

April 2024

Unit 10 | Shaftesbury Industrial Estate | The Runnings  
Cheltenham | Gloucestershire | GL51 9NH  
t: 0845 003 5298 | f: 01242 252539  
e: hello@hilo.co.uk [www.hilo.co.uk](http://www.hilo.co.uk)

## ENVIRONMENTAL EMERGENCY PROCEDURE

Whilst window cleaning poses limited environmental impacts, we are conscious that we have a responsibility to identify any potential impacts in order to prevent them from occurring and know how to respond safely.

In order to determine potential environmental incidents, emergency situations and appropriate responses we have consulted various sources, including but not limited to:

- ISO14001 requirements
- COSHH reports
- Environmental impacts
- Equipment manufacturers
- Maintenance processes & records
- Industry knowledge

An environmental emergency can arise at any time and may affect the surrounding environment. Should an environmental emergency occur, Hilo Cleaning Ltd has arranged the following procedures to limit potential effects they may cause.

### **EMERGENCY RESPONSES**

#### FIRE

In order to reduce the chance of a fire or to prepare for a fire situation, we have various precautions in place: fire alarm maintenance/testing, fire drills & an escape plan, fire extinguisher testing, a designated trained fire marshal.

In the event of a fire, COSHH reports will be provided for the fire services.

#### CHEMICAL MANAGEMENT

Whilst window cleaning requires limited chemical usage, we have procedures in place for the chemicals we may use. We store all chemicals in a secured area. When an item is required or requested, it is issued on a rotational process and is recorded for tracking purposes.

COSHH reports are drawn up from Safety Data Sheets and are available on the staff portal.

We also have a Chemical Safety Procedure which is available on the staff portal.

#### SPILLAGE / ACCIDENTAL RELEASE

If this occurs with a substance provided by Hilo Cleaning Ltd, staff must refer to the COSHH/SDS for control measures.

If this occurs with an unknown substance, staff must follow the 'Unknown Substances' procedure above.

For chemical spillage, each vehicle has a 'spill kit' which can be used. When a 'spill kit' is used, please report this to the office in order for it to be replaced. The spill kit has instructions for safe disposal.

#### FLEET

All company vehicles are inspected and maintained to ensure they are safe and fit for purpose and are environmentally compliant. Old vehicles are disposed of safely or resold.

Should a potential problem occur, the driver reports it immediately via the staff portal and the fleet manager will book a repair.

**Trish Miles: Health, Safety & Compliance Officer**