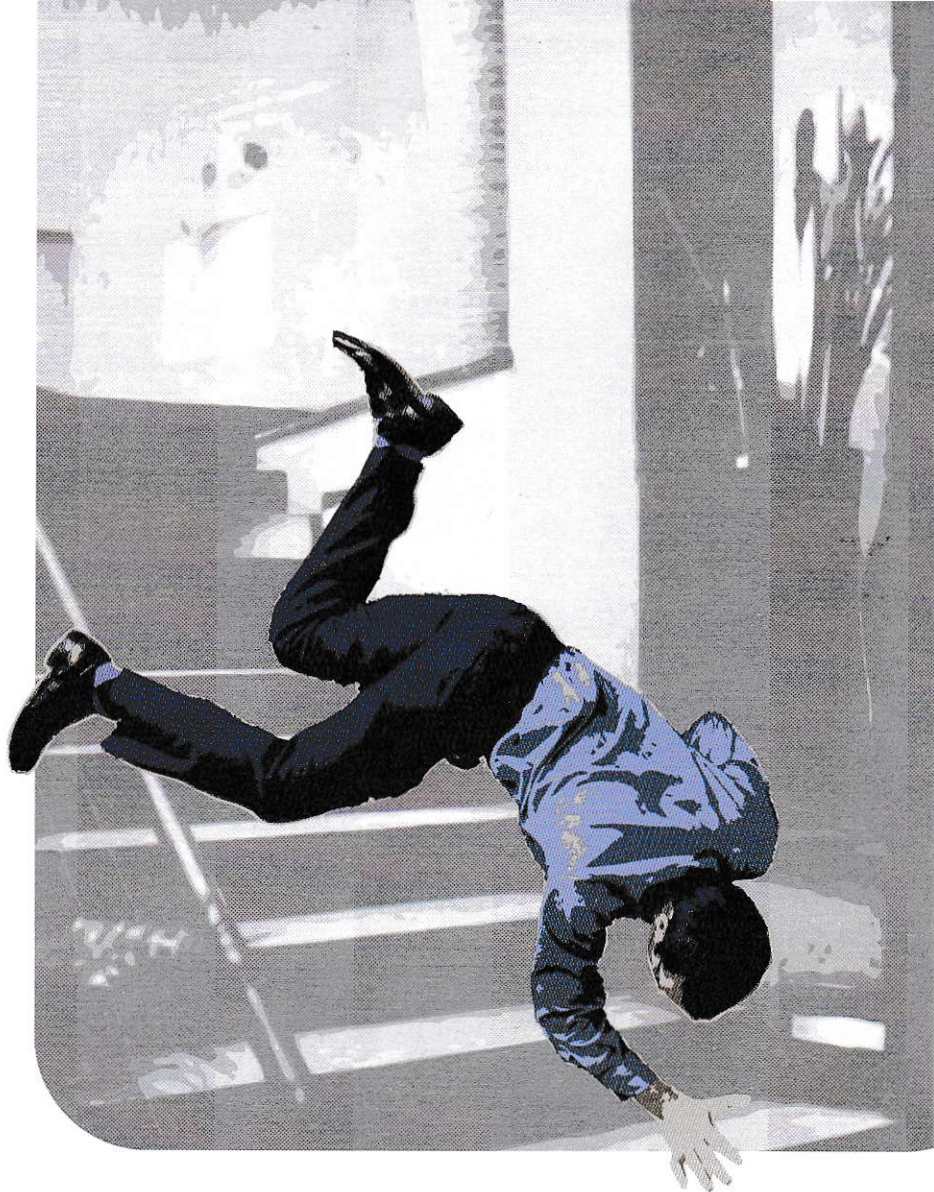
- Wear Personal Protective Equipment (PPE) when needed
- Never “hug” a rubbish bag!
- Make sure someone knows where you are when you work alone
- Keep your mobile phone on while working alone



ACTIVE

- Check your site each day for hazards
- Use the Hazards Notice, Care Cards and verbal warnings to alert passersby of hazards
- Fill in the Induction/Training Register when you warn someone of a hazard
- Record and Report all notifiable events

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FIXTURES, FITTINGS, FLOORS

- Watch for uneven floor surfaces and other trip hazards
- Be careful when working on or near stairs
- Watch out for broken or loose power points
- Be careful when working in poorly lit areas

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EMERGENCIES

- Know the quickest way out of the building you are working in
- Know a second way to get out if your first choice is blocked

IF THERE IS AN ACCIDENT

- Make the site safe (eg. turn off electrical equipment being used)
- Provide first aid to injured parties
- Call 111
- Call Safety Work Kits on [0800 25 33 67](tel:0800253367)

Rectangular Snip

IF THERE IS A FIRE

- Raise the alarm
- Make sure of your escape route
- Evacuate people from the area
- Call Emergency Services – Dial 111
- Do not endanger yourself
- Do not try and put out the fire, unless you are sure of the method
- Do not leave the site unattended before Emergency Services arrive

IF THERE IS AN EARTHQUAKE

- Drop to the floor or ground
- Seek cover next to a wall or under sturdy furniture
- Hold on to whatever you are sheltering under
- Stay put until the shaking stops
- Do not move more than a few steps from where you were when the shaking started
- Do not move outside until the shaking has stopped

IF YOU NEED TO EVACUATE

- Follow building evacuation procedures
- Keep all parties together
- Follow warden instructions
- Meet at the assembly area
- Do not leave the assembly area until given the all clear



The Industrial & Commercial Cleaning Company Limited

INFECTION CONTROL PROTOCOL

Purpose

This protocol outlines ICC Cleaning's infection prevention and control measures. It ensures our services support a clean, hygienic, and safe environment in line with New Zealand's Health and Safety at Work Act 2015, NZS 8134:2021 (where applicable), and Ministry of Health guidance.

Scope

This protocol applies to all ICC Cleaning employees and subcontractors providing cleaning services at client sites. It is relevant for both general commercial spaces and higher-risk environments e.g. healthcare, aged care, education, etc.

Our Commitment

ICC Cleaning is committed to providing professional cleaning that prevents and limits the spread of infection. We do this by:

- Following standard infection prevention practices at all sites, while adapting our cleaning schedules and infection control measures to suit each client's needs and site risk profile.
- Maintaining regular communication with clients about health and safety risks.
- Supporting public health responses during outbreaks.
- ICC supervisors conduct regular cleaning inspections to ensure service quality and adherence to infection control procedures.

Standard Precautions

- Hand Hygiene:
 - Employees and subcontractors wash hands before and after cleaning shifts.
 - Alcohol-based hand sanitiser is used if handwashing is not available.
- PPE (Personal Protective Equipment):
 - Gloves are worn when cleaning bathrooms, emptying bins, and handling chemicals.
 - Masks and other PPE are used when required by the site or task.
 - ICC supplies PPE to employees and subcontractors unless otherwise agreed in writing.
- Cleaning Practices:
 - Cleaning is carried out using a top-down, clean-to-dirty sequence.
 - High-touch surfaces (e.g. handles, switches, taps) are disinfected daily.



The Industrial & Commercial Cleaning Company Limited

- ICC provides access to hospital-grade or site-approved disinfectants.
- Colour-coded cloths and equipment are used to avoid cross-contamination.
- Linen & Waste:
 - All waste is disposed of into site-designated bins.
 - Sharps or biological waste are never handled, and any incidents are reported to the site immediately.

Outbreak and Illness Response

In the event of an infectious disease outbreak (e.g. COVID-19, norovirus, influenza), ICC Cleaning will:

- Follow any updated Ministry of Health or client-specific protocols.
- Increase cleaning frequency and disinfect high-touch points, as required.
- Notify the client if any team members become symptomatic or test positive.
- Ensure affected team members do not attend the site while unwell.

Employee & Subcontractor Training and Monitoring

All ICC employees and subcontractors receive infection control guidance at onboarding. We also:

- Provide updated instructions if risks change
- Carry out regular site inspections to monitor hygiene standards
- ICC will re-train, replace, or reassign employees and subcontractors as needed if infection control standards are not met.

Review

This Infection Control Protocol is reviewed annually or whenever new public health guidance is issued.

Contact: Richard McAdam – Operations Manager
Email: richard@icc-cleaning.co.nz | info@icc-cleaning.co.nz
Phone: (09) 520 3240 | 021 227 9033

Updated: 1 May 2025

Next Review: 1 May 2026

www.icc-cleaning.co.nz

TAKE CARE! BE AWARE! Site Check

TO BE COMPLETED BEFORE STARTING WORK ON THIS SITE!

Client Name	Date
Site Address	
Contractor Name	

PERSONAL SAFETY		SITE CONTROL	
I am fit for work		Site safety assessment completed	
I am authorised to do this job		Site access ways clear and unimpeded	
I understand the job and how to use the equipment needed		Work area is adequate for the job	
The job is within my capabilities		Emergency plan for this site identified	
I have the PPE needed for this job		Warning signboard or cone is in place	
I am protected from effects of weather		CARE Card inductions are completed	
PROCESS & WORK METHOD		EQUIPMENT, TOOLS & MATERIALS	
A Safe Work Method Statement (SVMS) is in place for this job		Electrical items tagged & current	
Hazards, risks and controls needed for this job identified on Hazard Register		Tools and equipment in good condition and suitable for the job	
Job Safety Analysis (JSA) completed for unfamiliar hazards (see below)			
Risks to the safety of others on site identified and managed		Chemicals are properly stored and handled	
Risks from activity of others identified and managed		Safety Data Sheets (SDS) available for all chemicals on site	
Fall from height potential identified and managed			
Asbestos recognized and managed		First Aid Kit available	
Covid risk identified and managed		Fire extinguisher available	
UNFAMILIAR HAZARDS IDENTIFIED	CONTROLS TO BE APPLIED	ATTACH JSAs	

NAME OF WORKER ON SITE	SIGNATURE	PHONE NUMBER



HAZARD REGISTER

HAZARD	HARM	CONTROLS	ASSESS	ANNUAL REVIEW
Armed Intruder/Assailant	Intruder violence Personal injury	3.If signs of attempted entry/premises is not secure, do not enter. Advise client and/or police immediately 4.Walk in well-lit areas 4.Carry a mobile telephone	Daily	
		4.Set "speed dial" numbers into phone 4.Lock all exterior doors 4.Never leave keys in doors 4.Activate alarm system where appropriate		
		4.Do as the offender demands 4.Memorise as many details about the offender as possible 4.Follow up with counselling as required		
Chemicals, paint, sprays etc.	Poisoning Skin disease Burns Eye injury	2.Where possible substitute hazardous for non-toxic 3.Have legible labels on all containers 3.Maintain clearly labelled storage	Daily Regular Site Audits	
		3.Use dangerous goods store for large quantities or for hazardous chemicals 4.Ensure proper training in use 4.Store on earthquake proof shelf		



HAZARD REGISTER

HAZARD	HARM	CONTROLS	ASSESS	ANNUAL REVIEW
		4.Store incompatible types separately 4.Keep MSDS with chemicals 4.Check MSDS frequently 4.Use with proper ventilation		
		4.Do not use flammable types near fire 4.Pour chemical into water, not water into chemical 4.Follow manufacturer's instructions		
		4.Do not mix chemicals 4.Never store in 'drink' bottles 4.Have a 'spill kit' available 4.Carry only small quantities on site		
		4.Only use sprays in calm weather 5. Wear appropriate PPE		
Children, Pets	Unpredictable	1.Never bring onto the work site 1.Remove from the work site 1. Ask carers/parents to restrain them or remove them from the area	Daily	
Clandestine Methamphetamine Contamination (P-Labs) & Trauma sites	Poisoning Puncture wounds Infection	2.HEPA filters on all vacuums 2.RCD's with all electrical units 2.Use proper contaminated waste containers and bags 3.Place warning signs, barriers	Constant	



HAZARD REGISTER

HAZARD	HARM	CONTROLS	ASSESS	ANNUAL REVIEW
		4.Complete full formal training 4.Have clear permission to enter 4.Dispose waste in accord with legislated and local authority regulations		
		5.Use full range of PPE including: Heavy duty leather gloves Disposable rubber gloves Full face mask & proper cartridge filter		
		Disposable, chemical resistant suit Disposable protective over boots Thick sole, steel cap safety boots Protective head wear		
Cleaning of medical facility that had X-ray and ultrasound		Make sure you don't touch anything and if any concerns you do not go into/clean the area if you think there might be an issue.		
Cleaning of medical facility that had X-ray and ultrasound		Make sure you don't touch anything and if any concerns you do not go into/clean the area if you think there might be an issue.		



HAZARD REGISTER

HAZARD	HARM	CONTROLS	ASSESS	ANNUAL REVIEW
Cleaning of medical facility that had X-ray and ultrasound		Make sure you don't touch anything and if any concerns you do not go into/clean the area if you think there might be an issue.		
Cleaning of medical facility that had X-ray and ultrasound		Make sure you don't touch anything and if any concern do not go into/ clean a room if you think there might be an issue.		
Cleaning of medical facility that had X-ray and ultrasound		Make sure you don't touch anything and if any concern do not go into/ clean a room if you think there might be an issue.		
Cleaning of medical facility that has an X-ray		Make sure you don't touch anything and if any concerns you do not go into/clean the area if you think there might be an issue.		
Cleaning of medical facility that has an X-ray		Make sure you don't touch anything and if any concerns you do not go into/clean the area if you think there might be an issue.		



HAZARD REGISTER

HAZARD	HARM	CONTROLS	ASSESS	ANNUAL REVIEW
Cleaning of medical facility that has X-rays, ultrasound, CT and MRI		Make sure you don't touch anything and if any concern do not go into/ clean a room if you think there might be an issue.		
Cleaning of medical facility that has X-rays, ultrasound, CT and MRI		Make sure you don't touch anything and if any concern do not go into/ clean a room if you think there might be an issue.		
Cleaning of medical facility that has X-rays, ultrasound, CT scan and MRI		Make sure you don't touch anything and if any concerns you do not go into/clean the area if you think there might be an issue.		
Cleaning of Site		No No No No Yes		



HAZARD REGISTER

HAZARD	HARM	CONTROLS	ASSESS	ANNUAL REVIEW
Electricity	Death Electric shock Burns	1.Cease use of the machine if it emits smoke or a burning smell 2.Use RCD's when working outside or with water 3.Clearly label faulty machinery and withdraw from use.	Daily Regular Site Audits Test & Tag at 6 monthly intervals	
		4.Check the leads are in good repair 4.Wind cords from the machine end 4.Ensure Safety tag (ESC) is current		
Exposure to sun	Sunburn Cancer	4.Be aware of sunburn threat even when there is cloud cover 4.Seek medical attention if burnt 5.Use sunscreen 5.Wear hat when working outside		
		5.Cover exposed skin when working in sunlight		
Germ, Bacteria, etc.	Infections Disease Cross-contamination	4.Wash and dry hands thoroughly and frequently 4.Use cross contamination controls 4.Use colour coded equipment	Daily	
		4.Clean equipment properly after use 4.Use disposable cloths 4.Laundry cloths at 70C for 3 minutes		
		4.Treat cuts and scratches immediately 4.Seek medical attention for infections		



HAZARD REGISTER

HAZARD	HARM	CONTROLS	ASSESS	ANNUAL REVIEW
		5.Wear appropriate PPE (e.g. Gloves, aprons, masks, goggles etc.)		
Handling waste	Cuts Puncture wounds Infections	4.Determine type of waste before containing and disposing 4.Dispose in proper facility and manner	Daily	
		4.Dispose waste in accord with legislated and local body regulations 4.Carry rubbish bags away from body		
		4.Never compact with hands or feet 4.Never climb into compactors 4.Handle broken glass carefully 4.Never allow blood or human waste to touch your bare skin		
		5.Use heavy duty gloves 5.Use tongs and heavy gloves when handling syringes		
Ladders	Falls Strains Broken bones	2.Choose alternate ways of reaching higher levels(e.g. long poles) whenever possible 2.Use for short term, temporary work	Daily	
		2.Use only industrial rated ladders 4.Set up ladders correctly 4.Ensure locking bars in place 4.Check ladder is stable before climbing		



HAZARD REGISTER

HAZARD	HARM	CONTROLS	ASSESS	ANNUAL REVIEW
		4.All 4 feet firmly on even ground for step ladders, preferably held by 2nd person 4.Ratio of, 4 up 1 out, for extension ladders, firmly footed, preferably held by 2nd person		
		4.Extend the top 1 metre above contact point, tied off if working any more than few minutes 4.Shift ladder to the job, do not stretch or lean		
		4.Always have three points of contact when climbing up or down a ladder		
Lifting, Carrying	Back Injury Strains	2.Use mechanical lifting apparatus 4.Use semi-squat lifting procedure 4.Seek assistance for heavy lifts	Daily Regular Site Audits	
		4.Semi-squat when wringing out mops		
Machinery, equipment, tools	Back Injury Strains Ear injury Eye injury Lacerations Abrasions	3.Use signage to warn of hazards 3.Keep guards in place 3.Install "kill" switches 3.Tie back long hair and loose clothing	Daily Regular Site Audits	



HAZARD REGISTER

HAZARD	HARM	CONTROLS	ASSESS	ANNUAL REVIEW
	Amputations Crushing	3.Guard against possible flying objects 4.Ensure proper training in use 4.Restrict use to trained personnel		
		4.Develop safe operating procedures 4.Adjust handles to suit your height 4.Use waist belt with backpack gear		
		4.Maintain proper work/rest routine 4.Follow maintenance schedule 5.Use plugs/muffs to protect hearing		
		5.Use safety glasses for eye protection 5.Use other appropriate PPE		
Repetitious Tasks	Repetitive strain injury	2.Vary work to exercise all muscles 4.Straighten and stretch frequently	Daily	
Trailing hoses and cords	Falls Strains Sprains Broken bones	1.Remove all cords and hoses no longer in use 2.Place warning signs 3.Ensure good lighting 4.Maintain site tidiness	Daily	
		5.Use extra care carrying large loads		
Uneven work surfaces	Falls Strains Sprains Broken bones	4.Watch for variations in ground or floor levels 4.Watch for loose or missing covers from service ducts, manholes etc.	Daily	



HAZARD REGISTER

HAZARD	HARM	CONTROLS	ASSESS	ANNUAL REVIEW
		4.Check behind you when moving backwards while working 4.Look out for loose mats and floor coverings 4.Use extra care when climbing stairs		
		4.Maintain a good level of lighting		
Wet floors, and other slippery surfaces	Slipping Strains Broken bones	3.Put warning signs in place 4.Keep area well lit 4.Keep water and liquid use to a minimum 4.Choose a different route	Daily	
		4.Delay work until conditions are drier		
Working alone	Falls Intruder violence Robbery	4.Work to an established routine 4.Ensure others know your work routine 4.Set up a "buddy" system 4.Carry a mobile telephone	Daily	
		4.Set 'speed dial' numbers into phone 4.Arrange for regular contact calls 4.Set up 'phone in/phone out' system		
		4.Lock all exterior doors 4.Never leave keys in doors 4.Walk in well-lit areas		

JOB SAFETY ANALYSIS (JSA) RISK ASSESSMENT

For use when a new hazard is identified, but is NOT currently listed on your Hazard Register

Name of person doing assessment: _____

Date of assessment: _____ Location: _____

Describe the new situation, task or hazard you have seen: _____

Step One: Work out the level of risk from this hazard

Think carefully about the hazard then:

- in the squares below choose how much harm could result and mark the box in the top row
- next choose what the chance is of an accident happening and mark the box on the left side
- then draw a straight line from each marked box into the middle of the squares
- mark the square where the lines cross and note the letter in that square

How much harm could result?

	Scratch, bruise, no treatment	Cuts,bruises requiring First Aid	Broken bones or hospital	One person killed	Several people killed
Absolutely will happen!	H	H	E	E	E
Probably will happen	M	H	H	E	E
Could happen	L	M	H	E	E
Not very likely to happen	L	L	M	H	E
Almost no chance of happening	L	L	M	H	H

What chance of an accident?

If the square where your lines have crossed has either an **E** (Extreme), **H** (High), or **M** (Medium) then you must now work out how you will manage this hazard.

If your lines crossed in a square with an **L** (Low) you don't need to do any more.

Step Two: Go to the next page to work out how to manage the hazard

Step Three: Work out the Controls needed to manage this hazard

To decide the Controls needed to manage this hazard follow these steps:

1. **Ask, can the hazard be removed from the site and work still continue?**
If **YES**, make it happen! But only start work when the hazard has been removed!
If **NO**, then go to Step 2
2. **Ask, can the hazard be replaced with something that presents a lower risk?**
eg. using a different piece of equipment, a different material or a different chemical?
If **YES**, then make the change.
3. **Ask, can the hazard be isolated to prevent people being harmed?**
eg. would placing fences barriers, shields, covers or signs help?
If **YES**, then put them in place.
4. **Ask, can the job procedure be changed to one with lower risk?**
eg. wait for better site or weather conditions; work at ground level rather than height;
add extra people to the team; use extra equipment such as scaffold or EWP's; do the
job at a different time; use up-to-date technology; work at a slower pace!
If **YES**, then make the changes
5. **Ask, do workers, and others, need personal protective equipment (PPE)?**
If **YES**, decide which parts of the body need protecting and obtain the PPE needed.
6. In the list below record **ALL** the Controls from STEPS 2, 3, 4 & 5 for this hazard.
Apply **ALL** appropriate Controls at each site you work.

1. _____
2. _____
3. _____
4. _____
5. _____

Step Four: Add the hazard into your Hazard Register

Using a blank line on your Hazard Register do the following:

- Under **HAZARD** itemise the hazard you have identified
- Under **HARM** describe the harm that it could cause
- Under **CONTROLS** list the "controls" you have identified above
- Under **ASSESS** indicate how often the "controls" should be checked for effectiveness

INCIDENT AND INJURY REGISTER

Date & Time	Details (name of person, description of accident, type of injury, how did it happen?)	Immediate Action Taken (indicate each action taken with a tick)	Worksafe Notification Required		Company Investigation		Toolbox Discussion		Sign Off
			YES	NO	YES	NO	YES	NO	
		First aid							
		Corrective action							
		Review Hazard Register							
		First aid							
		Corrective action							
		Review Hazard Register							
		First aid							
		Corrective action							
		Review Hazard Register							
		First aid							
		Corrective action							
		Review Hazard Register							