



**GRANTS CLEANING SERVICES LTD.**

41 Howden Dike, Yarm, TS15 9UP

# **CLEANING MANUAL & SITE INFORMATION PACK**

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## **SITE RULES**

Grants Cleaning Services Limited shall ensure that all of its personnel are aware of and comply at all times with any Site rules and safety regulations for each site.

1. No Smoking in any building or on any site. The exception is designated smoking areas.
2. Employees must co-operative with searches of their outer clothing, locker, bag, vehicle etc at the request of any authorised person. You have the right to representation during this process.
3. Identification or security passes must be worn at all times whilst on customer or company premises.
4. Except where specifically required or authorised by legislation employees must not disclose to any persons any confidential details or information relating to client or company matters.
5. Unauthorised entry – do not let anyone into a building, refer to security at all times. All staff must use own pass to gain entry if applicable.
6. Grants Cleaning Services Limited Personnel shall be responsible for the safe keeping of any keys, passes or other means of access provided and shall only permit such keys, passes and other means of access to be given to those of the Supplier's employees whose names and addresses have been supplied and then only to the extent required for the purpose of providing the Services. In addition, the supplier shall ensure that Grants Cleaning Services Limited Representative is informed immediately of the loss of any keys, passes or other means of access and shall reimburse them for any replacement costs and/or the costs of any reasonable security measures implemented as a result of such loss.







**SITE HEALTH & SAFETY  
RESPONSIBILITIES**

1 Overall and final responsibility for health and safety in the company is that of Grant Smith, Managing Director.

2 Name \_\_\_\_\_

Job Title \_\_\_\_\_ is responsible for ensuring contract management and supervisors are provided with the information, instruction and training to enable them to undertake their responsibilities and monitor the implementation of the policy on this site.

3 Name \_\_\_\_\_

Job Title \_\_\_\_\_ will be responsible as his/her deputy.\* (if applicable)

4 Name \_\_\_\_\_

Job Title \_\_\_\_\_ is responsible for this policy being carried out at the site.

5 Name \_\_\_\_\_

Job Title \_\_\_\_\_ is responsible as his/her deputy.

6 The following supervisors/team leaders/foremen are responsible for safety in their area:-

Supervisor	Area	Any special responsibility
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

7 All employees have the responsibility to co-operate with supervisors and managers to achieve a healthy and safe workplace and to take appropriate care of themselves, their colleagues and others.

8 Wherever an employee, supervisor or manager notices a health or safety problem which they are not able to put right, they must, straight away, tell the appropriate person named above and complete a Company Health & Safety Hazard Notification Form





Grants Cleaning Services Limited

**FIRST AID ARRANGEMENTS**

**Site:**

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**Department:**

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**Location of First Aid Kit:**

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**Name(s) of First Aiders/Appointed Persons:**

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**Accident Procedure:**

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**HEALTH & SAFETY POLICY OF GRANTS CLEANING SERVICES LIMITED**  
**HEALTH & SAFETY AT WORK ACT 1974 GENERAL STATEMENT OF POLICY**

January 2004

Grants cleaning services places the utmost importance on the health, safety and welfare at work of all its employees and the employees of its clients.

Our policy is to provide and maintain safe and healthy work practices and equipment for all our employees, and to provide such information, instructions and training, as they need for this purpose.

Grants Cleaning Services Limited recognises and accepts its responsibilities as an employer to provide and maintain a safe and healthy environment for all our employees and personnel affected by the company's activities. The company will take all necessary steps, so far as is reasonable, to meet these responsibilities, in particular:

- Provision and maintenance of equipment and systems of work that are safe without risk to health.
- Arrangement for ensuring safety and absence of risks to health in connection with the use, handling, storage and transport of substances.
- Provision of such information, instruction, training and supervision as is necessary.
- Risk assessment of any place of work to ensure that is safe and without risk to health.

Grants Cleaning Services Limited will provide appropriate training, safety devices, personal protection equipment and clothing as necessary to safeguard the health, safety and welfare of its employees. Appropriate preventive and protective measures are, and will continue to be, implemented following the identification of work-related hazards and assessment of the risks related to them.

To ensure our policy is observed, the company requires the cooperation of all its employees. All employees have a legal responsibility and duty to take reasonable care to ensure their own safety and that of other employees and persons who may be affected by their activities.

Disciplinary action will be taken against any employee, regardless of status who, wilfully or deliberately, is consistently negligent in conforming to the company's safety policy. Failure to comply with current legislation concerning Health and Safety At Work will amount to serious misconduct, which may lead to dismissal. This policy will be kept up to date, particularly as the business changes in nature and size. To ensure this, the policy and the way in which it has operated will be reviewed every year.

The allocation of duties for safety matters and the identity of competent persons appointed with particular responsibilities and arrangements made to implement this policy are set out in this document.

## **GENERAL HEALTH AND SAFETY RULES**

You must not take any action that could threaten the health or safety of yourself, other employees, customers or members of the public

### **1. Protective clothing and Equipment**

Protective clothing and other equipment which may be issued for your protection because of the nature of your job must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this protective wear/ equipment is your responsibility, take care of these items so they remain fit for use.

### **2. Chemicals and Cleaning Substances**

Treat ALL chemicals with care.

Wear protective gloves/ clothing/ footwear where necessary when handling cleaning substances.

Remove gloves etc. when your work with that substance has finished.

Clean up all spillages immediately, use appropriate barriers to tell people that a floor is wet. Keep lids on all bottles at all times. Do not smoke whilst you are working. Wash hands before and after work, eating or going to the toilet.

### 3. Equipment

Only use equipment if you have been trained to do so and only as outlined in training. Ensure that you report any problems with equipment.

### 4. Work at Medium and High levels

Correct steps and ladders are to be used at all times.

### 5. Manual Handling

If you need to lift anything:

- Adopt a stable position
- Get a good hold, using the palms of your hands, not your fingertips.
- Start in a good posture and lift using the legs, not your back. Get a firm footing, bend your knees and keep the load close to your body and to the waist.
- Keep your back straight and avoid twisting
- Keep the head up when handling
- Move smoothly and when turning pivot with your feet, not twisting with your back.
- Don't lift more than can be managed easily
- Get help from another person if necessary

### 6. Fire Emergency Routine

Familiarise yourself with all emergency exits on site. Once the alarm is sounded leave the site by the nearest safe exit and remain outside the building until instructed otherwise.

If you see a fire or a situation likely to cause a fire, set off the fire alarm and leave as above.

DO NOT block fire exits, escape routes or access to extinguishers. Close fire doors behind you.

### 7. Accident and Incident Reporting

You should report all accidents and injuries at work, no matter how minor, to a Director or General Manager. All accidents and unusual occurrences should also be reported even though no injury or damage may have resulted.

### 8. Health and Injury

Under legislation we, as your employer, have a duty to ensure so far as is reasonably practicable, the health and safety and welfare at work of all our employees and similarly you have a responsibility to yourself and your colleagues.

Report any work practices causing pain or discomfort. Report any work-related accidents or ill health. Ask if help is required to conduct tasks.

The use of alcohol and drugs may impair the safe and efficient running of the business and/ or the health and safety of our employees.

The effects of alcohol and drugs can be numerous (these are examples only and not an exhaustive list)

absenteeism (e.g. unauthorised absence, lateness, excessive levels of sickness, etc.)

higher accident levels (e.g. at work, elsewhere, driving to and from work)

work performance (e.g. difficulty in concentrating, tasks taking more time, making mistakes, etc.).

If your performance or attendance at work is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/ offence, you may be subject to disciplinary action and, dependent on the circumstances, this may lead to your dismissal.

#### Hygiene

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

## **Staff Training, Information and Documentation**

### RESPONSIBILITIES

Overall responsibility within the company rests with the company directors.

Grant Smith	Managing Director
Julie Smith	Finance Director

Supervision and Safety Training of Employees rests with their assigned Manager.  
The Manager is also responsible for Risk Assessments and Safety Inspections of their assigned Clients premises.

Carol Cross	Manager
Jan Wallace	Manager

### TRAINING

Training will ensure whether employees are competent to carry out their tasks, thus reducing risks to Health and Safety.

Persons Responsible for Training

- 1) Grant Smith
- 2) Carol Cross
- 3) Jan Wallace
- 4)
- 3)



### QUALITY STANDARDS

<b>Elements</b>	<b>Satisfactory on Completion</b>	<b>Tolerable between Cleaning Tasks</b>	<b>Intolerable</b>
<b>Toilets and Urinals</b>	Free from impacted debris, dust, removable stains, body fats and fluids. Uniform appearance. Dry. Foul odour free. No visible waterline	Debris, dust and stains arising from usage between cleans. Residual odour.	Build up of impacted debris, dust, and fats on all surfaces and all points of contact with horizontal surfaces. Removable stains and smears.
<b>Sinks</b>	Free from impacted debris, dust, removable stains, body fats and fluids. Scale and verdigris. Uniform appearance. No visible waterline	Debris, dust and stains arising from usage between cleans. Residual odour.	Build up of impacted debris, dust, fats, scale and verdigris on all surfaces and at points of contact with horizontal surfaces. Removable stains and smears.
<b>Hard floor surfaces</b>	Free from visible loose debris, dust, fluff and lint, removable stains and matter.	Debris arising from usage between cleans	Build up of removable debris, dust, fluff, lint stains and matter. Accumulation around floor edges and bases of furniture.
<b>Carpeted Areas</b>	Free from loose debris, dust, fluff and lint. An overall even appearance.	Debris arising from usage between cleans	Build up of removable debris, dust, fluff and lint. Accumulation around edges and bases of furniture.
<b>Canteen/ Toilet floors</b>	Free from impacted debris, dust, fluff, lint and removable stains. Overall bright appearance. Odour free.	Debris arising from usage between cleans	Build up of impacted and loose debris. Removable stains. Intolerable odour.

<b>Elements</b>	<b>Satisfactory on Completion</b>	<b>Tolerable between Cleaning Tasks</b>	<b>Intolerable</b>
<b>Skirting</b> <b>Window Ledges</b> <b>Picture frames</b> <b>Light switches</b> <b>Socket covers</b> <b>Filing cabinet tops</b> <b>Computer Casing</b> <b>Television Casing</b> <b>Table Lamps</b> <b>Cooling Fans</b> <b>Fire Appliance</b> <b>Monitors</b>	Free from visible loose debris, dust and cobwebs.	Debris and light dust arising from usage between cleans	Build up of loose debris and dust on horizontal surfaces and at points of contact with vertical surfaces.
<b>Desks</b> <b>Work surfaces</b> <b>Tables</b> <b>Display Areas</b>	Free from impacted debris, dust, cobwebs and removable stains. Uniform appearance. Dry and smear free.	Debris, light dust and stains arising from usage between cleans	Build up of impacted debris and dust on vertical surfaces and at points of contact with horizontal surfaces. Removable stains and smears.
<b>Mirrors</b> <b>Glass</b> <b>Brass Plates</b> <b>Taps</b>	Dry and free from removable stains and marks. Has a bright even sheen. Smear free.	Debris, light dust and marks arising from usage between cleans	Non uniform appearance, build up of removable stains, spillage's, loose debris, dust, marks and excess polish.
<b>Bins</b> <b>Microwaves</b> <b>Fridge's</b> <b>Dishwashers</b>	Free from litter, debris, dust, loose foreign matter, stains and smears and foul odours.	Debris and stains arising from usage between cleans.	Build up of litter, debris, dust, loose foreign matter, stains and smears. Intolerable odour.

## CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

### DO

- Ensure chemicals are kept in a secure and locked room
- Use the correct chemical for the task being carried out
- Wear rubber gloves at all times
- Inform your supervisor/manager of any accidents or spillages involving chemicals
- Thoroughly wash hands after using chemicals
- Follow the “Directions for Use” labels
- Empty and wash spray bottles after use
- Ensure work areas are well ventilated when using chemicals
- Thoroughly wash out any pails or buckets after use
- Report any faulty/leaking containers
- Follow emergency and first aid procedures in the event of an accident

### DO NOT

- Mix chemicals under any circumstances
- Leave chemicals in unmarked containers
- Put chemicals into other chemical containers ie detergent into polish
- Leave chemicals unattended
- Use chemicals you are not trained to use
- Deviate from the makers instructions
- Use any chemicals other than those approved by GCSL from your contact manager
- Bulk store chemicals unless trained in chemical storage
- Deviate from the chemical rotation system currently in use
- Issue chemicals to unauthorised persons

## CHEMICAL LABEL HAZARD NOTICES

During the course of your duties on some sites, you may come across the following hazard labels. It is therefore important that you are able to recognise them and understand their meaning.



These are non - corrosive substances which, through either immediate, prolonged or repeated contact can cause inflammation, soreness and redness of the skin, eyes, nose, throat or lungs



These are substances which, if they are breathed in, swallowed or get on the skin, may cause limited health problems.



These are substances which, on contact with the skin or eyes may cause severe chemical burns. If swallowed they may cause severe damage to internal organs and living tissue



These are substances which, if they are breathed in, swallowed, or if they come into contact with the skin, may cause serious health problems or even death.



These are substances which, if they are breathed in, swallowed, or if they come into contact with the skin, may cause extremely serious health problems or even death.



These liquids, or gases and their vapours catch fire easily, burn quickly and can explode if in contact with heat or flames.



These substances are harmful to the environment and wildlife and therefore must not be allowed to pollute the ground, streams, rivers or lakes. Care must be taken to contain any spillage's and they must be disposed of by special means.

### REMEMBER

1 Always read the label before using/handling any substance or chemical.

2 Always wear the protective clothing issued to you.

Dispose of substances and their containers only as instructed.

## 10 GOLDEN RULES FOR THE WEARING OF RUBBER GLOVES



Make sure that the right size glove is being worn – too tight will cause fatigue, too loose will reduce your ability to hold/grasp things.



Check the gloves for defects. Look out for small holes and thinning patches especially between the fingers. Inflate the glove checking for air seepage. Replace the gloves if any defects are found.



Store gloves safely. Do not store with other colour coded gloves or cross-contamination may occur.



Rinse gloves under running water before removal and remove gloves carefully to reduce the risk of exposure to unprotected skin.



Never share, or use, another person's gloves. It is a good way of spreading infection, bacteria and germs.



Wash your hands before wearing gloves. Gloves must only be worn on clean hands that are free from bacteria.



Do not wear gloves when it is not necessary. Gloves need to be worn to protect the hands from cleaning materials and when washing up. Do not leave them on any longer than necessary.



Cover all cuts, sores, grazes and wounds with a waterproof plaster before putting gloves on.



Do not wear surgical or examination type rubber gloves without express permission from your Supervisor/Manager. It is company policy to only use these type of gloves for specific tasks.



Do not touch your face, mouth or eyes whilst wearing gloves. Report any signs of irritation or rash on the hands immediately to your Line Manager

## SAFETY SIGNS

During the course of your duties you may come across certain safety signs. It is the duty of every employee to learn the different signs, their meanings, and to obey them.

There are four categories of safety sign:

Prohibition, Warning, Mandatory and Safe Conditions.



**Prohibition signs** state that a certain behaviour is not allowed (this one says “No Smoking Allowed”). They have a red circle on a white background and a red bar running from top left to bottom right, with a black picture of what is not allowed.



**Warning signs** provide a warning of a specific hazard (this one warns of “wet floor”). They have a black triangle on a yellow background, with a black picture of what the hazard actually is.



**Mandatory signs** show that a specific course of action **must** be taken (this one states that hearing protection must be worn). They have a blue circle on a white background with a white picture of what action you **must** take.



**Safe Condition signs** provide information about safe conditions ( this one shows where you can obtain First Aid). They are normally square or oblong with a white picture or wording on a green background.

DO NOT enter any room or area displaying the following warning signs unless authorised and instructed by the person in charge that it is safe to do so.



BIOHAZARD



RADIATION



TOXIC



EXPLOSION



RISK OF DANGER



LASER BEAM



ELECTRIC SHOCK



LOW TEMPERATURE

**COLOUR CODING SYSTEM**

**MOPS/BUCKETS**

**GENERAL AREAS** - **YELLOW** or **GREEN**

**SANITARY AREAS** - **RED**

**J-CLOTHS**

**GENERAL AREAS** - **YELLOW** or **GREEN** or **BLUE**

**SANITARY AREAS** - **RED**



**PRODUCT OVERVIEW**

<b>SECTION DEPT</b>	<b>SUBSTANCE</b>	<b>USE</b>	<b>HAZARD CLASSIFICATION OR "NONE"</b>	<b>HAZARD CONTROL CODE NUMBER</b>
Washroom Areas Utility and Showers	Breaker	Clean and De-scale of all washroom surfaces, fixtures and fittings	Irritant to eyes & Skin R36/38	BR
Washroom Areas, Kitchens, Utility and Showers	STC	Cleaning of toilets, urinals and stainless steel sinks and fittings	Irritant to eyes R36	ST
All Building	DD10	Clean modern surfaces & Glass and plastic cleaner / VDU screens	Irritant to eyes R36	DD
All Building	Sola / Sola-Lemon	Cleaning hard surfaces	Irritant to eyes & Skin R36/38	SL
All Building	Deodouriser Concentrate	bactericidal air conditioner	None	DC
All Building	AX	None tainting bactericidal cleaner of fridges, food prep areas & sanitiser for telephones / door handles / toilet seats	None	AX
All Building	Charm Furniture Polish	Cleaner polish	Extremely flammable, Harmful to Aquatic organisms, may cause long-term effects in the aquatic environment R12, 52/53	SP
Washroom and poolside	Vitalise	Daily Poolside Cleaner	None	VI
Carpets	Comet	Hot water Extraction / spot cleaner for carpets	Irritating to eyes. R36	CO
Chewing Gum removal	Detak	Solvent based chewing gum remover	Harmful., Flammable. Dangerous for the environment. Irritating to skin. Toxic to aquatic organisms, may cause long-term adverse effects in the aquatic environment. R10: 38: R51/53	DT



**METHOD STATEMENTS - MASTER LIST**

<b>SECTION/DEPT</b>	<b>TASK</b>
Washroom Areas	Cleaning Urinals
Washroom Areas	Cleaning Basins, Baths and Showers
Washroom Areas	Cleaning Toilets
Washroom Areas	Washing Walls and Paintwork
All Building	Cleaning of Fixtures and Fittings
All Building	Sweeping of Hard Floors
All Building	Dust Control Mopping Hard Surfaces
All Building	Removal of Soil from Hard and Semi Hard Surfaces
All Building	Vacuum cleaning
All Building	Refuse Collection from waste Bins
All Building	Washing up
All Building	High Dusting
All Building	Telephone Sanitisation
All Building	Refrigerator Cleaning
All Building	Applying a Semi Permanent Polish
All Building	Burnish Finish to a Hard or Semi-Hard Floor Surface
All Building	Wet Vacuum Suction Drying
All Building	Machine Stripping and Scrubbing
All Building	Moving Items
All Building	Cleaning Windows at Floor Level
All Building	Cleaning Windows above Floor Level
All Building	Cleaning of Lift Areas
All Building	Cleaning Staircases
All Building	Hot Water Extraction
All Building	Scrubbing and Drying with a Mains/Battery Powered Scrubber Dryer
Outside Building / All Building	Litter Picking



## **Method Statement for Cleaning Urinals**

### **Equipment**

Toilet brush  
Cloths  
Bucket  
Mop & bucket  
Abrasive pad  
Rubber gloves  
Hot water & detergent  
Warning signs  
Toilet cleaner  
Refuse sack

### **Procedure**

1. Assemble equipment
2. Put out warning signs
3. Ventilate area
4. Flush the urinal and if possible turn off the water supply
5. Check the urinal channel for any debris and dispose of in refuse sack
6. Apply cleaning solution to entire face of the urinal and leave to work (as per manufacturers instructions)
7. Wring cloth out well in hot water and detergent and wipe surrounding surfaces including cistern and pipework, starting at highest point and working clean to dirty. Ensure under lip of urinal is cleaned and scrub floor tiles if necessary
8. Use the toilet brush to thoroughly clean the face of the urinal
9. Rinse the whole area using clean hot water, repeat until thoroughly clean
10. Turn on water supply
11. Mop clean surrounding floor area
12. Clean equipment and return to store
13. Report any faults to Supervisor/Manager
14. Close ventilation
15. Remove warning signs

### **Safety**

1. Always wear rubber gloves
2. Take care not to splash walls and fixtures
3. Never mix cleaning agents
4. Always use colour coded cloths, mops & buckets etc.
5. Follow COSHH instructions on safe use of chemicals
6. Do not leave equipment unattended

**RISK ASSESSMENT****Task or Work Operation:** Cleaning of Urinals**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Toilet Brush, Cloths, Bucket, Mop, Abrasive Pad, Rubber Gloves, Water &amp; Detergent, Warning Signs, Toilet Cleaner, Refuse Sacks

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Toilet Areas - Ventilation required

**Materials to be used: Detail materials/chemicals/agents?**

Cleaner/Detergent – Breaker / STC / DD10

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Chemical/Trips

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning Signs/Rubber Gloves

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained/Trainee Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## **Method Statement for Cleaning Basins, Baths & Shower**

### **Equipment**

Cloths  
Bucket  
Cleaning agent  
Disposable wipes  
Rubber gloves  
Abrasive pad  
Supplies (toilet paper etc.)  
Warning signs

### **Procedure**

1. Assemble equipment
2. Put out warning signs
3. Clear away any old soap & waste matter from drains etc.
4. Wet surface to be cleaned
5. Apply cleanser to damp cloth, and clean around taps, underneath the bowl pipe work and splash backs
6. Clean inside the bowl including overflow, plug hole, plug and chain. If cleaning a shower ensure shower head is clean
7. Rinse surface well to remove any residue cleaner
8. Using a disposable wipe dry and buff the chrome fixtures
9. Replenish supplies
10. Clean equipment and return to store
11. Remove warning signs

### **Safety**

1. Always wear rubber gloves
2. Never mix cleaning agents
3. Always use correct colour coded equipment
4. Follow COSHH instructions on safe use of chemicals
5. Do not leave equipment unattended

**RISK ASSESSMENT****Task or Work Operation:** Cleaning of Basins, Baths, Showers**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Cloths, Bucket, Cleaning Agent, Wipes, Rubber Gloves, Abrasive Pads, Consumables, Warning Signs

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit

**Materials to be used: Detail materials/chemicals/agents?**

Detergent/Disinfectant – Breaker / STC / DD10

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Chemical

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning Signs/Rubber Gloves

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained/Trainee Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## Method Statement for Cleaning of Toilets

### Equipment

Toilet brush  
Cloths  
Bucket  
Mop & bucket  
Supplies (toilet rolls etc.)  
Rubber gloves  
Toilet cleaner  
Hot water & detergent  
Warning signs

### Procedure

1. Assemble equipment
2. Put out warning signs
3. Ventilate the area
4. Flush toilet and using the toilet brush, pump out the water below the waterline
5. Apply toilet cleaner to the inside of toilet bowl including under the rim. Leave for designated time (check manufacturers instructions)
6. With hot water and detergent, damp wipe outside and around the toilet including toilet seat (top & bottom of seat & lid), hinges, cistern handle, toilet roll holder, pipes, surrounding walls and door handles. Always start with the cleanest area first
7. Scrub the inside of the toilet bowl and under the rim & U-bend using the toilet brush
8. Flush toilet holding the toilet brush under the running water, replace toilet brush in holder
9. Dry toilet seat with cloth or a disposable wipe and close the lid – Toilet seat, Handles and Fittings may be sprayed with biocide spray and left to dry
10. Replenish supplies
11. Mop around floor area
12. Report any faults to Supervisor/Manager
13. Clean equipment and return to store
14. Close ventilation,
15. Remove warning signs

### Safety

1. Rubber gloves must be worn throughout the whole procedure
2. Take care not to splash walls and fixture
3. Never mix cleaning agents
4. Always use correct colour coded cloths, mops, and buckets
5. Follow COSHH instructions on safe use of chemicals
6. Do not leave equipment unattended

**RISK ASSESSMENT****Task or Work Operation:** Cleaning of Toilets**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Toilet Brush, Cloths, Bucket, Consumables, Toilet Cleaner, Hot water &amp; Detergent, Warning Signs

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Toilet Areas - Ventilation required

**Materials to be used: Detail materials/chemicals/agents?**

Cleaner/Detergent – Breaker / STC / DD10 / AX

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Chemical/Slips/Trips

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning Signs/Rubber Gloves

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained/Trainee Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## **Method Statement for Washing Walls & Paintwork**

### **Equipment**

High-level duster  
Cloths (colour coded)  
Buckets  
Warning signs  
Dust covers  
Hot water & detergent  
Abrasive pads  
Rubber gloves  
Safety ladder

### **Procedure**

1. Collect and assemble
2. Place warning signs
3. Cover surfaces beneath area to be cleaned with dust covers and any electrical points
4. Dust clean walls from top to bottom with high level duster
5. Prepare cleaning solution in one bucket to manufacturers instructions, and fill other bucket with hot clean water for rinsing
6. Begin washing wall from the bottom with a damp cloth
7. Use the cloth in a circular motion with a light pressure
8. Do not over wet the wall
9. Use a step ladder for the higher areas that will be provided by Grants Cleaning Services Limited
10. When all the wall has been washed it should then be rinsed using the clean hot water and clean cloths
11. Begin rinsing from the top, using the same principle as before
12. Report any staining or stubborn marks to the Supervisor/Manager
13. Repeat steps 6-12 until area complete
14. When all of the area has been covered, dismantle equipment, clean and return to store

### **Safety**

1. Do not stand on furniture to reach above hand height
2. Only use a specified safety ladder
3. Always check equipment is erected properly before using and that it is safe to use
4. Always ensure that the ladder is erected properly before using and that it is safe to use
5. Ensure there is someone available to "foot" the ladder if working at a height above 2 metres
6. Follow COSHH instructions on safe use of chemicals
7. Do not leave equipment unattended

**RISK ASSESSMENT****Task or Work Operation:** Washing Walls & Paint Work**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

High Level Dusters, Cloths, Buckets, Warning Signs, Dust Cover, Water &amp; Detergent, Abrasive Pads, Rubber Gloves, Safety Ladder

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Various

**Materials to be used: Detail materials/chemicals/agents?**

Detergent – DD10

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Chemical/Trips

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning Signs/Rubber Gloves

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained/Trainee Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## **Method Statement for Cleaning of Fixtures Furnishings & Fittings**

### **Equipment**

Suction cleaner with appropriate tools  
Bucket  
Cloths  
Dusters  
Rubber gloves  
Neutral Detergent  
Polish  
Warning signs  
Refuse sack

### **Procedure**

1. Assemble equipment
2. Check Electrical equipment
3. Place warning signs
4. Removable breakable items from area. Check with Supervisor/Manager before moving papers etc.
5. Suction method - fit correct tool on suction cleaner, this method to be used for soft furnishings. Ensure that the nozzle of the suction cleaner gets into all of the crevices & cracks and under cushions etc.
6. Damp dusting - ensure area about to be cleaned is clear and using a solution of Neutral detergent and water wring cloth out well then remove dirt by wiping the surface with the damp cloth. Rinse the cloth and change the water frequently. When the area has been completely wiped clean and all of the dirt/dust has been removed, go over the area once again using only clean water and a damp cloth
7. Polishing - when the area has been completely cleaned, polish may be applied. Polish should be applied to surfaces using a duster. Allow drying, then buffing to a high sheen using a clean duster. Take care not to splash any adjacent surfaces, if this does not happen wipe area immediately
8. Replace any items which have been moved during the cleaning process
9. Clean equipment and return to store
10. Remove warning signs

### **Safety**

1. Avoid splashing cleaning agent on any other surface
2. Wipe and splashes on floor immediately
3. Do not spray directly from an aerosol/hand spray on to furniture spray onto cloth, if polishing above a hard floor surface some may fall onto floor causing slippery conditions
4. Check electrical equipment to ensure it is safe to use in particular plugs & cables. Report any faults to Supervisor/Manager
5. Do not plug in machines until they are assembled
6. Do not leave equipment unattended
7. Follow COSHH instructions on safe use of chemicals

**RISK ASSESSMENT****Task or Work Operation:** Cleaning of Fixtures, Furnishings & Fittings**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Suction cleaner, Cleaning Agent, Bucket, Cloths, Rubber Gloves, Polish, Refuse Sacks, Warning Signs

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit

**Materials to be used: Detail materials/chemicals/agents?**

Detergent – DD10 / Charm Furniture Polish / AX

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Electrical/Fumes from chemicals

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Rubber Gloves/Warning Signs

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained/Trainee Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## **Method Statement For Sweeping of Hard Floors**

### **Equipment**

Floor Sweeping Brush  
Hand Brush and Dust Pan  
Warning signs  
Refuse sack

### **Procedure**

1. Assemble equipment
2. Put out warning signs
3. Remove any chewing gum from floor with scraper
4. Keeping Brush head flat on floor, work parallel lines so that all the area is covered
5. Do not bang the brush head on floor
6. Sweep under heavy furniture. Use dustpan & brush in the corners
7. When all area has been covered, remove soil from floor using dustpan & brush and dispose of
8. Clean equipment and return to store
9. Return warning signs to store

### **Safety**

1. Do not leave equipment unattended
2. When cleaning several rooms, pick up dirt and debris after each room. Do not move dust from one room to another

**RISK ASSESSMENT****Task or Work Operation:** Sweeping of Hard Floors**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2005**Equipment to be used: Detail use of any equipment:**

Sweeping Brush, hand brush and dust pan, Refuse Sacks, Warning Signs

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit

**Materials to be used: Detail materials/chemicals/agents?**

None

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Dust

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning Signs

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained/Trainee Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## **Method Statement for Dust Control Mopping of Hard Surfaces**

### **Equipment**

Dust control mop frame  
Cloth or dust control mop head  
Suction cleaner & attachments  
Dustpan & brush  
Warning signs  
Scraper  
Refuse Sack

### **Procedure**

10. Assemble equipment
11. Check electrical equipment
12. Put out warning signs
13. Fit dust control cloth/head to frame
14. Remove any chewing gum from floor with scraper
15. Keeping head flat on floor, work parallel lines or figure of eight pattern so that all the area is covered
16. Do not bang the mop head on floor
17. Sweep under heavy furniture. Use dustpan & brush in the corners
18. Check & replace dust cloth as necessary
19. When all area has been covered, remove soil from floor using dustpan & brush and dispose of
20. If applicable use suction cleaner on dust control mop head or if disposable, place cloth in refuse sack
21. Clean equipment and return to store
22. Return warning signs to store

### **Safety**

3. Check electrical equipment in particular plugs and cables to ensure they are safe. Report any faults to Supervisor/Manager
4. Do not leave equipment unattended
5. Do not plug in machines until they have been assembled
6. When cleaning several rooms, pick up dirt and debris after each room. Do not move dust from one room to another

**RISK ASSESSMENT****Task or Work Operation:** Dust Control Mopping of Hard Surfaces**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Dust control mop, Suction cleaner, Dustpan &amp; Brush, Scraper, Warning Sign

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit

**Materials to be used: Detail materials/chemicals/agents?**

N/A

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Electrical/Trips

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning Signs

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained/Trainee Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## **Method Statement for Removing Soil From Hard & Semi Hard Surfaces**

### **Equipment**

Double or single mopping system  
Cleaning agent  
Warning signs  
Cloths  
Scraper  
Mops  
Abrasive Pad

### **Procedure**

1. Assemble equipment
2. Put out warning signs
3. Ventilate area
4. Check area to identify soilage
5. Remove chewing gum with scraper
6. If using double mopping system, in one bucket prepare cleaning solution according to manufacturers instructions and fill second bucket with clean water
7. If using single mop unit, fill bucket with solution according to manufacturers instructions
8. Wet mop in cleaning solution (if using double mop system, wring into clear water) wring out well
9. Begin mopping at furthest point from door
10. Start around edges working around the skirting board
11. Mop the floor using a figure of eight movement
12. Ensure buckets are always kept behind the line of work
13. Rinse mop out regularly. With double mop system, rinse mop in clear water and then again in solution
14. Change water frequently, before it becomes cool or dirty
15. Remove any stubborn marks with abrasive pad
16. Wipe skirting with clean damp cloth if necessary
17. Do not remove warning signs until floor is completely dry
18. Clean equipment and return to store
19. Check area until satisfied that it is completely dry
20. Close ventilation
21. Remove warning signs

### **Safety**

1. Wear rubber gloves
2. Do not over wet floor
3. If mopping in a public area, only mop half of the floor at a time leaving a walkway and stop when some passes
4. Do not over stretch or bend your back
5. Follow COSHH instructions on safe use of chemicals
6. Do not leave equipment unattended

**RISK ASSESSMENT****Task or Work Operation:** Removal of Soil from Hard and Semi Hard Surfaces**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Mops, Cleaning Agent, Warning Signs, Cloths, Scraper, Abrasive Pad

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Various - ventilation needed!

**Materials to be used: Detail materials/chemicals/agents?**

DD10/ Vitalise / Sola / Sola lemon / Breaker

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Chemicals

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning signs

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained/Trainee Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## **Method Statement for Vacuum Cleaning**

### **Equipment**

Vacuum cleaner & appropriate tools  
Stiff hand brush with dustpan  
Warning signs  
Cloth  
Clean dust bag & filters  
Scraper

### **Procedure**

1. Assemble equipment
2. Check electrical equipment
3. Put warning signs
4. Check filters are in place and are clean, check the dust collection bag is clean and in place
5. Remove large pieces of debris & sharp items using dustpan & brush. Dispose of in the correct container. Remove chewing gum with scraper or by freezing.
6. Adjust brushes to suit the surface to be cleaned, or if using tub vac fit appropriate tool
7. Start at furthest point from the door with machine behind. If cleaning stairs, start at the top with the machine three steps down
8. Using push/pull method overlap each stroke moving furniture as you go. Or with stairs use a crosswise movement
9. Keep flex away from traffic areas changing sockets as you go
10. Use dustpan & brush to clean under heavy items of furniture, radiators, edges, etc.
11. Clean equipment and return to store
12. Remove warning signs

### **Safety**

1. Check electrical equipment in particular plugs and cables to ensure they are safe. Report any faults to the Supervisor/manager
2. Do not plug in until fully assembled
3. Do not allow cable to become taut at ankle height
4. Ensure warning signs are displayed
5. Do not leave equipment unattended
6. Put electrical socket covers back

**RISK ASSESSMENT****Task or Work Operation:** Vacuum Cleaning**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Warning Signs, Floor machine, Scrubbing brush, Buckets, Mops, Rubber gloves, Stripping agent, Dust control mop, Cloths, Jug, Sacks, Pad

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit

**Materials to be used: Detail materials/chemicals/agents?**

none!

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Electrical, Trips, Chemicals

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning signs, Red on floor machine, Rubber gloves

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Fully Trained Floor Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Trainee Staff

## **Method Statement for Refuse Collection from Waste Bins**

### **Equipment**

Bin liners  
Refuse sacks  
Deodoriser  
PPE - Rubber gloves  
Trolley

### **Procedure**

1. Collect equipment
2. Remove bin liner from container, tie up corners of bin liner
3. Place in collection refuse sack
4. Deodorise if required
5. Replace with new bin liner
6. Damp wipe bin lids to remove and spills / stains if required
7. Take refuse sacks to designated collection points
8. Check area for spillage's
9. When all waste has been collected wash hands thoroughly

### **Safety**

1. Never touch waste with bare hands
2. Report any accident or cut, however minor, to Supervisor/Manager
3. Do not push rubbish down with hands into sack to make more room
4. Report any hazardous waste which has been disposed of in wrong container
5. Always report sightings of pest infestations to Supervisor/Manager
6. Always report sightings of wear or corrosion of containers
7. Any doubt regarding the nature of waste must be reported to Supervisor/Manager

**RISK ASSESSMENT****Task or Work Operation:** Removal of Refuse from Waste Bins**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Rubber Gloves

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Various

**Materials to be used: Detail materials/chemicals/agents?**

Bin Liners, Refuse Sacks / Deodouriser Concentrate / DD10

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Spills, Cuts, Dropping of Waste

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Rubber Gloves

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained/Trainee Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## Method Statement for Washing Up

### Equipment

Detergent  
Cloths  
Rubber gloves

### Safety/Procedure

- 1 If using a waste disposal unit, always ensure that the guard is in place and that cutlery is not allowed to go down
- 2 Collect dirty cutlery and leave to soak in a jug of hot water and detergent
- 3 Rinse crockery in sink
- 4 Prepare sink by filling half-full with hot water and measured detergent
- 5 Prepare very hot rinsing water in second sink or bowl (if applicable)
- 6 Wash cutlery using colour coded cloth. Rinse, drain and either allow to air dry or dry with paper towelling
- 7 Return cutlery to tray, ensure it is thoroughly dried
- 8 Wash crockery using colour coded cloth, rinse and drain stacked in staggered piles or in racks provided
- 9 Wash and dry trolley trays using cloth and paper towelling. Check wheels of trolley are free from grease etc. if applicable
- 10 Ensure crockery is dry, use paper towelling if necessary
- 11 Stack dried crockery neatly in cupboard
- 12 Clean and dry sink and draining surfaces. Use paper towel to achieve a shine
- 13 Unplug waste disposal unit and clean round edges. Remove any splashes which may have occurred from surrounding areas
- 14 Replace guard
- 15 Wash cloths and allow to dry
- 16 Report any breakages etc. to appropriate person

**RISK ASSESSMENT****Task or Work Operation:** Washing Up**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Detergent, Cloths, Rubber Gloves

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit. Adequate Lighting.

**Materials to be used: Detail materials/chemicals/agents?**

Detergent

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Slips/Trips/Spills

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning Signs

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained Staff

## **Method Statement for High Dusting**

### **Equipment**

Suction cleaner & attachments  
Cloths  
Warning signs  
High level duster with mop heads

### **Procedure**

- 1.Assemble equipment
- 2.Check electrical equipment
- 3.Put out warnings signs
- 4.Check pictures hanging, for safety
- 5.High level duster - draw mop along tip surface, pipes, ledges, windows etc.
- 6.Suction cleaner - fit correct tool (round nozzle for ledges, round brush for walls) suction clean highest ledges first with the nozzle at a suitable angle. Suction clean walls from bottom to top
- 7.Remove any spots from walls to Paintwork using a damp cloth
- 8.Report any other marks, damage etc. to Supervisor/Manager
- 9.Clean equipment and return to store
- 10.Remove warning signs

### **Safety**

- 1.Check all electrical equipment before use, in particular plugs & cables. Report any faults to Supervisor/Manager
- 2.Do not plug in electrical equipment until it is fully assembled
- 3.Do not over stretch
- 4.Follow contract rules on use of high dusting equipment within high voltage
- 5.Do not leave equipment unattended

**RISK ASSESSMENT****Task or Work Operation:** High Dusting**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Suction Cleaner, Cloths, High Level Duster, Warning Signs

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit/level working surface

**Materials to be used: Detail materials/chemicals/agents?**

N/A

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Electrical/Falls

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning Signs

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained/Trainee Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## **Method Statement for Telephone Sanitisation**

### **Equipment**

Cloths  
Rubber gloves  
Biocidal Cleaner  
Warning signs

### **Procedure**

1. Assemble equipment
2. Check Electrical equipment
3. Place warning signs
4. Removable breakable items from area. Check with Supervisor/Manager before moving papers etc.
5. Damp wipe - ensure area about to be cleaned is clear and using a solution of biocidal cleaner applied to dry cloth. When the area has been completely wiped clean and all of the dirt/dust has been removed, go over the area once again using only Dry cloth
6. Replace any items which have been moved during the cleaning process
7. Clean equipment and return to store
8. Remove warning signs

### **9. Safety**

10. Avoid splashing cleaning agent on any other surface
11. Wipe up splashes on floor immediately
12. Do not spray directly from an aerosol/hand spray on to Equipment spray onto cloth, if cleaning above a hard floor surface some may fall onto floor causing slippery conditions
13. Check electrical equipment to ensure it is safe to use in particular plugs & cables. Report any faults to Supervisor/Manager
14. Do not plug in machines until they are assembled
15. Do no leave equipment unattended
16. Follow COSHH instructions on safe use of chemicals

**RISK ASSESSMENT****Task or Work Operation:** Telephone Sanitisation**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:****Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.****Materials to be used: Detail materials/chemicals/agents?**

AX

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.****Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.****Permit to work in operation? (Y/N)**  
N**Method Statement attached (Y/N)**  
Y**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## Method Statement for Refrigerator Cleaning

### Equipment

Hot water and detergent

Cloths colour coded

Bucket colour coded

### Method

- 1 Switch off the refrigerator
- 2 Check and remove contents of refrigerator
- 3 Place a bowl of hot water inside the refrigerator to speed up the defrosting process
- 4 Clean the exterior with a damp cloth, hot water and detergent
- 5 Separate door seal and clean inside the seal all the way around
- 6 Leave for a short while with the door open for refrigerator to defrost. (Inform staff or place a notice on the door)
- 7 When there is no ice left inside, remove bowl of water
- 8 Empty and wipe the drip tray
- 9 Remove shelves and salad box, wash in sink and dry with paper towelling
- 10 Damp wipe inside with a cloth, hot water and detergent. Ensure that all edges and shelf mouldings are cleaned
- 11 Replace shelves, salad box and drip tray
- 12 Replace food items tidily observing rotation of stock principles
13. Switch on refrigerator and ensure the temperature is set between 0-5°C (8°C in some instances)
- 14 Report any faults to the Supervisor
- 15 Clean equipment and return to store

### Safety

- 1 Switch off refrigerator before defrosting
  - 2 Ensure any spillages are mopped up
  - 3 Never scrape ice off interior using sharp object
- Follow COSHH instructions on safe use of chemicals

**RISK ASSESSMENT****Task or Work Operation:** Refrigerator Cleaning**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Hot water and detergent, Cloths, Bucket

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit. Level Dry Floor

**Materials to be used: Detail materials/chemicals/agents?**

Detergent - AX

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Slips/Trips/Spills

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning Signs

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## **Method Statement for Applying A Semi-Permanent Polish**

### **Equipment**

Warning signs  
Mops  
Buckets  
Cloths  
Floor Buffing Machine  
Drive disc and floor pads  
Dust control mop  
Floor polish

### **Procedure**

1. Assembly equipment
2. Check electrical equipment
3. Ensure floor is prepared, all old polish removed and free of any dirt, dust and debris
4. Put our warning signs
5. Using a mop or polish applicator and starting at furthest point from the door, apply a thin coat of polish
6. Do not go closer than six inches from the walls and fitted furniture
7. Leave polish to dry
8. When polish is dry, apply a second coat at right angles to the first coat
9. On final coat of polish apply polish up to skirting
10. Leave polish to dry
11. When floor is thoroughly dry, buff the floor with a pad. This will allow the polish to harden
12. Remove any dust generated by the buffing process with a dust control mop
13. Clean equipment and return to store
14. Remove warning signs

### **Safety**

1. Wear rubber gloves as necessary
2. Check all electrical equipment before use, in particular plugs & cables. Report any faults to Supervisor/Manager
3. Do not plug in machines until they have been fully assembled
4. Remove any splashes that occur immediately
5. When working keep cables behind machine at all times and do not allow to become taut at ankle height
6. When not in use leave machine handle in upright position
7. Follow COSHH instructions on safe use of chemicals
8. Do not leave equipment unattended

**RISK ASSESSMENT****Task or Work Operation:** Applying Semi-Permanent Polish**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Floor machine, Mops, Buckets, Cloths, Dust control Mop, Polish, Warning Signs

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit

**Materials to be used: Detail materials/chemicals/agents?**

Floor Polish

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Electrical/Slips/Trips

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning Signs, Red on Floor Machine

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Fully trained floor staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained/Trainee Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress



## **Method Statement for providing a Burnish Finish To a Hard or Semi-Hard Floor Surface**

### **Equipment**

High-speed floor polishing machine  
Drive disc and pad  
Spray bottle correctly labelled  
Cleaning solution  
Dust control mop  
Warning signs  
Bucket  
Abrasive pad  
Scraper

### **Procedure**

1. Assemble equipment
  2. Check electrical equipment
  3. Put out warning signs
  4. Check floors for any damaged areas & scuff marks etc. that will require removing by hand, deal with us as necessary, using scraper, abrasive pad etc.
  5. Prepare solution in spray bottle according to manufacturers instructions
  6. Spray a fine mist over an area of about 2m<sup>2</sup> taking care not to spray other surfaces
  7. Pass the machine over the damp area and buff until dry and polished. Use overlapping passes to ensure an even finished appearance. Avoid any loose floor tiles or ripped flooring
  8. Spray clean area adjacent to skirting by "cutting in" parallel to the skirting
  9. Wipe skirting with a cloth if necessary
  10. Check the floor pad frequently and turn over, change it when necessary or clean by holding under a running tap, wring well and shake out surplus water
  11. Repeat buffing and spraying until whole floor is clean
  12. Dust control mop the floor to remove any loose dirt generated by the burnishing process
  13. Clean equipment and return to store
1. Remove warning signs

### **Safety**

1. Check electrical equipment in particular plugs and cable. Report any faults to Supervisor/Manager
2. Do not plug in machine until they have been assembled
3. Do not leave equipment unattended
4. Machine cable must be kept behind machines at all times to avoid being caught up in the machine or tripped over
5. Do not allow cables to become taut at ankle level
6. When not in use leave the machine handle in the upright position
7. Follow COSHH instructions on safe use of chemicals

**RISK ASSESSMENT**

**Task or Work Operation:** Provide a Burnish to Hard and Semi-Hard Floors

**Site: Work Location:** All

**ASSESSOR NAME:** Grant Smith

**DATE OF ASSESSMENT:** 01.03.2005

**DATE DUE FOR REVIEW:** 01.03.2006

**Equipment to be used: Detail use of any equipment:**

Floor machine, Spray Bottle, Cleaning & Buffing Solution, Dust Control Mop, Warning Signs, Bucket, Scraper, Abrasive Pads

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit/lighting

**Materials to be used: Detail materials/chemicals/agents?**

Buffing Solution, Gloss Builder – DD10

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Fumes from chemicals/electrical from floor machines

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Red on floor machine - warning signs  
Warning Signs, Red on Floor Machine

**Permit to work in operation? (Y/N)**  
N

**Method Statement attached (Y/N)**  
Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Fully trained floor staff only to carry out this procedure

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained/Trainee Staff/Expectant Mothers/People suffering from Epilepsy

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## **Method Statement for Removal of Spillage's by Wet Vacuum Suction Drying**

### **Equipment**

Wet Vacuum pick up machine  
Rubber squeegee  
Warning signs  
Cloths  
Mops  
Buckets

### **Procedure**

1. Check and identify spillage
2. Put out warning signs
3. Small spillage may be mopped up, if there is a drain in the area and the floor surface is suitable a squeegee may be used to push the water towards the drain. If it is a large spillage a wet pick up machine will be needed
4. Check and assemble equipment
5. Adjust rubber squeegees on machine to appropriate height
6. Pass machine over spillage using backwards and forwards movements until the spillage has been removed. Always walk on the dry area as you create it
7. When the floor is completely clear, collect equipment
8. Clean equipment and return to store
9. Check area until satisfied that the area is completely dry
10. Remove warning signs

### **Safety**

1. Check electrical equipment, in particular plugs and cables. Report any faults to Supervisor/Manager
2. Identify spillage, if it is a notifiable spillage report immediately to correct authority (chemicals or body fluids)
3. Cables must be kept behind the machine at all times and not allowed to become taut at ankle height. They must not be allowed to lie or trail in the spillage
4. Do not leave equipment unattended
5. Warning signs must be in place at all times

**RISK ASSESSMENT****Task or Work Operation:** Removal of Spillage's by Wet Vacuum Suction Drying**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Wet pick-up machine, Squeegee, Warning Signs, Cloths, Bucket, Mop

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Various as needed

**Materials to be used: Detail materials/chemicals/agents?**

N/A

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Electrical/Trips

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Red on wet pick-up machine/Warning signs

<b>Permit to work in operation? (Y/N)</b>	<b>Method Statement attached (Y/N)</b>
N	Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained/Trainee Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## **Method Statement For Machine Stripping & Scrubbing**

### **Equipment**

Warning signs  
Floor Machine  
Solution tank  
Scrubbing brush or drive disc and black scrubbing pad  
Buckets  
Mops  
Rubber gloves  
Stripping agent  
Dust control mop  
Abrasive pad  
Cloths  
Refuse sack  
Measuring jug

### **Procedure**

1. Check access to the area
2. Assemble equipment
3. Check electrical equipment
4. Place warning signs
5. Remove furniture from the area. If furniture cannot be removed do one area at a time
6. Ventilate the area
7. Remove dust from floor using dust control mop, pay special attention to the corners and edges
8. Place newspaper at exit to avoid "walk off"
9. Make up stripping solution to manufacturers instructions
10. Apply stripping solution with very wet mop or from tank
11. Wet around skirting first, avoid splashing the walls
12. Allow time for solution to work with polish (Check manufacturers instructions, times will vary)
13. Machine scrub starting furthest from the door using overlapping pattern
14. Place machine on plastic sack when not in use
15. Clean all corners and edges using abrasive pad
16. When there is a build up, pass machine over area again. It may be necessary to use a stronger solution but this must be tested on a small area first to ensure that it does not affect the colour of the flooring
17. Remove splashes from walls and skirtings as they occur
18. When an area has been completely stripped remove slurry from floor using the wet pick up machine. Keep going over the floor until all slurry has been removed and the floor is completely dry
19. Rinse floor using clean water and a clean mop & bucket
20. It may be necessary to neutralise the floor to return it to Ph7. If this is necessary, vinegar should be added to the rinse water (half a cupful per two gallons). When the floor has been rinsed, allow to dry
21. Clean equipment and return to store
22. Check floor to ensure it is completely dry
23. Remove warning signs

### **Safety**

1. Rubber gloves must be worn.
2. Check electrical equipment, in particular plugs and cables to ensure they are safe. Report faults to Supervisor/Manager
3. Do not plug in machines until they have been assembled
4. Do not leave equipment unattended
5. Do not splash stripping solution
6. Cables must be kept behind machines at all times and out of the water
7. Do not allow the cable to become taut at ankle height
8. When not in use leave the scrubbing machine handle in an upright position
9. Follow COSHH instructions on safe use of chemicals

**RISK ASSESSMENT****Task or Work Operation:** Machine Stripping and Scrubbing**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Warning Signs, Floor machine, Scrubbing brush, Buckets, Mops, Rubber gloves, Stripping agent, Vinegar, Dust control mop, Cloths, Jug, Sacks, Pad

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit - Ventilation needed

**Materials to be used: Detail materials/chemicals/agents?**

Stripping agent

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Electrical/Trips/Chemicals

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning Signs, Red on floors machine, Rubber gloves

<b>Permit to work in operation? (Y/N)</b>	<b>Method Statement attached (Y/N)</b>
N	Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Fully Trained Floor Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained/Trainee Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## **Method Statement for Moving Items**

### **Equipment**

Trolley  
Sack barrow  
Skate

### **Procedure**

1. Assess items, load to be moved, request help if required
2. Collect equipment required
3. Lift items, load with assistance onto trolley/skate using lifting techniques as per training
4. Transfer trolley/skate to required area
5. Lift item and load from trolley using lifting techniques as per training
6. Return equipment to storage area

### **Safety**

1. Do not attempt to move item without carrying out an assessment of the load/item/weight/stability/shape & size
2. Always ensure help is sought - do not attempt to lift load alone
3. If item/load is too heavy to lift manually, contact Manager for advice

**RISK ASSESSMENT****Task or Work Operation:** Moving Items**Site:** **Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Trolley, Sack Barrow, Skate

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Various as needed

**Materials to be used: Detail materials/chemicals/agents?**

N/A

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Manual Handling

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

N/A

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained Staff in Manual Handling and Lifting

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained/Trainee Staff - Staff with bad backs, Expectant Mothers

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while during operation

**Method Statement  
for Cleaning Windows at Floor Level**

**Equipment**

Bucket  
Squeegee  
Detergent  
Warning signs  
Applicator  
Water  
Leather Scrim  
Cloths to remove spillage's

**Procedure**

1. Assemble equipment
2. Put out warning signs
3. Wet applicator with water and detergent and leave bucket in safe place.
4. Run squeegee across glass in figure eight movements to remove excess water
5. Polish edges where squeegee has not reached with scrim
6. Wipe sills & frames with dry cloth. Remove any splash marks & spillage's from surrounding area
7. Remove any splash marks & spillage's from floor
8. Clean equipment and return to store or carry on to next job
9. Remove warning signs
10. Report any faults found

**Safety**

1. Do not attempt to clean cracked or broken glass
2. Do not climb above 2 metres without person to "foot"
3. Do not cause unnecessary obstruction for people walking past
4. Do not leave equipment unattended
5. Follow COSHH instructions on safe use of chemicals

**RISK ASSESSMENT**

**Task or Work Operation:** Window Cleaning at Floor Level

**Site: Work Location:** All

**ASSESSOR NAME:** Grant Smith

**DATE OF ASSESSMENT:** 01.03.2005

**DATE DUE FOR REVIEW:** 01.03.2006

**Equipment to be used: Detail use of any equipment:**

Bucket, Squeegee, Detergent, Warning Signs, Ladder, Applicator, Water, Scrim, Cloths

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit. Level Dry Floor

**Materials to be used: Detail materials/chemicals/agents?**

Detergent – DD10

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Slips/Trips/Spills

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning Signs

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Fully Trained Window Cleaners

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

**Method Statement**

**Equipment**

Bucket  
Squeegee  
Detergent  
Warning signs  
Ladder  
Applicator  
Water  
Leather Scrim  
Cloths to remove spillage

**Procedure**

1. Assemble equipment
2. Put out warning signs
3. Ensure ladder is safe to use and the required height
4. If climbing ladder above the height of 2 meters. Ensure there is another person available to "foot" the ladder
5. Place ladder against wall and ensure the ladder is on a level, dry surface
6. Wet applicator with water and detergent and leave bucket in safe place at base of ladder
7. Climb ladder and "wash" windows using applicator, causing as few splashes to surrounding surface as possible
8. Run squeegee across glass in figure eight movements to remove excess water
9. Polish edges where squeegee has not reached with scrim
10. Wipe sills & frames with dry cloth. Remove any splash marks & spillage's from surrounding area
11. Climb down ladder, remove any splash marks & spillage's from floor
12. Clean equipment and return to store or carry on to next job
13. Remove warning signs
14. Report any faults found

**Safety**

1. Ensure ladder is in safe condition
2. Ensure wall and floor where ladder will be placed is safe
3. Do not attempt to clean cracked or broken glass
4. Do not climb above 2 metres without person to "foot"
5. Do not cause unnecessary obstruction for people walking past
6. Do not leave equipment unattended
7. Follow COSHH instructions on safe use of chemicals

**RISK ASSESSMENT****Task or Work Operation:** Window Cleaning above Floor Level**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Bucket, Squeegee, Detergent, Warning Signs, Ladder, Applicator, Water, Scrim, Cloths

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit. Level Floor

**Materials to be used: Detail materials/chemicals/agents?**

Detergent – DD10

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Falls/Spills/Cuts

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning signs

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Fully Trained Window Cleaners

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained/Trainee Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## Method Statement for Cleaning of Lift Areas

### Equipment

Suction Cleaner (Vacuum) plus appropriate tools  
Mop colour coded  
Buckets colour coded  
Cloths colour coded  
Neutral Detergent  
Scraper for chewing gum  
Warning Signs

### Procedure

- 1 Assemble and check equipment
- 2 Place warning signs at the entrance of the lift
- 3 Switch the lift off using appropriate switch or device
- 4 Damp dust the interior and exterior of the lift
- 5 Remove equipment used for high and damp dusting, return to Store cupboard
- 6 Suction clean the interior and grooves of the lift door using the appropriate tools. Ensure the flex is in a safe position and does not hinder or cause a health and safety risk to members of the public
- 7 Return equipment to the store
- 8 Commence damp mopping the interior of the lift, ensure the floor is left as dry as possible during this process
- 9 Return equipment to store cupboard when the task is completed. (Warning signs remain)
10. Spray clean the interior floor area (if applicable). Ensure the floor is behind the machine at all times. Ensure the lift is immobilised during this process
11. Return equipment to the store cupboard
12. Dust control the floor to remove any loose dirt and dust generated
13. Clean all equipment
14. Return warning signs to store

### Safety

- 1 Wear protective gloves
- 2 Ensure the lift is switched off before attempting to clean the area
- 3 Do not over stretch or bend your back
- 4 Check electrical equipment particularly plugs and cables to ensure they are safe. Reports faults to the supervisor
- 5 Do not plug in machines until fully assembled
- 6 Ensure warning signs are displayed
- 7 Do not over-wet the floor
- 8 Follow COSHH instructions on the safe use of chemicals

**RISK ASSESSMENT****Task or Work Operation:** Cleaning of Lifts**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Suction Vacuum plus attachments, Mop, Buckets, Cloths, Detergent, Scraper, Warning Signs,

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit. Adequate lighting

**Materials to be used: Detail materials/chemicals/agents?**

Detergent – DD10

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Slips/Trips/Spills

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning Signs

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## **Method Statement for Cleaning Staircases**

### **Equipment**

Cleaning agent  
Warning signs  
Cloth  
Vacuum cleaner and attachments  
Bucket (colour coded)  
Mop (colour coded)  
Scraper and Abrasive pad

### **Procedure**

- 1 Check and assemble equipment, do-not use if faulty, report faults to Supervisor
- 2 Place warning signs at top, bottom and entrances to staircase
- 3 Begin vacuuming stairs work from top to bottom. Keep vacuum cleaner 3 stairs down, keep flex behind operative and to the side of the staircase.
- 4 Use a cross wise movement, use crevice tool to get into corners and around edges
- 5 When completed remove vacuum cleaner from staircase area.
- 6 Prepare cleaning solution in bucket
- 7 Mop staircase from top to bottom, and if in a public area, leave obvious walkways wring mop out well
- 8 Keep bucket on each landing/staircase along side wall behind line of work
- 9 Rinse mops out regularly, change water before it becomes cool or dirty
10. Remove chewing gum with scraper and any stubborn marks with the abrasive pad.
11. Wipe skirting or rails with a damp cloth
12. Do not remove warning signs until the staircase is completely dry
13. Clean equipment and return to store
14. Return warning signs to store

### **Safety**

- 1 Wear protective gloves
- 2 Warning signs
- 3 If mopping in a public area, only mop half the staircase at a time to keep clear an obvious walkway.
- 4 Do not over stretch or bend your back.
- 5 Follow COSHH instructions on safe use of chemicals

**RISK ASSESSMENT****Task or Work Operation:** Cleaning of Staircases**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Bucket, Detergent, Warning Signs, Cloth, Vacuum Cleaner and attachments, Extension Lead, Mop, Scraper and Abrasive Pad.

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit. Lighting adequate.

**Materials to be used: Detail materials/chemicals/agents?**

Detergent – DD10

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Slips/Trips/Spills

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning Signs

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## **Method Statement for Hot Water Extraction**

### **Equipment**

Personal protective equipment  
Warning signs  
Stain removal kit  
Hot water extraction machine and appropriate tools  
Suction cleaner with appropriate tools  
Spray bottle  
Hand scrubbing brush  
Shampoo chemical (low foam)  
Cloths  
White cloth/paper tissue  
Measuring apparatus  
Bucket  
Pieces of card/foil/plastic

### **Procedure**

- 1 Put on personal protective equipment
- 2 Assemble equipment, check electrical equipment for safety, particularly plugs and cables
- 3 Place warning signs
- 4 Ventilate the area, if appropriate
- 5 Remove as much furniture as possible
- 6 If not a wholly synthetic carpet check that it is secure at the edges
- 7 Remove loose soil from the carpet using the suction cleaner
- 8 Prepare shampoo solution according to manufacture's instructions
- 9 Check colour fastness using shampoo solution on a white cloth in one corner
- 10 If applicable, remove stains
- 11 Prespray any heavily soiled areas with shampoo solution
- 12 Starting at an area furthest from the door, spray in overlapping lanes, moving backwards, one wet pass followed by at least three dry passes, taking care not to over wet the carpet
- 13 Avoid spraying walls and furniture
- 14 Clean corners and edges with shampoo solution and using a hand tool or scrubbing brush
- 15 On completion, return furniture to original position, placing legs on pieces of card, foil or plastic of carpet still damp
- 16 Remove plug and circuit breaker from power socket and recoil machine cable
- 17 Clean equipment and check for safety
- 18 Return equipment and materials to store
- 19 When dry, thoroughly suction clean the carpet, then return warning sign to store
- 20

### **Safety**

- 1 Wear personal protective equipment
- 2 Check electrical equipment, particularly plugs and cables
- 3 Ensure circuit breaker is in power socket before inserting a machine plug
- 4 Do not plug the machines in until they have been assembled and are ready for use
- 5 Cables must be behind machines at all times
- 6 Do not allow cables to become taut at ankle height
- 7 Check carpet for colour fastness and that it is securely fastened before using the hot water extraction machine
- 8 Do not allow wood or metal objects to rest on wet carpet, separate using pieces of card, foil or plastic

**RISK ASSESSMENT****Task or Work Operation:** Hot Water Extraction**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Personal protective equipment, Hot water extraction machine and tools, Suction Vacuum and tools, Spray bottle, Shampoo Chemical (Low Foam), White cloth/paper tissue, Bucket, Warning signs, Stain removal kit, Hand scrubbing brush, Cloths, Measuring apparatus, Pieces of Card/foil/plastic

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit. Adequate lighting

**Materials to be used: Detail materials/chemicals/agents?**

Comet / Detak.

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Slips/Trips/Spills

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning Signs

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

## Method Statement for Scrubbing and Drying with Battery Powered Scrubber Dryer

### Equipment

Personal protective equipment  
Warning signs  
Battery Powered scrubber dryer  
Low foam cleaning chemical  
Machine scrubbing brushes, or disc drive with relevant pads  
Measuring apparatus  
Bucket and cloths  
Battery top up dispenser

### Method

- 1 Put on personal protective equipment having removed any personal effects containing metal from self and /clothing
- 2 Switch off the battery charges, then disconnect the machine from the charger
- 3 Connect the battery to the machine ensuring that hands are dry
- 4 Assemble the machine and equipment and check for safety
- 5 Place warning signs
- 6 Ventilate the area, if appropriate
- 7 Prepare cleaning solution according to manufacture's instructions and pour into machine solution tank
- 8 Clean the floor, having regard to the brush position and pressure in relation to the soilage, using a systematic overlapping pattern and changing or turning the brushes or pads as necessary
- 9 Remove splashes from walls, skirting or other items as they occur
- 10 Clean equipment and check for safety
- 11 Switch off the unit, disconnect the battery from the machine, check the battery liquid level and reconnect it to the charger unit
- 12 Return equipment, materials and warning signs to store

### Safety

1. Wear personal protective equipment
- 1 Remove any metal objects from self and/or clothing to ensure that no metal comes into contact with battery terminals
- 1 Switch off the battery charger before disconnecting the machine from the charger
- 2 Ensure hands are dry before connecting the battery to the machine
- 3 After connecting the battery to the machine, check that it has been connected properly and that no warning light is lit, if applicable
- 4 Before use, check the machine for safety
- 5 When filling the solution tank, take care that no splashing or overflowing occurs
- 6 Check the collection tank at regular intervals and empty as necessary before emergency cut off device can be activated
- 7 Avoid splashing or bumping walls, skirting or other items
- 8 Ensure the charger unit is switched off before disconnecting the battery from the machine and reconnecting it to the charger unit
- 9 Check the battery liquid level before recharging, but top it up after recharging
- 10 Be aware of the correct health and safety procedures to be adopted whilst a battery is being re-charged, as explosive gases may be produced

**RISK ASSESSMENT****Task or Work Operation:** Scrubbing and Drying with Scrubber Dryer**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

PPE, Scrubber Dryer, Machine scrubbing brushes or disc drive with pads, Measuring apparatus, (Batter top up dispenser), Warning signs, Low foam cleaning chemical, Bucket and cloths

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit. Level floor. Adequate lighting. Not freezing weather conditions

**Materials to be used: Detail materials/chemicals/agents?**

Chemical – DD10 / Sola / Sola lemon / Breaker / Vitalise

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Slips/Trips/Spills

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning Signs

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained Staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress

### **Method Statement for Litter Picking**

#### **Equipment**

Personal protective equipment  
Litter gripper  
litter spike  
Clapper boards  
Long handle brush and pan  
Sharp's rigid container  
Black plastic sacks  
Oil can containing light oil

#### **Procedure**

- 1 Put on personal protective equipment
- 2 Assemble equipment and check for safety
- 3 Pick up litter using appropriate equipment
- 4 Put sharps into designated rigid containers
- 5 Mark and report any suspected contaminated waste
- 6 Remove sacks and rigid containers to designated waste collection areas
- 7 On completion, oil litter picker and litter gripper joints
- 8 Clean equipment and check for safety
- 9 Return equipment to store
- 10 Wash Hands

#### **Safety**

- 1 Wear personal protective equipment
- 2 Contaminated waste must not be handled
- 3 When cleaning hedgerows only one foot should be placed into the hedgerow. Leave items out of reach
- 4 Sharps must be placed in designated rigid container

**RISK ASSESSMENT****Task or Work Operation:** Litter Picking**Site: Work Location:** All**ASSESSOR NAME:** Grant Smith**DATE OF ASSESSMENT:** 01.03.2005**DATE DUE FOR REVIEW:** 01.03.2006**Equipment to be used: Detail use of any equipment:**

Personal protective equipment, Litter gripper, Litter spike, Clapper boards, Long handle brush and pan, Sharp's rigid container, Black plastic sacks, Oil can containing light oil

**Working Environment: Safe Access/Exit/escapes? Lighting adequate? Weather conditions, extremes of temperature etc.**

Safe Access/Exit. Not freezing conditions

**Materials to be used: Detail materials/chemicals/agents?**

Tools

**Hazards: Moving vehicles, overhead power lines, electric rails, working over 2 metres high etc.**

Slips/Trips/Spills

**Safety Equipment to be used: Hearing defenders, safety harnesses, and goggles, hazard signs etc.**

Warning Signs

**Permit to work in operation? (Y/N)**

N

**Method Statement attached (Y/N)**

Y

**Employees involved: Are they trained? Are they aware of the hazards/risks?**

Trained staff

**Employees especially at risk: Expectant mothers, young persons, medical conditions, disabilities etc.**

Untrained Staff

**Non-employees who may be at risk: Clients staff, other contractors, visitors, general public, patients etc.**

Clients/Public using area while cleaning in progress