



JJ Cleaning Services

Part of JJ Group UK LTD

Accident & Incident Reporting Policy

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1. POLICY STATEMENT

JJ Cleaning Services aims to provide a safe and healthy working environment for all employees. JJ Cleaning Services is committed to the safety of employees by ensuring that best practices are employed to minimise risks from all accidents and incidents at work.

JJ Cleaning Services accepts that employees should have a safe working environment whilst at work.

JJ Cleaning Services will take all reasonably practicable steps to reduce accidents/incidents at work and is committed to accident/incident reporting and investigation to assist in this process.

This Accident/Incident Reporting Policy complies with the requirements of Health & Safety Regulations as defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

1.1.DEFINITION

For the purpose of this policy an accident or incident is:

“Any event(s) or activity(s), arising from work which has resulted in, or had a potential to cause, personal injury or damage to property, plant or equipment.”

This will include any acts of violence to employees as described within the Violence at Work Policy and harassment of any employee by a third party as defined by the Dignity at Work Policy. It is a requirement that all accidents or incidents are reported by employees to their manager, on the day of the accident, where practicable.

2. INTRODUCTION

JJ Cleaning Services is committed to the health and safety of employees and will take all reasonable steps to ensure that the work environment is safe.

JJ Cleaning Services will ensure that working practises are designed to ensure that any risks are minimised. Any potential risks will be subject to Risk Assessments, and these will be regularly reviewed. It is accepted, however, that accidents/incidents may occur as a result of a wide range of potential human errors.

3. SCOPE

This policy encompasses all employees of JJ Cleaning Services and complements the [Violence at Work Policy](#) and the [Dignity at Work Policy](#). This policy will cover all activities arising out of company business.

4. REPORTING OF ACCIDENTS

JJ Cleaning Services aims to ensure that all accidents/incidents involving employees, consultants and clients that arise from our activities are reported. This will include near miss incidents in which no person was injured but where a dangerous situation was identified. These accidents/incidents will be investigated to establish what lessons can be learned to prevent such accidents/incidents re-occurring in the future.

Accidents must be reported by the injured party, immediately to the line manager/most senior person on the site of the accident. The manager must firstly establish if the injured party is still at the scene of the accident and if the scene of the accident is safe to approach. If it is not safe to approach the injured party or the area, the manager must take steps to make the area safe and ensure appropriate First Aid is made available as required.

If the accident is very serious e.g. multiple injured persons or life changing injuries, the line manager must ensure that the scene of the accident / incident is untouched. The manager must contact the UK Government Health & Safety team and should determine if the accident/incident requires to be notified to the HSE which may, in turn, require an HSE investigation of the site of the accident. In such circumstances, the scene may require to be cordoned off pending more detailed investigations.

The Accident / Incident Reporting form should be used to report all accidents/incidents involving employees, contractors and visitors.

The form can be completed by hand or electronically. Additional documents may be added to the report together with relevant photographs. Once complete, the original copy(s) should be sent electronically to the company Health & Safety team at: Site.Safety@JJCcleaningServices.uk. The manager should retain the original form and additional information for 12 months, except where there is an injury sustained by the injured party, then it should be held for 24 months.

All accidents and incidents must be reported to the Site Safety Team via our online [accidents and incidents reporting form](#) Within 24 hours of the accidents or incidents occurring.

5. INVESTIGATION

5.1. The investigation of the accident / incident must occur as soon as possible after the notification. Dependent on the seriousness of the situation, photographs and further details of the scene should be taken to ensure sufficient detailed description and evidence is available.

Where the accident/incident is serious, or could have been more serious, a more detailed investigation must be considered. The line manager should consult with the Partnership Director to determine the extent of the investigation that may be required.

The purpose of the investigation is to identify the root causes of accidents/incidents.

- Identify if accidents/incidents are reportable to the HSE.
- Investigate ways to reduce future accidents/incidents.
- Review the relevant risk assessments with a view to making them more robust.
- Identify the cost of accidents/incidents.

Where appropriate, Section 4(a) of the accident/incident report form should be completed when the injured person has any time off work or attends hospital for treatment as a result of this workplace accident/incident. If there were no injuries, however the accident has had serious consequences, then the investigation must still be conducted. The questions may not cover all areas, so there may be additional investigation notes and outcomes added to the report as required.

5.2. RIDDOR

There is a legal requirement under the Reporting Accidents and Incidents at Work Regulations 2013, to notify the HSE of specific accidents arising from a work activity. There are as follows:

- A fracture, other than to fingers, thumbs and toes.
- Amputation of an arm, hand, finger, thumb, leg, foot or toe.
- Permanent loss of sight or reduction of sight.
- Crush injuries leading to internal organ damage.
- Serious burns covering more than 10% of the body or damaging the eyes.
- Scalpings (separation of skin from the head) which require hospital treatment.
- Unconsciousness caused by head injury or asphyxia.

- Over seven-day injuries to workers. This is where an employee or self-employed person, is away from work or unable to perform their normal work duties for more than seven consecutive days (not counting the day of accident).
- Fatalities.

Fatalities must be reported to the Partnership Director and the Scottish Government Health & Safety team immediately.

The requirement to report these accidents/incidents to the HSE as RIDDOR reports apply with different thresh-holds for reporting, these are.

- Non-fatal accidents requiring hospital treatment.
- Accidents resulting in the death of any person.

It should be noted that if the visit to the hospital is for treatment and no treatment is given, it does require to be reported. Additionally, injuries received as a result of sports activities are not reportable.

There are also a range of Occupational Health diseases that may affect employees that are reportable to the HSE, these include:

- Noise induced deafness.
- Hand Arm Vibration Syndrome.
- Repetitive Strain injury; • Carpal Tunnel Syndrome.
- Occupational Dermatitis.
- Occupational Asthma.

These diseases may be identified by the employees GP however, all cases should be referred to Occupational Health who will provide advice to the Health, Safety and Care Team who will carry out an initial investigation before reporting to the HSE.

Persons not at work who receive an injury as a result of a work-related accident will require to be reported where an injured party is taken directly from your place of work to hospital for medical treatment.

6. RESPONSIBILITIES

6.1. OPERATIONS DIRECTOR

The Operations Director is responsible for the effective operation of the policy across JJ Cleaning Services as a whole and for ensuring that relevant procedures are implemented. They are also responsible for ensuring that adequate resources are made available to implement appropriate protective measures, where these have been identified as a result of risk assessment or accident/incident investigation.

6.2 MANAGERS

Managers are responsible for implementation of the JJ Cleaning Services Accident/Incident reporting procedures ensuring that all employees report all accidents/incidents at work at the earliest opportunity. They are also responsible for ensuring that an Accident/Incident Reporting form (within Incident/Accident Book) is completed fully on each occasion. In the event of injury, they are responsible for ensuring that prompt medical support is provided where required.

In all cases Managers are responsible for conducting an investigation to identify how the accident/incident occurred and for identifying and implementing any appropriate measures to prevent re-occurrence.

The Manager will report the accident/incident to the Operations Director and, if required under RIDDOR, to HSE.

6.3.EMPLOYEES

Employees are responsible for reporting all accidents/incidents to their manager immediately, or as soon as practicable following the accident/incident. They will give a full and accurate account of details leading to the accident/incident and of the accident/incident itself.

The employee will cooperate with the Manager's investigation into the accident/incident including provision of written witness testimony where appropriate.

7. MONITORING AND REVIEWING

The Operations Director, in conjunction with the Performance and Audit Committee will monitor and review this policy annually, taking into consideration legislative amendments and best practice advice.

Appendix 1: HSE Reporting Accidents and Incidents at Work

Appendix 2: Accident/Incident Report Form