



# **HEALTH AND SAFETY HANDBOOK**

For the information and guidance  
of employees of  
**K. Burrett Cleaning Services Ltd.**

# **K. Burrett Cleaning Services Ltd.**

## **HEALTH AND SAFETY HANDBOOK**

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# COMPANY HEALTH AND SAFETY POLICY STATEMENT

In accordance with its duty under Section 2 (3) of The Health and Safety at Work etc. Act 1974, and in fulfilling its obligations to employees, visitors, neighbours, contractors and the general public who maybe affected by its activities, the Company has produced the following Statement of Policy in respect of health, safety and welfare concerns.

***It is the aim of the Managing Director so far as reasonably practicable, to ensure that:-***

1. The working environment of all employees is safe and without risks to health and that adequate provisions are made with regard to the facilities and arrangements for first aid welfare at work.
2. The provisions and maintenance of plant and systems of work that are safe and without undue risk to health.
3. That persons who are not in our employ, who may be affected by our activities, are not unduly exposed to risks to their health and safety.
4. Information, instruction, training and supervision are provided, as necessary, to secure the health and safety at work of all employees.
5. Arrangements for the use, handling, storage and transportation of articles and substances for use at work that are safe and without undue risk to health.
6. Adequate information is available with respect to articles and substances used at work, dealing with the conditions and precautions necessary to ensure that, when properly used, they present no undue risks to health or safety.
7. There is suitable provision for the safe access and egress to and from all working areas.

***The Managing Director has a responsibility for the implementation of this Health and Safety Policy, Arrangements and Associated Procedures.***

***Staff are reminded of the legal requirements to comply with the Company's Policy, Arrangements and Associated Procedures. In particular they are required:-***

1. To take reasonable care for their own health and safety at work and of those who may be affected by their acts or omissions.
2. To co-operate with their employer to ensure that they comply with any duty or requirement for health and safety, imposed upon their employer by law, and contained in this Statement or the Company's Policy, Arrangements or Associated Procedures.
3. Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare.

Signed on behalf of The Company



**Kenneth Burrett  
(Managing Director)**

# THE WORKING ENVIRONMENT

We have already seen how a tidy workplace can help towards preventing accidents, but there are other aspects of health and safety to think about:

## Noise

Noise levels in offices or on site are unlikely to affect your hearing, but particularly noisy equipment or other sources can put stress on individuals. If you are working in noisy conditions, talk to your supervisor.

## Lighting, heating and ventilation

Your employer is required by law to provide proper lighting, heating and ventilation.

The recommended minimum office temperature is 16°C although it is reasonable to maintain it around 19°C. Humidity is usually kept to around 40-70%. Too low and this increases the likelihood of dry eyes, irritation and shocks from static electricity, too high and this encourages the growth of moulds in ventilation ducts for example.

## Workspace

You should have enough space to work in without the risk of tripping or banging into people, furniture or other objects.

If you have a problem with your working environment, talk to your supervisor.

If working in an office:

- Arrange your desk and screen so that bright lights are not reflected in the screen.
- Try not to face windows or bright lights. Adjust curtains or blinds to prevent unwanted light.

If your workstation does not allow you to do the things above, raise this with your supervisor or manager.

# PERSONAL SAFETY RULES

1. Take all reasonable care for the health and safety of yourselves and all other persons who maybe affected by your work.
2. Do not wear unsuitable footwear, i.e. high heeled shoes, strapless sandals, slippers etc.
3. Do not carry more than you can easily manage.
4. Always make sure you can see where you are walking.
5. Do not over-stretch.
6. Do not run at your place of work.
7. Do not walk on or step over wet surfaces unless absolutely necessary and then only with caution. Sufficient warning notices must always be clearly displayed to warn occupants of the building.
8. If you see something which you KNOW is unsafe – you should either correct the problem, or report it immediately to a responsible person. e.g. mop up a spillage, put up a notice, label a faulty machine.
9. Where safety clothing or equipment has been provided for use - WEAR IT!
10. If a fault occurs with any protective equipment or clothing it is YOUR responsibility to ask for a replacement.
11. Work from floor level only, unless steps or ladders have been provided. Never climb onto chairs, desks tops or boxes etc.
12. Only use ladders or access equipment if you have been trained and authorised to do so.
13. Learn the whereabouts of fire appliances, alarms, emergency exits and first aid facilities when on customers premises.
14. Handle all cleaning chemicals with care, read labels before using. Use the correct dilution rates only, wear your protective clothing.
15. Check each room or area when the work is completed for security, safety and economy. Secure all windows, doors etc. Unless told otherwise switch off lights, electric fires etc. DO NOT TURN OFF COMPUTER EQUIPMENT, unless specifically instructed to do so.
16. Return all cleaning items to the defined cleaning store on completion of work. Store all items safely and securely in the store area.
17. Follow any site specific instructions given by the client regards making the premises secure when leaving.

# LADDERS AND STEPS

At some time or another we all need to use a ladder or steps and serious accidents can easily occur if simple precautions are not taken.

The following points should always be observed;

1. Make sure that the ladder and steps are in good condition and free from mud or dirt.
2. Never paint wooden ladders.
3. Ensure that rungs are clean.
4. Make sure that footwear is in good condition and free from mud or dirt.
5. Stand the ladder or steps on a firm base.
6. Make sure that ladders are at a safe angle - around 1 in 4 slope.
7. Allow a safe overlap when using extensions.
8. Secure the ladder either at the top or bottom to prevent slipping.
9. Never overreach – it's simpler and safer to move the ladder.
10. Store ladders and steps off the ground.
11. Never overload a ladder.
12. Never use aluminium ladders when working on electricity unless they are specifically manufactured for that use.
13. When using step ladders ensure they are of the correct British Standard for the activity.
14. Check that equipment is in good working order before commencing activity.
15. Work in pairs if height is over 2 metres.
16. Do not abuse or misuse the equipment.
17. Do not overload with persons or materials.
18. Do not use defective equipment

# **CODE OF PRACTICE FOR MOPPING/SWEEPING/BUFFING OF HARD FLOORS**

Always comply with the Terms and Conditions set out in the cleaning schedule.

1. Set up equipment, ensure sufficient 'Caution Wet Floor' signs are set up around route or area to be mopped/swept/buffed.
2. Wear appropriate flat-soled footwear.
3. Mop from dry area, ensure signage (caution wet floor signs) is maintained.
4. Be vigilant for persons ignoring signage.
5. Limit application of solution, ensure work carried out within cleaning schedule time scale.
6. Wear tabards, gloves and eye protection (if eye contact likely).
7. Remove all equipment to safe position, ensure floor is completely dry before removing signs.

# PERSONAL PROTECTIVE EQUIPMENT

Personal protective equipment is interpreted as any equipment or clothing that will need to be worn or held by persons at work which provides protection against health and safety risks. The Personal Protective Equipment at Work Regulations 1992 sets out the obligations of employers and employees in connection with protective equipment supplied for use at work.

Assessments made under the Management of Health and Safety at Work Regulations 1992 should normally indicate the need for personal protective equipment, the circumstances where equipment is required and the type that would be necessary. Where protective equipment is necessary, the employer has the obligation to provide it without cost to the employee.

The types of equipment to be used, as well as the health and safety risks that need to be controlled, will be discussed with employees. The standard issue will typically include; gloves, aprons. Additional protective clothing will be provided when dealing with sharps and clearing bodily fluids.

Staff will be instructed and trained in the safe use of their personal protective equipment and the arrangements for maintenance, cleaning, repairs and means for replenishment.

Only staff trained in the proper use of personal protective equipment will be permitted to work in a protective equipment work zone. Consultations will take place to ensure that all necessary measures to remedy recognised significant risks are reviewed. Any concerns raised by staff will be discussed and professional advice will be taken, where necessary, to assist in resolving any health and safety issues.

## Employees

Staff should note all information given regarding risk control methods and also when personal protective equipment use is mandatory. In cases where protective equipment is to be used for a particular activity, all employees must wear the equipment according to instructions. Any defects in the item should be reported prior to its use.

If the equipment does not appear to be functioning correctly or any problems are encountered, staff should cease the activity soon as practicable and report their concerns to their supervisor.

Staff are responsible for the protective equipment that is issued to them and must take all reasonable care to ensure it is cleaned, maintained and stored according to instructions. All employees should be aware of the limitations of their equipment and the time period that adequate protection will be assured. Staff should be given information concerning disposable protective equipment and the period of recommended use.

Employees not taking part in the job activity should not enter an area, which has a protective equipment requirement.



# **K. Burrett Cleaning Services Ltd.**

## **CODE OF PRACTICE FOR ACCESS TO AND EXIT FROM CLIENT'S PREMISES**

**ALWAYS COMPLY WITH THE TERMS AND CONDITIONS SET OUT IN THE CLEANING SCHEDULE.**

### **ON ENTRANCE**

- Use key codes or keys supplied by the client.
- De-activate alarms if fitted, as instructed by client.
- Check for any instructions from the occupier, relating to:
  - Any change in cleaning arrangements.
  - Any areas not currently accessible.
  - Any work by contractors or others that may affect cleaning operations.
- Ensure no unauthorised person can enter the premises/area during your occupancy.
- Check for fire or other hazards prior to work commencing.

### **DURING WORK**

- Follow all agreed procedures for cleaning operations.
- Do not interfere with equipment specified in the cleaning schedule as intended to be left operating.

### **ON EXIT**

- Ensure all equipment used is switched off and left in a safe state or location.
- Ensure the tops on all chemicals and cleaning substances containers are tightly closed.
- Secure all chemicals and cleaning substances in a safe location.
- Ensure all taps are turned off.
- Check for fire hazards. Heating/cooking appliances left on etc.
- Close and secure all windows, skylights.
- Switch off all lights.
- Close all internal doors.
- Lock internal doors where this is authorised.
- Re-activate alarms if fitted.
- Close and secure all external doors.

## IN THE EVENT OF AN EMERGENCY

If you smell smoke or fumes, or an alarm activates:

If an intruder is discovered:

- Leave the area immediately, using the nearest fire exit.
- Telephone the:
  - o Emergency Services.
  - o Client's emergency number.
  - o Your Contract Manager's number.

As specified in the contract.

**If you have accidentally activated the alarm or the alarm does not set for any reason - do not leave the building. Contact the client using emergency number provided or await contact from the client, or contact your Contract Manager.**

If fixtures or equipment is damaged - report it as soon as possible.

If a substance is spilled - comply with COSHH spillage procedures.

# HEALTH AND SAFETY RULES FOR EMPLOYEES

## INTRODUCTION

*It is the responsibility of all to obey these rules and to behave in a safe manner whilst at work.*

*Deliberate contravention of these rules shall be considered a breach of contract which could lead to dismissal.*

*Contravention of health and safety legislation is a criminal offence and a prosecution can be taken against the employee by the enforcing authority.*

## WORKING PRACTICES

1. No machine, item of plant or equipment is to be operated by any person, unless they have been trained or are currently receiving such training and are authorised to do so.
2. All machine guarding is to be in place and correctly adjusted, prior to machinery being used.
3. Any fault, defect, including damage, or malfunction in any item of machinery, plant, equipment, tool or guard must be reported immediately.
4. No machine, plant or equipment is to be left unattended whilst in motion, unless you are authorised to do so.
5. No machine, plant or equipment is to be cleaned whilst in motion, unless you are authorised to do so.
6. No repairs, maintenance or adjustments to machines, plant or equipment are to be carried out, unless you are authorised to do so.
7. All substances are to be stored in accordance with the appropriate written instructions and by authorised personnel.
8. All substances are to be stored in accordance with the appropriate written instructions and are to be returned to suitable storage after use.
9. All notices and warning signs displayed in the workplace are to be read, understood and obeyed. They are not to be defaced or tampered with.
10. All safety equipment, signs, notices and facilities e.g. fire extinguishers and first aid equipment, provided in the interests of health, safety and welfare are to be used or followed and must not be misused or willfully damaged.
11. Protective clothing and safety equipment is to be stored in accordance with appropriate instructions.
12. As far as is reasonably practicable, all work areas are to be kept clean and tidy at all times.

# FIRE

Each client's premises will have their own fire rules and procedures - these must be pointed out to you on your first day of employment. If you are in doubt - ASK. Employees are expected to make themselves familiar with the layout of the buildings in which they work. Fire procedures must be noted, particularly the fire exit routes.

## Fire Prevention

Do not use flammable materials, particularly spray polishes, near naked lights.

Do not empty ashtrays into wastepaper bins. Use a separate metal bin.

Do not smoke whilst at work particularly in chemical, linen or paper storage areas.

Report any electrical defects immediately and isolate the appliance.

Ensure all electrical fires and similar appliances are turned off unless instructed not to do so.

## Fire Procedure SHOULD YOU DISCOVER A FIRE: (No matter how small)

### 1. Raising the Alarm

- a. Warn people in the vicinity of the fire.
- b. Raise the alarm by breaking the nearest fire alarm call point glass.
- c. Only try to extinguish the fire by using the nearest appropriate extinguisher, if you are suitably trained in the use of Fire Equipment. **Do Not Take Personal Risk.**
- d. Leave the premises in a calm and orderly manner.

### 2. On Hearing The Alarm

- a. Give the necessary assistance to other people to ensure their safety.
- b. Walk to the nearest available exit, then proceed to the designated assembly point for your premises.
- c. Act calmly, close all doors and windows. (This will assist in preventing the fire spreading).
- d. The premises Fire coordinator in charge must ensure that the Fire Brigade has been called.

### 3. Calling The Fire Brigade (dial 999)

- Call the Fire Brigade **IMMEDIATELY** to every fire or on suspicion of fire.  
When the exchange operator answers ask for **Fire**; you will then be connected to the Fire Brigade.
- a. When the Fire Brigade Operator replies give all details distinctly;
    - i. Location of Fire, with full address.
    - ii. **DO NOT** replace the receiver until emergency operator has repeated the addresses and location of the Fire.

### 4. Assembly Area

- a. On hearing the alarm leave what you are doing and leave the premises in a calm and orderly manner and proceed to your designated Fire Assembly Point.

# THE HANDLING AND DISPOSAL OF SHARPS

The handling and disposal of sharps such as hypodermic needles, broken glass, spent razor blades and other known sharps, can present health risks if not properly dealt with.

Do not attempt to clear any sharps which may be contaminated - unless you have been trained and equipped to do so.

## **Procedure**

Once a sharp has been identified it needs to be confirmed if it is a common glass breakage or a hypodermic break.

All hypodermic and razors will be treated as clinical waste.

## **Personal Protective Equipment**

You must ensure you are wearing the appropriate protective clothing which will typically include; Rigger/ reinforced gloves, goggles and impervious overalls or apron.

## **Method**

If the sharp is likely to be contaminated a 'sharps disposal kit' must be obtained.

As much debris as possible is to be swept up using a dustpan and brush.

If a bottle has broken the liquid may be picked up using wet suction.

If debris is not required for further inspection it should be appropriately wrapped to protect other persons against risk from the sharp.

Non clinical waste may be disposed of in the conventional manner. Clinical waste must be disposed of through special arrangements to a suitable incineration plant.

## **Upon Completion**

All equipment will be cleaned thoroughly and returned to the store.

Clinical waste kits should be used only once and disposed of in the correct manner.

All protective clothing should be cleaned and returned to the store. Where clothing cannot be cleaned satisfactorily, it should be disposed of. Replenishment needs should be notified to the Supervisor.

## **In Event of an Accident**

Should any employee or other person be injured during the cleaning of sharps, the Supervisor must be notified immediately and the circumstances of the incident recorded and investigated appropriately.

The need for further health surveillance will be assessed at this stage and medical advice sought where necessary.

# THE CLEANING OF BODILY FLUIDS

The cleaning of body fluids such as vomit, faeces, blood and urine can prevent health risks if not properly dealt with.

Do not attempt to clear bodily fluids - unless you have been trained and equipped to do so.

## **Procedure**

Once bodily fluids have been identified, the Supervisor should be notified to ensure appropriate precautions are taken.

All bodily fluids will be treated as contaminated waste.

## **Personal Protective Equipment**

You must ensure you are wearing the appropriate protective clothing which will typically include; Rubber gloves and impervious overalls or apron.

## **Method**

All waste must be initially removed by mop and bucket. Wet suction machine **MUST NOT** be used.

Water and disinfectant in the mop bucket must be changed at regular intervals.

Once all the fluids have been removed, the entire area must be cleaned with a fresh amount of water and disinfectant.

## **Upon Completion**

All equipment will be cleaned thoroughly and returned to the store.

All soiled mop heads and clothes must be disposed of.

The operative must thoroughly wash and clean after completion of this task.

All protective clothing should be cleaned and returned to the store. Where clothing cannot be cleaned satisfactorily, it should be disposed of. Replenishment needs should be notified to the Supervisor.

Warning signs may only be removed once work is completed and the floor is dry.

## **In Event of an Accident**

Should any employee or other person be injured during the cleaning of bodily fluids, the Supervisor must be notified immediately and the circumstances of the incident recorded and investigated appropriately.

The need for further health surveillance will be assessed at this stage and medical advice sought where necessary.

# HAZARDOUS SUBSTANCES

If you work with hazardous substances then you must have clear company instructions on their use, and have read and understood the supplier's health and safety data sheet. If you are working in an area where others are using hazardous substances then check with your Supervisor that you are not at risk.

You should:

- Always check you are using the correct polish, cleaning agents, chemicals etc. for any purpose other than that for which they are supplied.
- Ensure you know the health risks and associated protective measures.
- Keep hazardous substances away from food and from where food is consumed.
- Make sure any substances are safely returned to their correct storage place after use.
- Keep substances separate from each other unless the instructions say it is safe to mix them. The results could be fatal, (mixing bleach and caustic soda gives off toxic fumes).
- Know what to do if you spill something. If you are not sure – ASK.
- Dispose of empty containers properly - don't re-use them for a different substance or purpose

Women are advised to let employers know if they are pregnant, so that the employer can take this into account.

# FIRST AID

Workplace slips, trips and falls can lead to serious injuries and even a scratch can become serious if not properly treated, so it is important that you:

- Know TODAY who the first-aider or appointed person is in your department (and how to contact them in on emergency) and where the first-aid room or first-aid equipment is. If in doubt - ask;
- Ensure any injury is recorded in the company 'accident book';
- If you suffer an injury, however slight, tell your supervisor at once and go to the first-aid post for proper treatment and advice;
- If you get chemicals on yourself or in your eye, use the most appropriate method of cleansing as approved by the manufacturer. The advice is usually to immediately wash the affected area with clean water, but advice can vary for particular products. Check with the first-aider and supervisor as soon as possible afterwards.

Injuries - especially foreign bodies in the eye - should only be treated by someone with knowledge of first-aid.

Do not move a serious casualty unless they are exposed to further danger (see page on electricity). If you need help, send for it immediately.



# ELECTRICITY

## ***Electricity Can Kill.***

### **ALWAYS:**

- Switch off equipment at the mains before opening or cleaning electrical appliances. Check the site cleaning guide for advice on switching off computer equipment – if in doubt do NOT turn off and request advice from your supervisor before cleaning.
- Visually check electrical equipment plugs and cables before use.
- Report details of any faulty or damaged electrical equipment to your Supervisor, and don't use it until it is repaired. Attach a 'DO NOT USE' label.
- Ensure that portable electrical equipment has been checked by a competent electrician as suitable for use in the workplace.
- Fully unwind the cable.
- Follow the manufacturer instructions on the use, care and maintenance of the machine.

### **NEVER:**

- Handle equipment or plugs with wet hands.
- Misuse electrical equipment.
- Use equipment where cable insulation has pulled free from the plug exposing the coloured wires.
- Jam wires or force the wrong plugs into sockets.
- Leave cables where they can cause a trip hazard be damaged or get wet, or use them to lift or pull the equipment to which they are connected.
- Do not stretch cables across doorways, lift entrances, stairways, desktops etc.
- Interfere with any electrical apparatus or equipment, or attempt to repair it (unless you are competent and authorised to do the work).
- Cover up splits or damage to the cable with tape.

Remember overloaded sockets can also lead to fire.

**IF YOU DISCOVER A FAULT WITH AN ELECTRICAL APPLIANCE YOU ARE RESPONSIBLE FOR ATTACHING A 'DO NOT USE' LABEL AND REPORTING IT TO YOUR SUPERVISOR.**

## **In Case of Electric Shock**

***Know what to do if someone suffers from an electric shock:- If the victim is still in contact with the electric current, switch off the power (or remove the plug).***

**Call for medical help immediately.**

# STEAM/WATER PRESSURE CLEANERS

Steam/water pressure cleaners are widely used for washing down buildings, footways, drainage systems and removing plant or mould growth and for spraying fungicides and disinfectants.

On average 2-3 people die each year from electrocution and many more receive burns or shocks from these machines. Most injuries occur when the metal lance at the end of the flexible hose becomes live through an electrical fault.

Electrical faults may be caused by:

- an unsafe or inadequate electric extension cable.
- the wrong type of power cable connector especially one that is not watertight
- damage to the power cable by running the cleaner over it, by another vehicle running over it or by heat from the appliance
- a loose earth wire inside the plug.

An electric shock from one of these machines is likely to be made more severe by the wet conditions that surround the machine and Operator.

## PRECAUTIONS

### *INFORMATION/TRAINING*

Manufacturers, suppliers and hirers are required to provide information about correct operation. No one should use the machine without proper training.

### *OPERATION*

Employers should plan a safe system of work for the person using the cleaner, who should understand how to work safely.

### *MAINTENANCE*

Ensure that the machine is maintained regularly, a written record in a log book will help you to do this.

**Check** the machine each day it is used.

**Do not use a faulty machine.**

### *SAFETY DEVICES*

The machine should be used with a circulating current earth monitoring device or a residual current device (RCD) (sometimes called an ELCB). these devices should be fitted at the mains supply point, where they should be protected from splash by a waterproof cover.

# WORKING WITH OFFICE EQUIPMENT

## VDUS

Visual Display Units (VDUS) are commonplace and need to be used properly to prevent health problems arising. There is no evidence that VDUS can cause disease or permanent damage to the eyes, but fatigue due to intensive VDU work can cause discomfort, even to healthy eyes.

Contact lens wearers will find a dry office environment uncomfortable and the heat generated by VDUS can make the atmosphere drier. An alternative might be to wear glasses instead of your lenses for VDU work. Research shows that VDUS do not give out harmful levels of radiation.

Some VDU users experience aches and pains in their hands and wrists arms, neck and shoulders or back after sustained periods of VDU work. If this happens you should alert your supervisor or manager. It is important to try to vary your work and adjust your working position. Most of these 'ergonomic' or postural problems can be prevented by good workplace design and sensible working practices.

While pregnant women do not have to worry about VDU radiation, poor ergonomics can lead to discomfort and anxiety, particularly in the later stage of pregnancy. If you are anxious about working with VDUS during pregnancy then advise your supervisor and talk to your doctor.

Some people have suffered from irritation or skin rashes aggravated by VDUS. It is possible that a combination of dry air and electrostatic charges are involved. If you are suffering from these symptoms, again, tell your supervisor.

### What can I do?

Adjust your chair and VDU to find the most comfortable working position. As a guide, your forearms should be roughly horizontal, and your eyes at the same height as the top of the VDU casing. Your lower back should be well supported by the chair.

Make sure there is space underneath your desk to move your legs around. Move obstacles such as boxes or equipment.

Avoid excess pressure on the backs of your legs and knees. A footrest, particularly for smaller users, can help.

Don't sit in the same position for long periods. Make sure you change your posture occasionally.

Adjust your keyboard and screen to get a good keying and viewing position. Usually your screen should be directly in front of you. A space in front of the keyboard is sometimes helpful for resting the hands and wrists.

Re-focus your eyes by looking at a distant object from time to time.

Don't bend your hands up at the wrist when typing. Try to keep a soft touch on the keys and don't over-stretch your fingers. Good keyboard technique is important.

Try different layouts of keyboard, screen and document holder to find the best arrangement. A document holder positioned beside the screen may help you to avoid awkward neck movements.

If you use a mouse make sure you have plenty of room for the pad and to support your arm.

This book is to be kept safe  
and not thrown away.

*It is to be produced on request by  
a member of management.*

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