

Method Statement No.	Task	Changes	
1.	Toilet and Washroom Cleaning	V9	Feb 24
<del>1a.</del>	<del>Microfibre Cleaning Toilets, Wash Hand Basins, Urinals and Washroom Facilities v7</del>	<del>Obsolete</del>	<del>Obsolete</del>
2.	Vacuuming/Suction Cleaning	V8	Feb 24
<del>2a</del>	<del>No Longer in use</del>	<del>Obsolete</del>	
<del>2b</del>	<del>No Longer in use</del>	<del>Obsolete</del>	
3.	Steam Cleaning	V10	Jan 23
4.	Cleaning of Floors and Other Areas by use of a Scrubber Dryer	V7	Jan 23
4a.	I-Mop or Floor Scrubber	V8	May-23
4b.	UEL Microfibre Damp Flat Mopping – Amtico Floors	V1	Jul 23
5.	Cleaning of Glass and Mirrors to hand height	V10	Feb 24
5a.	Microfibre Glass and Window Cleaning	V7	Jan 23
6.	Damp Wiping and Polishing	V11	Feb 24
6a.	Microfibre Dry Dusting, Damp Wiping, Drying and Polishing/Buffering.	V7	Jan 23
7.	Staircase Cleaning	V9	Feb 24
8.	Rotary Machine Buffing, Spray Buffing and Scrubbing	V7	Jan 23
8a.	Carpet Cleaning with a Cimex Machine	V8	Sep 23
<del>8b.</del>	<del>Floor Maintenance using HTC Twister Floor Pads</del>	<del>Archive</del>	
9.	High Level Cleaning/Dusting	V8	June 23
10.	Internal Waste Disposal	V12	Feb 24
11.	Refuse Collection, Emptying Bins and Fly Tip Removal - Outside Buildings	V7	Feb 23
12.	Litter Picking	V7	Feb 23
13.	Sharps and Needle Stick Removal	V8	Jun 23
14.	Pressure Washing (Electric)	V8	Jan 23
14a.	Pressure Washing (Petrol & Propane)	V9	Jan 23
14b.	Removal of Bird Guano Pressure and Jet Washing (Petrol)	V5	Jan 23
15.	Floor Sealing, Strip, Dry and Re-apply Polish	V7	Jan 23
16.	Cleaning Personal Computers/Telephones	V9	Jan 23
17.	External Brush Sweeping Footpaths and Roadways	V7	Jan 23
<del>18.</del>	<del>Machine Sweeping with Petrol/Propane Powered Sweeper</del>	<del>Archived</del>	
18a.	Machine Sweeping with Battery Powered Sweeper	V8	Jan 23
18b.	Machine Sweeping with Diesel Nilfisk 2250 Road sweeper	V3	Jan - 23
<del>19.</del>	<del>Window Cleaning by Water Fed Pole</del>	<del>Archived</del>	
20.	Damp Mopping	V10	Feb 24
20a.	Micro Fibre Damp Flat Mopping	V7	Jan 23
<del>20b.</del>	<del>Damp Mopping in Pottery Studios</del>	<del>Archived</del>	<del>18/3/24</del>

# Method Statement Review Sheet

Method Statement No.	Task	Changes	
20c.	UEL Microfibre Damp Flat Mopping – Amtico	V1	Jul-23
21.	Use of 400 Series Green Machine Road Sweeper “sit on”	V7	Feb 23
22.	Bonnet Mopping	V7	Jan 23
23.	Sealing of Wooden Floors	V8	Jan 23
24.	<del>No longer in use</del>	Obsolete	
25.	<del>No longer in use</del>	Obsolete	
25a.	<del>No longer in use</del>	Obsolete	
25b	Chewing Gum Removal Using I-Gum tool	V10	Jan 23
26.	<del>No longer in use</del>	Obsolete	
27.	Use of Step Ladders	V8	Jan 23
28.	Cell Cleaning and Custody Areas	V8	Jan 23
29.	Scenes of Crime (SOC) Laboratory – Forensic Cleaning Procedures	V7	Jan 23
30.	Forensic Cleaning Procedure Medical Room and Forensic POD in Treetops SARC	V7	Jan 23
31.	<del>No longer in use</del>	Obsolete	
32.	Carpet Extraction Cleaning	V7	Jan 23
33.	Use of Hand Tools	V7	Jan 23
34.	Forensic Tent Cleaning	V7	Jan23
35.	Sanitising and cleaning a contaminated Vehicle	V8	Mar 23
36.	Infestation Removal	V7	Jan 23
37.	Fatality & Crime Scene Cleaning	V7	Jan 23
38.	Body Fluid Spillage’s and Contaminated Items	V7	Jan 23
38b	Pigeon Guano Removal Internal	V1	May 23
39.	<del>Using a Multi Wash Scrubber Drier</del>	Archived	
39a.	<del>No longer in use</del>	Obsolete	
40.	Lift Cleaning	V10	Feb 24
41.	Infection Control and Decontamination Cleaning	V9	Jan 23
42.	Graffiti Removal	V7	Jan 23
43.	Stain Removal	V11	Aug 23
44.	Wet Pick-Up Machine	V7	Jan 23
45.	Upholstery Cleaning	V8	Jan 24
46.	Dust Mop Sweeping	V8	Feb 24
46a.	Micro Fibre Dry Mop Sweeping	V7	Jan 23
47.	Machine Sweeping/Vacuuming with Electric/Petrol powered Garden Vacuum.	V8 Nov -23	
48.	<del>No longer in use</del>	Obsolete	
49.	<del>Use of a Portable Petrol Power Generator</del>	Obsolete	
50.	SKY VAC High Level Cleaning	V7	Jan 23
51.	Use of Small battery power ride on Site Collection Vehicles and Tugs	V8	Dec 23
52.	<del>Use of an Electrostatic Sprayer Machine v6</del>	Obsolete	
53.	No Corresponding Method Statement	N/A	
54.	Baines Marie Cleaning	V7	Jan 23

# Method Statement Review Sheet

Method Statement No.	Task	Changes	
55.	Canopies, Hoods and Filter Cleaning	V7	Jan 23
56.	Deep Fat Fryer Cleaning	V8	Jan 24
57.	Dish Washer Cleaning	V7	Jan 23
58.	Gully Channels and Drains Cleaning	Archived	
59.	Ovens and Grill Cleaning	V7	Jan 23
60.	Refrigerators, Freezers and Cold Rooms Cleaning	V5	Feb 23
61.	<del>Cleaning with a Steamer</del>	Archived	
62.	<del>No longer in use</del>	Obsolete	
63.	Ensure Touch ATP Testing	V3	Jan 23
64.	No Corresponding Method Statement	N/A	
65.	Use of John Deere Gator ATV	V10	Feb 23
66.	Commercial Kitchen Deep Clean	V3	Jan 24
67.	Wall Washing	V4	Feb 24
68.	Commercial and Domestic Kitchen General Cleaning	V2	Jan 23
69.	Bin Shed Cleaning	V2	Feb 23
70.	Fly Tip Rubbish and Items Removal	Obsolete	
71.	Builder's Deep Clean and Basic Void Cleans	V3	Jan 24
72.	Leaf Collection – OUTSIDE USE VACUUM	Obsolete	
73.	Surface Enhancement Coatings	V4	Jan 23
74.	Surface Protective Coatings	V4	Mar 24
75.	No MS as client supplied machine RA 75 BAR END COMPACTOR	-	
76a	Touch Point Cleaning	V2	Jan 23
76.	Covid-19 Touch Point Cleaning	Suspended	
77.	Additional Precautions and Safety Measures in event of Cleaning Required for Suspected and Confirmed Cases of Covid-19	Suspended	
78	Portering	V1	Feb 23
79	Cleaning in Pottery Studios	V1	Mar 24



## **Method Statement Number: 1**

**Toilet and Washroom Cleaning**

### Associated Risk Assessments

- 1: Toilet Washroom Cleaning
- 4: Cleaning of Floors and other Areas by Use of a Scrubber / Dryer
- 8: Cleaning of Floors and other Areas by Floor Buffing
- 9: High Level Dusting
- 10: Refuse Collection Emptying Bins – Inside Buildings
- 44: Wet Pick-Up Machine

### Associated Method Statements

- 4: Floor Scrubber / Dryer Machines
- 4A: I-Mop Floor Scrubber
- 8: Rotary Machine Buffing / Spray Buffing/ Scrubbing
- 9: High Level Cleaning / Dusting
- 10: Internal Refuse Collection
- 44: Wet Pick-Up Machine

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 2: COSHH 12 Golden Rules
- 3: Chemical Safe Dilution
- 8: PPE

### Personal Protective and Safety Equipment Requirement

1. Gloves



2. Mask



3. Goggles



4. Warning Sign



### Small Tools / Materials




- |                                       |                                  |  |
|---------------------------------------|----------------------------------|--|
| 1. Toilet Brush                       | 2. Colour coded cloths           | 3. Colour coded microfibre cloths          |
| 4. Laundry bag for microfibre clothes | 5. Stainless Steel scourer balls | 6. Green sponge scourer                    |
| 7. Green scourer                      | 8. Colour Coded buckets and mops | 9. Consumable Supplies (toilet rolls etc.) |
| 10. Dustpan and brush                 | 11. Broom                        | 12.  |



### Machinery

1. Imop
2. Wet and Dry Pick-Up Machine
3. 12 inch / 15 inch rotary Scrubbing Machine

### Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Cleanline Sulphamic acid toilet descaler Liquid	Descaler for toilets	<p>H315 Causes skin irritation</p> <p>H317 May cause an allergic skin reaction.</p> <p>H318 Causes serious eye damage.</p> <p>H319 Causes serious eye irritation.</p> <p>H361 Suspected of damaging fertility or the unborn child</p> <p>H411 Toxic to aquatic life with long lasting effects.</p> <p>H412 Harmful to aquatic life with long lasting effects.</p>	11
Clover Lance Liquid spray	Descaler	<p>H314 Causes severe skin burns and eye damage</p> <p>H315 Causes skin irritation</p> <p>H318 Causes serious eye damage</p>	20
2 Pure Odorbac Tec4 liquid	Multi-purpose cleaner and disinfectant	None – Product is not deemed to have any adverse effects on human health or the environment.	89

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with chemical via spills/splashes causing irritation of skin and respiratory problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals with the opening of windows and/or use of extractor system.</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene.' If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing. Instructions and training in the safe use of chemicals. Follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> </ul>
De-scaler use only	
	<ul style="list-style-type: none"> <li>• As above plus additional PPE face mask, apply de-scaler using a small hand mop applicator, or direct from bottle if in container with direction nozzle</li> </ul>
Slips, Trips and Falls including wet floors and trailing cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Manual Handling machines/loads and repetitive strain injuries	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>
Contact with human faeces (Parasites and Toxoplasma)	
	<ul style="list-style-type: none"> <li>• Use appropriate PPE rubber/latex gloves</li> <li>• Flush toilets prior to any cleaning activity to take place</li> </ul>



## Additional Safety Controls

### Preparation

- Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - Including plugs, pipes, wheels, and cables,
- Place warning signs correctly at each entrance/exit point to the area
- Select, check, and wear correct PPE
- Ventilate area (as appropriate)
- Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water

### Machinery

- Do not plug in machinery until fully assembled
- Do not leave machinery unattended
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height
- When not in use machinery should be left in the correct position
- Check electrical equipment in particular plugs and cables to ensure they are safe any faults to be reported to a supervisor or manager

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)
- De-scaler to be used as per De-Scaling Method

## Task Procedure

### Preparation

1. Carry out a dynamic risk assessment on arrival at the work area – this means you are checking the area is free from immediate risks to ensure the area is safe to work in
2. Place warning signs correctly at each entrance/exit point to the area that you are cleaning
3. Complete the task following this method statement (all method statements can be accessed in the H&S Manual by scanning the QR code on the Guide to Using Chemicals Safely poster)
4. When using chemicals, you must follow the relevant COSHH Assessment which can be accessed in the H&S Manual as above which details PPE, and what to do in respect of a spillage and first aid requirements
5. Ventilate area (as appropriate)
6. Wash hands and check for any cuts and abrasions, (if any found, cover with waterproof dressing)
7. Select, check, and wear correct PPE
8. Replenish toilet paper, soap, towels etc (where necessary)
9. Select, check, and safely assemble correct equipment
10. Prepare the cloths correctly using the measuring jug and allow time for absorption

### Cleaning of Area

#### **Remember to always work from clean area to dirty area prior to starting**

1. Fold the cloth in half and half again to give eight separate cleaning surfaces
2. Change the cloth to a fresh side per surface or replace as necessary
3. Carry out cleaning in the correct sequence which is clean to dirty
  - Walls, Doors, and Light Switches
  - Dispensing Machines, Hand Driers etc.
  - Ledges
  - Pipework
  - Mirrors
  - Splash Back Areas
  - Outside area of Basin
  - Inside area of Basin
  - Top of Basin
  - Taps
4. When dry, polish ceramic splash back areas and mirrors using polishing cloth
5. Place used micro fibre cloths in the appropriate laundry bag

## 6. Urinal Cleaning

- a) Turn off the automatic flushing system using the correct procedure
- b) Remove debris from outlets and channels
- c) Fold the cloth in half and half again to give eight separate cleaning surfaces
- d) Damp wipe external surfaces
- e) Apply toilet cleaner to interior surface and agitate with toilet brush
- f) Turn on automatic flush to rinse away residue

## 7. Toilet Cleaning

- a) Close lid and flush toilet
- b) Using toilet brush, push back water to reveal water line
- c) Apply toilet cleaner to inside of toilet bowl and under the rim
- d) Agitate with toilet brush and leave brush in bowl

8. Fold the cloth in half and half again to give eight separate cleaning surfaces

9. Change the cloth to a fresh side per surface or replace as necessary

10. Carry out cleaning in the correct sequence which is clean to dirty

- Pipework
- Tiles/Cubicle Walls
- Toilet Brush Holder
- Cistern
- Toilet Seat
- Lid
- Toilet Roll Holder
- Flushing Handle

11. Scrub inside of toilet bowl with brush paying attention to the water line and under the rim, remove all stains

12. Leave brush in toilet, close lid, and flush, rinsing brush in clean flush water, replace brush in holder

13. Place used cloths in the appropriate laundry bag

14. Leave cleaned appliances as dry as possible

15. Ensure all fittings, including door furniture are cleaned to a hygienic standard and a satisfactory appearance

16. Complete the task without damage or risk to people, furniture, or furnishings

17. Report any damaged or faulty fittings

18. Seal the laundry bag and take to the collection point for laundering

19. Check, clean and store equipment, materials, and PPE

20. Remove warning signs and close ventilation when floor is fully dry (as appropriate)

21. Wash hands thoroughly, rinse and dry upon completion of task



## **Method Statement Number: 02**

**Vacuuming / Suction Cleaning**

### Associated Risk Assessments

02: Vacuuming Suction Cleaning

### Associated Method Statement

N/A

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

15: Vacuuming

### Personal Protective and Safety Equipment Requirement

1. Warning/Safety Signs



### Small Tools / Materials (Refer to folder as to what they need)

1. Stiff Hand Brush with Dustpan

2. Scraper

3. Colour Coded Cloths

4. Clean Dust Bag and Filters

5. Black Sacks

### Machinery




1. Vacuum Cleaner and floor tools

**Ensure that all machinery is thoroughly cleaned and decontaminated after use and before storing away**


## Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
None			

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Awkward Posture (Reaching, Bending, Twisting)	
	<ul style="list-style-type: none"> <li>• Rotation of jobs</li> <li>• Moving in various directions to spread out the workload to various muscles. Use a light grip</li> <li>• Maintain neutral postures</li> <li>• Neck flexion and stretching in opposite directions</li> </ul>
Faulty cables/equipment (electrocution, electrical fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, Equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> <li>• Check floor surface for water / dampness – never vacuum water</li> </ul>
Slips, Trips and Falls including wet floors and trailing cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Manual Handling machines/loads and repetitive strain injuries	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Machinery

- Do not plug in machinery until fully assembled
- Do not leave machinery unattended
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height
- When not in use machinery should be left in the correct position
- Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe and test RCD report any faults to a supervisor or manager



## Task Procedure

### Preparation

1. Carry out a dynamic risk assessment on arrival at the work area – this means you are checking the area is free from immediate risks to ensure the area is safe to work in
2. Place warning signs correctly at each entrance/exit point to the area that you are cleaning
3. Complete the task following this method statement (all method statements can be accessed in the H&S Manual by scanning the QR code on the Guide to Using Chemicals Safely poster)
4. Ventilate area (as appropriate)
5. Wash hands and check for any cuts and abrasions, (if any found, cover with waterproof dressing)
6. Select, check, and wear correct PPE
7. Check PA test date on vacuum
8. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
9. Check filters are in place and are clean, check the dust collection bag is clean and in place
10. If floor sockets are being used, put a warning sign over the floor socket that is being used
11. Before vacuuming check floor surface area for water / dampness

### Cleaning of area

1. Remove large pieces of debris and sharp items using dustpan and brush. Dispose of in the correct container
2. Adjust brushes to suit the surface to be cleaned, or if using tub vac fit appropriate tool
3. Start at furthest point from the door with machine behind. If cleaning stairs, start at the top with the machine three steps down
4. Using push/pull method overlaps, each stroke moving further as you go. Or with stairs use a crosswise movement
5. Keep flex away from traffic areas, changing sockets as you go
6. Clean under heavy items of furniture, edges, etc. with an edging tool or removing the floor tool
7. Should tool or pipe become blocked visually inspect after switching off and unplugging machine. Do not attempt to place fingers into the parts to remove debris if this cannot as this may be sharp. Please replace with spare tool and report blocked item to supervisor.
8. Safely remove the plug from the power socket and recoil the cable safely
9. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
10. Complete the task without damage or risk to people, furniture, and fittings

11. Check, clean and store equipment, materials, and PPE correctly
12. Remove warning signs and close ventilation (as appropriate)
13. Wash and dry hands thoroughly after completing the task



## Method Statement Number: 03

Steam Cleaning

### Associated Risk Assessments

- 03: Steam Cleaning
- 06: Damp Dusting and Polishing of Multi Surfaces

- 04: Cleaning of Floors and other Areas by Use of a Scrubber Dryer
- 08: Cleaning of Floors and other Areas by Floor Buffing

### Associated Method Statements

- 04: Cleaning of Floors and other Areas by Use of a Scrubber Dryer
- 08: Cleaning of Floors and other Areas by Floor Buffing

- 06: Damp dusting and Polishing of Multi Surfaces

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 8: PPE
- 11: Machinery – Maintenance

- 2: COSHH 12 Golden Rules
- 9: Manual Handling

### Personal Protective and Safety Equipment Requirement

- 1. Gauntlet Gloves



- 2. Warning/Safety



- 3. Protective Footwear



- 4. Protective Goggles



### Small Tools / Materials



- 1. Colour Coded Cloths
- 2. Colour Coded Buckets and Mops



- 3. Dust Control Mop
- 4. Refuse Sacks

### Machinery

- 1. Steam Cleaner

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
None	None	N/A	N/A

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty cables/equipment (electrocution, electrical fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, Equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Slips, Trips and Falls including wet floors and trailing cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> <li>• Nviro staff to be vigilant to contaminants which are substances such as water, oil and dust that cause a floor surface to become slippery especially in known hazard areas (i.e. kitchens, canteens/dining areas, changing rooms and washrooms)</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with Boiling Water/Steam	
	<ul style="list-style-type: none"> <li>• Operatives trained in the use of machinery and appropriate PPE provided and worn</li> <li>• Carry out work when least amount of personnel around</li> </ul>
Manual Handling machines/loads and repetitive strain injuries	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

## Additional Safety Controls

### Preparation

- Gloves must be worn at all times
- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Machinery

- Do not plug in machinery until fully assembled
- Do not refill the machine until completely cold to avoid scalding
- Do not leave machinery unattended
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height
- When not in use machinery should be left in the correct position
- Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe and test TCD report any faults to be reported to a supervisor or manager

### Chemicals

N/A

## Task Procedure

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - Including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Select, check and wear correct PPE
6. Ventilate area (as appropriate)
7. Remove furniture from area and clear shelves or worktops - if furniture cannot be removed do one area at a time
8. Correctly set up steam cleaner with required amount of water
9. Chose correct attachment for job i.e. tiles cleaner, floor attachment

### Cleaning of Area

1. Steam clean required area with machine
2. When cleaning walls start from highest point working downwards
3. Wipe clean with cloth or mop and warm water to remove and dislodge dirt
4. Dry area with clean dry cloth or mop
5. Ensure the appearance of the surrounding areas are satisfactory after completion of the task
6. Complete the task without damage or risk to people, furniture and fittings
7. Check, clean and store equipment, materials and PPE correctly
8. Remove warning signs and close ventilation (as appropriate)
9. Wash and dry hands thoroughly after completing the task





## **Method Statement Number: 4**

**Cleaning of Floors and Other Areas by use of a Scrubber  
Dryer**

### Associated Risk Assessments

- 04: Cleaning of Floors and Other Areas by Use of a Scrubber Dryer
- 25b: Chewing Gum Removal Using I-Gum Tool

### Associated Method Statements

- 25b: Chewing Gum Removal Using I-Gum Tool

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 2: COSHH 12 Golden Rules
- 8: PPE
- 9: Manual Handling
- 11: Machinery – Maintenance

### Personal Protective and Safety Equipment Requirement

- 1. Chemical Protection Gloves EN374-2/3
- 2. Warning/Safety Sign/Barrier Tape
- 3. Protective Goggles/Safety Glasses





### Small Tools / Materials

- 1. Floor Scraper
- 2. Bucket, Cloth and Abrasive Pad
- 3. Measuring Apparatus
- 4. Stiff Hand Brush with Dustpan
- 5. Black Bin Liners

### Machinery

- 1. Scrubber/Dryer Machine with Circuit Breaker and Associated Tools

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Cleanline – Multipurpose with Bleach	Multipurpose Cleaner	<p>H302: Harmful if swallowed</p> <p>H314: Causes severe skin burns and eye damage</p> <p>H315: Causes skin irritation</p> <p>H318: Causes serious eye damage</p> <p>H319: Causes serious eye irritation</p>	10
Clover – UBIK 2000	Floor Cleaner	<p>H302: Harmful if swallowed</p> <p>H314: Causes severe skin burns and eye damage</p> <p>H315: Causes skin irritation</p> <p>H318: Causes serious eye damage</p> <p>H319: Causes serious eye irritation</p>	22
Cleanline Ecoo Hard Surface Cleaner	Hard Surface Cleaner	<p>H302: Harmful if swallowed</p> <p>H315: Causes skin irritation</p> <p>H318: Causes serious eye damage</p> <p>H335: May cause respiratory irritation</p>	86

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty Cables/Equipment (Electrocution, Electrical Fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug and entire cable)</li> <li>• Extension lead RCD tested prior to use</li> <li>• Any faults found reported immediately to the supervisor to attach Red Tag to prevent use</li> <li>• No stretching of cable</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals; follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum</li> <li>• No agents used recorded under the EH 40 list 2007 (work place exposure limits)</li> </ul>

### Slips, Trips and Falls Including Uneven/Wet Floors and Trailing Cables



- Warning signs to be placed before work commences
- Warning sign placed over cable between machine and socket
- Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area
- Signage displayed until floor dry and/or completed
- Appropriate footwear to be worn (good grip on soles)
- All employees trained in safety procedure
- Carry out work when least amount of personnel around

### Manual Handling Machines/Loads and Repetitive Strain Injuries



- All machinery/attachments/chemical containers weigh below 25 Kilos
- Specific Manual Handling training on Kinetic Lifting for all employees

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Machinery

- Check electrical equipment in particular plugs and cables to ensure they are safe and report any faults to the Supervisor/Manager
- If machinery is battery operated, you need to ensure it is fully charged before starting and put back onto charge when finished
- Ensure hands are dry before using equipment
- Do not plug in until fully assembled
- Do not allow cable to become taut at ankle height
- Do not leave equipment unattended
- Put any electrical socket covers back

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Select, check and wear correct PPE
6. Ventilate area (as appropriate)
7. Remove large pieces of debris and chewing gum using dustpan, brush and scraper and dispose of in the correct manner
8. Adjust machine for comfortable use and adjust brushes to suit the surface to be cleaned
9. Prepare cleaning solution using correct ratios and to manufacturer's directions, adding the cleaning agent to the water

### Cleaning of Area

1. Fill solution tank  $\frac{3}{4}$  full with cleaning solution, ensuring that no splashes or overflow occur
2. Consider the size of the machine with regards to the turning radius and width of access into corridors etc; ensure that unnecessary spillage does not occur
3. Keep the machine under control at all times
4. Check the collection tank at regular intervals and empty before the emergency cut off float is activated
5. Start cleaning at furthest point from the door
6. Keep flex away from traffic areas changing sockets as you go
7. Clean the floor area using systematic overlapping passes, on second stage cleaning work right angles to original direction
8. Ensure the cable is positioned behind the line of work so tripping will not occur and cable will not be caught up in the brush/pad or lie in water
9. Change or turn brushes or pads as required
10. Clean corners and edges by hand using damp mopping methods, using an abrasive pad as required
11. Take care to avoid splashing/bumping of skirting boards
12. Take care not to damage or risk to people, furniture or furnishings

13. On completion, unplug machine, dispose of dirty water (as per machine instructions)
14. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
15. Complete the task without damage or risk to people, furniture and fittings
16. Check, clean and store equipment, materials and PPE correctly
17. Remove warning signs and close ventilation (as appropriate)
18. Wash and dry hands thoroughly after completing the task





## Method Statement Number: 4a

I-Mop or Floor Scrubber

### Associated Risk Assessments

04: Cleaning of Floors and Other Areas by Use of a Scrubber Dryer

### Associated Method Statements

04: Cleaning of Floors and Other Areas by use of Scrubber Dryer

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

9: Manual Handling

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign/Barrier Tape



3. Protective Goggles/Safety Glasses  
(If using eco hard surface cleaner)



### Small Tools / Materials

1. Floor Scraper

2. Bucket, Cloth and Abrasive Pad

3. Measuring Apparatus

4. Stiff Hand Brush with Dustpan

5. Black Bin Liners

### Machinery


1. I-Mop /Scrubber



2 Pre-Charged batteries

3. Spare batteries


4. Battery Charger with mains adaptor

Chemical	Use	Hazardous Classifications	
Cleanline Eco Hard Surface Cleaner	Hard Surface Cleaner	H302: Harmful if swallowed H315: Causes skin irritation H318: Causes serious eye damage H335: May cause respiratory irritation	86
Odorbac Tec 4	Odour Eliminator and Cleaner	None	89
Clover – Ubik 2000	Floor Cleaner	H302: Harmful if swallowed H314: Causes Severe skin burns and eye damage H315: Causes skin irritation H318: Causes serious eye damage H319: Causes serious eye irritation	22

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty Cables/Equipment (Electrocution, Electrical Fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug and entire cable)</li> <li>• Extension lead RCD tested prior to use</li> <li>• Any faults found reported immediately to the supervisor to attach Red Tag to prevent use</li> <li>• Annual PA testing of all electrical appliances</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals; follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum</li> <li>• No agents used recorded under the EH 40 list 2007 (workplace exposure limits)</li> </ul>
Slips, Trips and Falls Including Uneven/Wet Floors and Trailing Cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning sign placed over cable between machine and socket</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Carry out work when least amount of personnel around</li> </ul>
Manual Handling Machines/Loads and Repetitive Strain Injuries	

## Identified Risks and Safety Controls

Identified Risk	Mitigation
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Machinery

- Check electrical equipment in particular plugs and cables to ensure they are safe and report any faults to the Supervisor/Manager
- Ensure hands are dry before using equipment
- Do not leave equipment unattended
- Put any electrical socket covers back

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Select, check and wear correct PPE
6. Ventilate area (as appropriate)
7. Prepare a bucket of water to place into the tank
8. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
9. Remove large pieces of debris and chewing gum using dustpan, brush and scraper and dispose of in the correct manner
10. Move I-mop into position, ensuring the base plate is lifted up
11. Remove water tank from I-Mop, ensuring the water does not exceed the maximum capacity as indicated on the side of the tank
12. Place water tank back onto I-Mop, ensuring the tank has locked into the seal and is securely in the brackets
13. Obtain batteries from charging dock
14. Insert batteries into the colour coded slot, ensuring the safety lock is applied

### Cleaning of Area

1. Start cleaning at furthest point from the door
2. On starting, keep hold of the handle whilst adjusting the base plate so brushes are on the floor
3. Select the appropriate settings for the flooring and clean; refer to manufacturer's guidelines
4. Adjust the handle to a comfortable position
5. Clean the floor area using systematic overlapping passes
6. Ensure the blade is effectively catching water; clean using cloth where necessary to avoid excess spillages and streaks
7. Change or turn brushes as required
8. Clean corners and edges by hand using damp mopping methods, using an abrasive pad as required
9. Take care to avoid splashing/bumping of skirting boards
10. On completion, return handle to starting position and adjust settings to off; allow machine to automatically power down
11. Remove batteries and return to charging dock; alternatively store in a cool, dry place
12. Lift base plate to the storage position
13. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
14. Complete the task without damage or risk to people, furniture and fittings

15. Remove and clean fresh and dirty water tanks, clean exterior and rinse thoroughly, replace tanks back onto I-Mop securely into brackets
16. Remove brushes and blade, clean and store in dry place
17. Remove warning signs and close ventilation (as appropriate)
18. Wash and dry hands thoroughly after completing the task
19. For use over extended time periods use second set of batteries; turn off machine and lift base plate to the storage position  
remove existing batteries and return to charging dock or store in cool, dry place. Insert new batteries into the colour coded slot, ensuring the safety lock is applied.



Clean | Hygienic | Safe

# Method Statement Number: 4b

UEL Sports Dock Arena Floors –Scrubber Dryer



### Associated Risk Assessments

04: Cleaning of Floors and Other Areas by Use of a Scrubber Dryer

### Associated Method Statements

04: Cleaning of Floors and Other Areas by Use of a Scrubber Dryer

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

9: Manual Handling

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign/Barrier Tape



3. Protective Goggles/Safety Glasses



### Small Tools / Materials

1. Floor Scraper

2. Bucket, Cloth and Abrasive Pad

3. Measuring Apparatus




4. Stiff Hand Brush with Dustpan

5. Black Bin Liners

### Machinery

1. Scrubber/Dryer Machine with Circuit Breaker and Associated Tools

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Bona - Freshen up	Floor Maintainer	The product is not classified as hazardous according to Regulation (EC) 1272/2008 as amended	122
Bona - Sportive Cleaner	Wooden Floor Cleaner	<p>H302: Harmful if swallowed</p> <p>H315: Causes skin irritation</p> <p>H319: Causes serious eye irritation</p>	6

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty Cables/Equipment (Electrocution, Electrical Fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug and entire cable)</li> <li>• Extension lead RCD tested prior to use</li> <li>• Any faults found reported immediately to the supervisor to attach Red Tag to prevent use</li> <li>• No stretching of cable</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals; follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum</li> <li>• No agents used recorded under the EH 40 list 2007 (workplace exposure limits)</li> </ul>
Slips, Trips and Falls Including Uneven/Wet Floors and Trailing Cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning sign placed over cable between machine and socket</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Carry out work when least amount of personnel around</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Machinery

- Check electrical equipment in particular plugs and cables to ensure they are safe and report any faults to the Supervisor/Manager
- If machinery is battery operated, you need to ensure it is fully charged before starting and put back onto charge when finished
- Ensure hands are dry before using equipment
- Do not plug in until fully assembled
- Do not leave equipment unattended
- Put any electrical socket covers back

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure - Daily

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. Select, check and wear correct PPE
5. Ventilate area (as appropriate)
6. Remove large pieces of debris and chewing gum using dustpan, brush and scraper and dispose of in the correct manner
7. Adjust machine for comfortable use and adjust brushes to suit the surface to be cleaned
8. Prepare **Bona Freshen Up solution dilution 100ml per 10 litres of water, adding the cleaning agent to the water**

### Cleaning of Area

9. Fill solution tank  $\frac{3}{4}$  full **Bona Freshen Up** solution, ensuring that no splashes or overflow occur
10. Consider the size of the machine with regards to the turning radius and width of access into corridors etc; ensure that unnecessary spillage does not occur
11. Keep the machine under control at all times
12. Check the collection tank at regular intervals and empty before the emergency cut off float is activated
13. Start cleaning at furthest point from the door
14. Change or turn brushes or pads as required
15. Clean corners and edges by hand using damp mopping methods, using an abrasive pad as required
16. Take care to avoid splashing/bumping of skirting boards
17. Take care not to damage or risk to people, furniture or furnishings
18. On completion, dispose of dirty water (as per machine instructions)
19. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
20. Complete the task without damage or risk to people, furniture and fittings
21. Check, clean and store equipment, materials and PPE correctly
22. Remove warning signs and close ventilation (as appropriate)
23. Wash and dry hands thoroughly after completing the task

## Task Procedure - Periodics (6 monthly)

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. Select, check and wear correct PPE
5. Ventilate area (as appropriate)
6. Remove large pieces of debris and chewing gum using dustpan, brush and scraper and dispose of in the correct manner
7. Adjust machine for comfortable use and adjust brushes to suit the surface to be cleaned.
8. Prepare **Bona Sportive solution diluted 1 litre: 5 litres of water**

### Cleaning of Area

9. Fill the tank  $\frac{3}{4}$  full with **Bona Sportive** cleaning solution, ensuring that no splashes or overflow occur
10. Consider the size of the machine with regards to the turning radius and width of access into corridors etc; ensure that unnecessary spillage does not occur
11. Keep the machine under control at all times
12. Check the collection tank at regular intervals and empty before the emergency cut off float is activated
13. Start cleaning at furthest point from the door
14. Change or turn brushes or pads as required
15. Clean corners and edges by hand using damp mopping methods, using an abrasive pad as required
16. Take care to avoid splashing/bumping of skirting boards
17. Take care not to damage or risk to people, furniture or furnishings
18. On completion, dispose of dirty water (as per machine instructions)
19. **Repeat steps 10-19, twice using undiluted Bona Freshen Up**
20. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
21. Complete the task without damage or risk to people, furniture and fittings
22. Check, clean and store equipment, materials and PPE correctly
23. Remove warning signs and close ventilation (as appropriate)
24. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 05**

**Cleaning of Glass and Mirrors**

**To hand height only**

### Associated Risk Assessments

05: Cleaning of Glass and Mirrors

### Associated Method Statements

None

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 2: COSHH / 12 Golden Rules

- 16: Colour Coding
- 8: PPE

### Personal Protective and Safety Equipment Requirement

- 1. Powder free disposable gloves EN374-2/3
- 2. Warning Safety Sign
- 2. Goggles EN 166



### Small Tools / Materials (Refer to folder as to what they need)

- 1. Colour Coded Cloths
- 2. Colour Coded Bucket



### Machinery

None

### Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Premiere Products – Ecoforce Window and Glass Cleaner	Glass Cleaning	H225 - Highly flammable liquid and vapour H315 - Causes skin irritation H319 - Causes serious eye irritation H336 - May cause drowsiness or dizziness	54



Identified Risks and Safety Controls	
Identified Risk	Mitigation
Awkward Posture (Reaching, Bending, Twisting)	
	<ul style="list-style-type: none"> <li>• Rotation of jobs</li> <li>• Moving in various directions to spread out the workload to various muscles Use a light grip</li> <li>• Maintain neutral postures</li> <li>• Neck flexion and stretching in opposite directions</li> </ul>
Contact with chemical via spills/splashes causing irritation of skin and respiratory problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Natural ventilation to be used prior to work commencing.</li> <li>• Instructions and training in the safe use of chemicals.</li> <li>• Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> </ul>

Additional Safety Controls
Preparation
<ul style="list-style-type: none"> <li>• Do not attempt to clean cracked or broken glass</li> <li>• Ensure warning signs are displayed at all entrances</li> <li>• Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task</li> <li>• Ensure staff carrying out the task have the correct training and that a record of their training is held on central system</li> </ul>
Chemicals
<ul style="list-style-type: none"> <li>• Do not splash chemical solutions</li> <li>• Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)</li> <li>• Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)</li> </ul>

## Task Procedure

### Preparation

1. Carry out a dynamic risk assessment on arrival at the work area – this means you are checking the area is free from immediate risks to ensure the area is safe to work in
2. Place warning signs correctly at each entrance/exit point to the area that you are cleaning
3. Complete the task following this method statement (all method statements can be accessed in the H&S Manual by scanning the QR code on the Guide to Using Chemicals Safely poster)
4. When using chemicals, you must follow the relevant COSHH Assessment which can be accessed in the H&S Manual as above which details PPE, and what to do in respect of a spillage and first aid requirements
5. Ventilate area (as appropriate)
6. Wash hands and check for any cuts and abrasions, (if any found, cover with waterproof dressing)
7. Select, check, and wear correct PPE

### Cleaning the glass or window

1. Spray glass cleaner directly on to the cloth and do not use excessive cleaning solution
2. Clean the glass with the cloth, removing cleaning solution. Polish edges
3. Wipe sills and frames with dry cloth. Remove any splash marks and spillages from surrounding area
4. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
5. Complete the task without damage or risk to people, furniture, and fittings
6. Check, clean and store equipment, materials, and PPE correctly
7. Remove warning signs and close ventilation (as appropriate)
8. Wash and dry hands thoroughly after completing the task
9. Report any faults found to your line manager
10. Wash hands thoroughly, rinse and dry upon completion of task



## **Method Statement Number: 5a**

**Microfibre Glass and Window Cleaning**

### Associated Risk Assessments

05: Cleaning of Glass and Mirrors to Hand Height

### Associated Method Statements

05: Cleaning of Glass and Mirrors to Hand Height

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

9: Manual Handling

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign



### Small Tools / Materials

1. Appropriate Access Equipment (e.g., Extension Poles – Ladders should not be used unless trained)
2. Plastic Sheeting (if required)
3. Trolley or Holding Device
4. Colour Coded Microfibre Cloths (damp and dry)



5. Colour Coded Microfibre Glass/Polishing Cloths
6. Colour Coded Microfibre Internal Mop (if necessary)
7. Internal Mop Holder and Extending Handle (if necessary)
8. Cloth Box or Lidded Container

9. Mop box or Lidded Container (if appropriate)
10. Measuring Jug
11. Laundry Bag
12. Net Laundry Bag with Impervious Outer
13. Plastic Scraper (if required)
14. Plastic Sack


## Machinery

None

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Premiere Products - Ecoforce Window and Glass Cleaner	Window and Glass Cleaner	<p><b>H225:</b> Highly flammable liquid and vapour</p> <p><b>H226:</b> Flammable liquid and vapour</p> <p><b>H315:</b> Causes skin irritation</p> <p><b>H319:</b> Causes serious eye irritation</p> <p><b>H336:</b> May cause drowsiness or dizziness</p>	54

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with Broken Glass Resulting in Cuts and Lacerations	
	<ul style="list-style-type: none"> <li>No employee is to attempt to clean cracked or broken glass</li> <li>Any broken glass found should immediately be reported to the supervisor</li> </ul>
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>Natural ventilation to be used prior to work commencing</li> <li>Instructions and training in the safe use of chemicals; follow COSHH risk assessment on safe use of chemicals</li> <li>Appropriate PPE worn</li> <li>First aid facilities to be known in case of emergency</li> <li>Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum</li> <li>No agents used recorded under the EH 40 list (workplace exposure limits)</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Unnecessary Obstructions Creating Unsafe Conditions and Resulting in Slips, Trips and Falls	
	<ul style="list-style-type: none"> <li>• Nviro employees to ensure area is free from obstructions (removal/repositioning of objects/items if reasonable to do so)</li> <li>• Never leave equipment unattended and remove equipment and return to store when completed</li> <li>• Nviro staff to be vigilant to contaminants which are substances such as water, oil and dust that cause a floor surface to become slippery</li> <li>• Carry out work when least amount of personnel around</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Safety

- Use colour coded microfibre cloths
- Launder cloths as per manufacturer's instructions

### Chemicals

- Do not splash chemical solutions
- During the task, no cleaning agents must be used on micro fibre materials
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Select, check, and safely assemble correct equipment
2. Place warning signs correctly at each entrance/exit point to the area
3. Select, check, and wear personal protective equipment
4. Ventilate the area (where appropriate)
5. Ensure the window about to be cleaned is clear of any blinds, drapes etc. before cleaning starts
6. Prepare the cloths correctly using a measuring jug; allow time for absorption

### Cleaning of Area

1. Remove any solid soiling by using a plastic scraper (where necessary) ensuring not to 'dry scrape'
2. Fold the cloths in half and half again, to give eight separate cleaning surfaces
3. Use an extension handle to gain access to areas that are out of reach
4. Clean the window without drips, smears, or marks by starting with the sides and top of frame, edges of pane, then, in a zigzag pattern, to the rest of the pane working from top to bottom
5. Allow to dry then buff using a polishing cloth
6. Ensure window surrounds are wiped and left to dry
7. Carry out task with damage or risk to people, surfaces being cleaned and surrounding area
8. Check, clean and store equipment, materials, and PPE
9. Place cloths appropriate laundry bags
10. Seal the laundry bag and take to the collection point for laundering
11. Remove warning signs and close ventilation (as appropriate)
12. Wash hands thoroughly, rinse and dry upon completion of task



## **Method Statement Number: 6**

**Damp Wiping and Polishing**



### Associated Risk Assessments

2: Vacuuming Suction Cleaning

06: Damp Wiping and Polishing

### Associated Method Statements

2: Vacuuming Suction Cleaning

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

9: Manual Handling

15: Vacuuming

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3

2. Warning/Safety Sign



### Small Tools / Materials

1. Colour Coded Cloths

2. Colour Coded Buckets



3. Colour coded trigger spray

4. Dusters colour coded if available

### Machinery

1. Vacuum Cleaner and floor tools

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Premiere Products - Liquid Spray Polish	Multi Surface Polish	<p>H319 Causes serious eye irritation</p> <p>H226 Flammable liquid and vapour</p> <p>H225 Highly flammable liquid and vapour</p> <p>H336 May cause drowsiness or dizziness</p>	56
Reckitt Benckister - Brasso Metal Liquid Polish	Metal Polish	<p>H226 Flammable liquid and vapour</p> <p>H304 Maybe fatal if swallowed and enters airways</p> <p>H314 Causes severe skin burns and eye damage</p> <p>H318 Causes serious eye damage</p> <p>H319 Causes serious eye irritation</p> <p>H335 May cause respiratory irritation (respiratory tract)</p> <p>H336 May cause dizziness or drowsiness</p> <p>H400 Very toxic to aquatic life</p>	73
2 Pure – OdorBac Tec4 - liquid	Odour Eliminator and Cleaner	<p>None Product is not deemed to have any adverse effects on human health or the environment</p>	89
Premier Products Screen Liquid	Disinfectant	<p>H226 Flammable liquid and vapour</p> <p>H302 Harmful if swallowed</p> <p>H304 May be fatal if swallowed and enters airways</p> <p>H314 Causes severe skin burns and eye damage</p> <p>H315 Causes skin irritation</p> <p>H318 Causes serious eye damage</p> <p>H319 Causes serious eye irritation</p> <p>H336 May cause drowsiness or dizziness</p> <p>H400 Very toxic to aquatic life</p> <p>H410 Very toxic to aquatic life with long lasting effects</p> <p>H411 Toxic to aquatic life with long lasting effects</p>	62

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty cables/equipment (electrocution, electrical fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, Equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Contact with chemical via spills/splashes causing irritation of skin and respiratory problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene'. If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing. Instructions and training in the safe use of chemicals.</li> <li>• Follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> </ul>

### Slips, Trips and Falls including wet floors and trailing cables



- Warning signs to be placed before work commences
- Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area
- Signage displayed until floor dry and/or completed
- Store signage away safely when completed
- Appropriate footwear to be worn (good grip on soles)
- All employees trained in safety procedure
- Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area
- Nviro staff to be vigilant to contaminates which are substances such as water, oil and dust that cause a floor surface to become slippery especially in known hazard areas (i.e. kitchens, canteens/dining areas, changing rooms and washrooms)

### Manual Handling machines/loads and reparative strain injuries



- All machinery/attachments/chemical containers weigh below 25 Kilos
- Rotation of jobs (frequent breaks in pattern of work)
- Specific Manual Handling training on Kinetic Lifting for all employees

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Machinery

- Do not plug in machinery until fully assembled
- Do not leave machinery unattended
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height
- When not in use machinery should be left in the correct position
- Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe and test TCD report any faults to be reported to a supervisor or manager

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Carry out a dynamic risk assessment on arrival at the work area – this means you are checking the area is free from immediate risks to ensure the area is safe to work in
2. Place warning signs correctly at each entrance/exit point to the area that you are cleaning
3. Complete the task following this method statement (all method statements can be accessed in the H&S Manual by scanning the QR code on the Guide to Using Chemicals Safely poster)
4. When using chemicals, you must follow the relevant COSHH Assessment which can be accessed in the H&S Manual as above which details PPE, and what to do in respect of a spillage and first aid requirements
5. Ventilate area (as appropriate)
6. Wash hands and check for any cuts and abrasions, (if any found, cover with waterproof dressing)
7. Select, check, and wear correct PPE
8. Check PA test date
9. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - Including plugs, pipes, wheels, and cables
10. If floor sockets are being used, put a warning sign over the floor socket that is being used
11. Prepare the cleaning chemical
12. Do not remove any items from desks, window ledges, cabinet tops

### Cleaning of Area – Damp Wiping

1. Damp wiping using cleaning chemical diluted in water bucket - ensure area about to be cleaned is clear use the cloth to remove dirt by wiping the surface from top to bottom using smooth strokes with the damp cloth. Rinse the cloth and change the water frequently
2. Damp wiping use trigger spray, spray the cloth with cleaning chemical (do not spray chemical directly on to the surface)
3. Ensure the area has been completely wiped clean and all of the dirt/dust has been removed
4. Ensure the appearance of the areas are satisfactory after completion of the task
5. Complete the task without damage or risk to people, furniture, and fittings
6. Check, clean and store equipment, materials, and PPE correctly
7. Remove warning signs and close ventilation (as appropriate)
8. Wash and dry hands thoroughly after completing the task.

### Cleaning of Area - Polishing

1. Suction method - fit correct tool on the vacuum cleaner, this method to be used for soft furnishings. Ensure that the nozzle of the suction cleaner gets into all of the crevices and cracks and under cushions etc.)
2. Polishing - ensure the area has been completely cleaned and dried

3. Ensure the area has been completely wiped clean and all of the dirt/dust has been removed
4. Ensure the appearance of the areas are satisfactory after completion of the task
5. Complete the task without damage or risk to people, furniture, and fittings
6. Check, clean and store equipment, materials, and PPE correctly
7. Remove warning signs and close ventilation (as appropriate)
8. Wash and dry hands thoroughly after completing the task.



## **Method Statement Number: 6a**

**Microfibre Dry Dusting, Damp Wiping, Drying and  
Polishing and Buffing**



### Associated Risk Assessments

06A: Microfibre Dry Dusting, Damp Wiping, Drying and Polishing/Buffering

### Associated Method Statements

06:Damp Wiping and Polishing

### Associated Toolbox Talks

1: Health and Safety for Everyone  
17: General Cleaning

8: PPE

16: Colour Coding

### Personal Protective and Safety Equipment Requirement

1. Cut Resistant Gloves EN388 Level 3
2. Warning/Safety Signs



### Small Tools / Materials (Refer to folder as to what they need)


1. Trolley or holding device
2. Protective covering (where required)
3. Colour coded microfibre cloths – Damp/dry
4. Colour coded polishing cloths
5. Cloth box or lidded container
6. Plastic sack
7. Hand held bucket

### Machinery

None

### Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
None			

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Manual Handling machines/loads and repetitive strain injuries	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

Additional Safety Controls
Preparation
<ul style="list-style-type: none"> <li>• Use appropriate PPE</li> <li>• Warning signs must be in place</li> <li>• During the task, no cleaning agents must be used on micro fibre materials</li> <li>• Ensure cloths are laundered in line with manufacturer’s instructions</li> </ul>

Task Procedure
Preparation
<ol style="list-style-type: none"> <li>1. Select, check, and safely assemble correct equipment</li> <li>2. Place warning signs correctly at each entrance/exit point to the area</li> <li>3. Select, check, and wear personal protective equipment</li> <li>4. Ventilate the area (where appropriate)</li> </ol>

### Dry Dusting

1. Fold the cloth in half and half again to give eight separate dusting surfaces
2. Carry out dusting systematically (vertical surfaces) top to bottom and (horizontal surfaces) straight overlapping strokes.
3. Check the cloth and use a fresh side when necessary
4. Draw out dust from corners and away from the edges of horizontal surfaces
5. Replace cloth as necessary
6. Place used cloths in laundry bag

### Damp Wiping

1. Prepare cloths correctly using the measuring jug and allow time for absorption
2. Fold the cloth in half and half again to give eight separate cleaning surfaces
3. Carry out the damp wiping from clean to dirty (where appropriate)
4. Check the cloth and use a fresh side when necessary
5. Place used cloths in laundry bag

### Drying

1. Fold the drying cloth to give eight separate pieces
2. Check the cloth and use a fresh side when necessary
3. Thoroughly dry the surfaces and leave them streak free
4. Place used cloths in laundry bag

### Polishing

1. Fold the polishing cloth to give eight separate polishing surfaces.
2. Use the polishing cloth on suitable surfaces for example glass, Perspex, mirrors, stainless steel, chrome etc.
3. Check the cloth and use a fresh side when necessary
4. Polish/buff the surfaces efficiently and thoroughly to give an even sheen
5. Complete the task without damage or risk to people, furniture, or furnishings
6. Place used cloths in laundry bag
7. Seal the laundry bag and take to the collection point for laundering
8. Check, clean and store equipment, materials, and PPE
9. Remove warning signs and close ventilation when completely dry (as appropriate)
10. Wash hands thoroughly, rinse and dry upon completion of task.



## **Method Statement Number: 07**

**Staircase Cleaning**

### Associated Risk Assessments

02: Vacuuming Suction Cleaning

07: Staircase Cleaning

06: Damp Dusting and Polishing

20: Damp Mopping

### Associated Method Statements

02: Vacuuming Suction Cleaning

20: Damp Mopping

06: Damp Dusting and Polishing

### Associated Toolbox Talks

1: Health and Safety for Everyone

6: Slips, Trips and Falls

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

7: Safety Signage

9: Manual Handling

15: Vacuuming

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign



### Small Tools / Materials

1. Colour Coded Cloths

2. Colour Coded Buckets

3. Colour Coded Mop


4. Scraper and Abrasive Pads

## Machinery


### 1. Vacuum Cleaner, Vacuum Attachments and Floor Tools

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Premiere Products - Liquid Spray Polish	Multi Surface Polish	<p>H319: Causes serious eye irritation</p> <p>H226: Flammable liquid and vapour</p> <p>H225: Highly flammable liquid and vapour</p> <p>H336: May cause drowsiness or dizziness</p>	56
Cleanline – Multipurpose	Multipurpose Cleaner	<p>H302: Harmful if swallowed</p> <p>H314: Causes severe skin burns and eye damage</p> <p>H315: Causes skin irritation</p> <p>H318: Causes serious eye damage</p> <p>H319: Causes serious eye irritation</p>	10
Cleanline Eco – Lemon Floor Gel	Floor Cleaner	<p>H226: Flammable liquid and vapour</p> <p>H314: Causes severe skin burns and eye damage</p> <p>H315: Causes skin irritation</p> <p>H317: May cause an allergic skin reaction</p> <p>H318: Causes serious eye damage</p> <p>H400: Very toxic to aquatic life</p> <p>H410: Very toxic to aquatic life with long lasting effects</p> <p>H411: Toxic to aquatic life with long lasting effects</p> <p>H412: Harmful to aquatic life with long lasting effects</p>	15
Cleanline Ecoo Hard Surface Cleaner	Hard Surface Cleaner	<p>H302: Harmful if swallowed</p> <p>H315: Causes skin irritation</p> <p>H318: Causes serious eye damage</p> <p>H335: May cause respiratory irritation</p>	86

Premiere Products – Ecoforce Multipurpose Detergent	Multipurpose Detergent	H318: Causes serious eye damage H319: Causes serious eye irritation H315: Causes skin irritation	51
2 Pure – OdorBac Tec4 - liquid	Odour Eliminator and Cleaner	None Product is not deemed to have any adverse effects on human health or the environment	89



Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves ‘Rubber or Neoprene’</li> <li>• If there is insufficient ventilation wear suitable respiratory equipment ‘Dust Mask’</li> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals</li> <li>• Appropriate PPE to be worn and first aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum</li> <li>• No agents used recorded under the EH 40 list (work place exposure limits)</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
<p data-bbox="179 288 1429 323">Slips, Trips and Falls Including Wet Floors, Trailing Cables and Uneven Floors (Steps at Different Heights)</p> 	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning sign placed over cable between machine and socket</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area (including at the top, bottom and entrances to staircase when relevant)</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Keep vacuum three stairs down at all times</li> <li>• Keep bucket on each landing/staircase along wall behind the line of work</li> <li>• Avoid using excess water and rinse out mop regularly</li> <li>• When working in a public area only mop half the staircase at a time to keep clear an obvious walkway</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> <li>• Nviro staff to be vigilant to contaminants which are substances such as water, oil and dust that cause a floor surface to become slippery especially in known hazard areas (i.e., kitchens, canteens/dining areas, changing rooms and washrooms)</li> <li>• Carry out work when least amount of personnel around when cleaning uneven floors (steps at different heights)</li> </ul>



## Identified Risks and Safety Controls

Identified Risk	Mitigation
Faulty Cables/Equipment (Electrocution, Electrical Fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, equipment)</li> <li>• Any faults found are reported immediately to the supervisor to attach red tag to prevent use</li> <li>• Extension lead tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Manual Handling Machines/Loads and Repetitive Strain Injuries	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> <li>• Use of Back-Pac vacuum where situation requires it</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances in clear view
- Wear protective gloves
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Safety

- If mopping in a public area, only mop half the staircase at a time to keep clear an obvious walkway
- Do not over wet, or leave the area wet
- Do not over stretch or bend your back

### Machinery

- Do not plug in machinery until fully assembled or alternatively, consider using a battery powered vacuum
- Do not leave machinery unattended
- Cables should be kept behind machinery, and away from water
- Ensure no tangles or twists in the cable and that it is kept as straight as possible
- Do not allow the cable to become taut at ankle height
- When not in use machinery should be left in the correct position
- Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe and test TCD report any faults to be reported to a supervisor or manager

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at the top and bottom as well as entrance/exit points to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Select, check and wear correct PPE
6. Ventilate area (as appropriate)
7. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water

### Cleaning of Area

1. Begin vacuuming stairs work from bottom to top, ensuring the cable is always behind operative, not in front - keep vacuum cleaner 3 stairs down; keep flex behind operative and to the side of the staircase
2. Use a cross wise movement, use crevice tool to get into corners and around edges
3. When completed remove vacuum cleaner from staircase area
4. Prepare cleaning solution in bucket
5. Mop staircase from top to bottom, and if in a public area, leave obvious walkways
6. Keep bucket on each landing/staircase alongside wall behind line of work
7. Rinse mops out regularly, change water as required
8. Remove chewing gum with scraper and any stubborn marks with the abrasive pad
9. Wipe skirting or rails with a damp cloth
10. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
11. Complete the task without damage or risk to people, furniture and fittings
12. Check, clean and store equipment, materials and PPE correctly
13. Remove warning signs and close ventilation (as appropriate) - do not remove warning signs until the staircase is completely dry
14. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 08**

**Rotary Machine Buffing, Spray Buffing and Scrubbing**

### Associated Risk Assessments

02: Vacuum Suction Cleaning

08: Cleaning of Floors and Other Areas by Floor Buffing

04: Cleaning of Floors and Other Areas by Use of a Scrubber Dryer

### Associated Method Statements

02: Vacuum Suction Cleaning

04: Cleaning of Floors and Other Areas by Use of a Scrubber Dryer

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

9: Manual Handling

15: Vacuuming

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign/Barrier Tape



3. Protective Goggles/Safety Glasses



### Small Tools / Materials

1. Dust control mop

2. Warning signs

3. Abrasive pad

4. Scraper


5. Spray bottle labelled correctly

### Machinery



1. Suitable speed rotary machine and suitable drive disc and buffing pad (check with your supervisor)

2. Mop sweeper and suction cleaner with hose or suction unit fitted to appropriate rotary floor machine


Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Cleanline – Multipurpose with Bleach	Multipurpose Cleaner	<p><b>H302:</b> Harmful if swallowed</p> <p><b>H314:</b> Causes severe skin burns and eye damage</p> <p><b>H315:</b> Causes skin irritation</p> <p><b>H318:</b> Causes serious eye damage</p> <p><b>H319:</b> Causes serious eye irritation</p>	10
Clover – UBIK 2000	Floor Cleaner	<p><b>H302:</b> Harmful if swallowed</p> <p><b>H314:</b> Causes severe skin burns and eye damage</p> <p><b>H315:</b> Causes skin irritation</p> <p><b>H318:</b> Causes serious eye damage</p> <p><b>H319:</b> Causes serious eye irritation</p>	22
Cleanline Ecoo Hard Surface Cleaner	Hard Surface Cleaner	<p><b>H302:</b> Harmful if swallowed</p> <p><b>H315:</b> Causes skin irritation</p> <p><b>H318:</b> Causes serious eye damage</p> <p><b>H335:</b> May cause respiratory irritation</p>	86

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty Cables/Equipment (Electrocution, Electrical Fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of waxes/chemicals and PPE</li> <li>• Appropriate PPE to be worn including mandatory wearing of gloves 'Rubber or Neoprene'</li> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals</li> <li>• First Aid Facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum</li> <li>• No agents used recorded under the EH 40 list 2007 (work place exposure limits)</li> </ul>
Slips, Trips and Falls Including Uneven/Wet Floors and Trailing Cables	
	<ul style="list-style-type: none"> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Warning sign placed over cable between machine and socket</li> <li>• Store signage away safely when completed</li> <li>• Leads to be placed behind line of work</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> <li>• Carry out work when least amount of personnel around</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Manual Handling Machines/Loads and Repetitive Strain Injuries	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Machinery

- Check electrical equipment in particular plugs and cables to ensure they are safe and test RCD and report any faults to Supervisor/Manager
- Do not plug in machine until fully assembled using an RCD
- Do not leave equipment unattended
- Machine cable must be kept behind machines at all times to avoid being caught up in the machine or tripped over
- Do not allow cables to become taut at ankle level
- When not in use, leave the machine handle in the upright position

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)



## Task Procedure

### Preparation

1. Check PA test date
2. Select, check and safely assemble the correct equipment
3. Check and wear required PPE
4. Check electrical equipment - including plugs and cables
5. Place warning signs correctly
6. Check floors for any damaged areas and scuff marks etc. that will require removing by hand, deal with as necessary, using scraper, abrasive pad etc.
7. Ventilate area (as appropriate)
8. Prepare solution in spray bottle according to manufacturers' instructions

### Cleaning of Area

1. Spray a fine mist over an area of about 2m<sup>2</sup> taking care not to spray other surfaces
2. Pass the machine over the damp area and buff until dry and polished
3. Use overlapping passes to ensure an even finished appearance and avoid any loose floor tiles or ripped flooring
4. Spray clean area adjacent to skirting by "cutting in" parallel to the skirting
5. Wipe skirting with a cloth to remove splashes if necessary
6. 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
7. Repeat buffing and spraying until whole floor is clean
8. To ensure an even appearance, buff by moving the machine forwards and backwards and from side to side using overlapping passes
9. Check the brush/pad and turn or change as necessary
10. Keep the machine under control at all times
11. Position the cable behind the line of work so that tripping is less likely and the cable will not be caught up by the brush/pad
12. After buffing has been completed, safely remove the plug from the power socket and recoil the cable correctly
13. Dust control mop the floor to remove any loose dirt generated by the process



## **Method Statement Number: 08a**

**Carpet Cleaning with a Cimex Machine**

### Associated Risk Assessments

02: Vacuum Suction Cleaning

25b: Chewing Gum Removal Using I-Gum Tool

8A: Carpet Cleaning with a Cimex Machine

43: Stain Removal

### Associated Method Statements

02: Vacuum Suction Cleaning

43: Stain Removal

25b: Chewing Gum Removal Using I-Gum Tool

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

9: Manual Handling

15: Vacuuming

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign/Barrier Tape



3. Protective Goggles/Safety Glasses



### Small Tools / Materials

1. Litter Grab

2. Waste Sack



3. Soft Broom/Hand Brush

### Machinery

1. CRS 38 Rotary Scrubbing Machine, Disc Drive and Appropriate Brushes

2. Sebo Vacuum Cleaner and Attachments

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Premiere Products – Carpet Mousse	Carpet Cleaner	No classified Hazards  Inhalation - No specific symptoms noted Ingestion - May cause discomfort if swallowed Skin contact - Prolonged skin contact may cause redness and irritation Eye contact- May cause temporary eye irritation	46
Premiere Products - Release	Carpet Shampoo	H319: Causes serious eye irritation	61
Prochem - Multipro	Carpet Pre-spray (Wet Extraction Machine)	H290: May be corrosive to metals H302: Harmful if swallowed H314: Causes severe skin burns and eye damage H315: Causes skin irritation H318: Causes serious eye damage H319: Causes serious eye irritation H335: May cause respiratory irritation	70
Prochem - Procaps	Carpet Cleaner	H315: Causes skin irritation H318: Causes serious eye damage H319: Causes serious eye irritation	71
3M – Scotchgard – Carpet and Upholstery Protector	Carpet and Upholstery Protector	None listed though may irritate skin	81
Prochem – Extraction Plus - Liquid	Carpet Cleaner	H319: Causes serious eye irritation	93

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty Cables/Equipment (Electrocution, Electrical Fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of waxes/chemicals and PPE</li> <li>• Appropriate PPE to be worn including mandatory wearing of gloves 'Rubber or Neoprene'</li> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals</li> <li>• First Aid Facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum</li> <li>• No agents used recorded under the EH 40 list 2007 (work place exposure limits)</li> </ul>

### Slips, Trips and Falls Including Uneven/Wet Floors and Trailing Cables



- Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area
- Signage displayed until floor dry and/or completed
- Warning sign placed over cable between machine and socket
- Store signage away safely when completed
- Leads to be placed behind line of work
- Appropriate footwear to be worn (good grip on soles)
- All employees trained in safety procedure
- Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area
- Carry out work when least amount of personnel around

### Manual Handling Machines/Loads and Repetitive Strain Injuries



- All machinery/attachments/chemical containers weigh below 25 Kilos
- Specific Manual Handling training on Kinetic Lifting for all employees

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system - trained personnel ONLY to operate Multi Wash Machine
- Refer to relevant method statements

### Safety

- Check CRS 38 Rotary Machine, before, during and after use paying attention to plugs, cables, disc drive, brushes and machinery body
- Do not wedge open fire doors
- Ensure plug sockets are in the 'off' position before inserting or removing plug
- Do not insert/remove plugs with wet hands
- Do not move heavy furniture/items alone, seek assistance

### Machinery

- Do not plug in machinery until fully assembled using an RCD
- Do not leave machinery unattended
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height
- Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe and test RCD report any faults to be reported to a supervisor or manager - if machine becomes unserviceable, unplug and report to Supervisor
- When not in use, leave rotary machine hand and drive plate in upright position

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Select, check and wear correct PPE
6. Ventilate area (as appropriate)
7. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
8. Fill tank correctly so that no splashing occurs (if appropriate)

### Cleaning of Area

1. Pre-spray any heavy stains (to allow contact time)
2. Test small area of surface for colour fastness BEFORE using cleaning chemical
3. Using the Sebo Vacuum carpet thoroughly – refer to separate method statement
4. Treat any stains and remove chewing gum – refer to separate method statement
5. Spray all edges and corners as well as any difficult to reach areas of the carpet, agitate with the soft brush
6. With the machine running, apply solution to the carpet working in straight lines; do not over wet
7. Repeat pass without applying solution, to work the foam into the carpet
8. Repeat 14 and 15 with overlapping passes
9. Allow carpet to dry thoroughly to 'encapsulate' the soilage (24 hours)
10. Complete the task without damage or risk to people, furniture and fittings
11. Clean and return all equipment to storage, ensuring brushes are rinsed in fresh warm water and allowed to dry, and that drive plate is left in the upright position
12. Remove warning signs and close ventilation (as appropriate)
13. Wash and dry hands thoroughly after completing the task
14. After 24 hours thoroughly, using the Sebo vacuum carpet
15. Note: Regular vacuuming will continue to remove soilage





## **Method Statement Number: 09**

**High Level Cleaning**

### Associated Risk Assessments

02: Vacuuming Suction Cleaning  
09: High Level Cleaning  
50: Sky Vac – High Level Cleaning

06: Damp Dusting and Polishing of Multi Surfaces

### Associated Method Statements

02: Vacuuming Suction Cleaning  
06: Damp Dusting and Polishing of Multi Surfaces

50: Sky Vac – High Level Cleaning

### Associated Toolbox Talks

1: Health and Safety for Everyone  
8: PPE  
11: Machinery – Maintenance

2: COSHH 12 Golden Rules  
9: Manual Handling  
15: Vacuuming

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign



3. Safety Goggles



### Small Tools / Materials

1. Dusters, feather dusters or specialist tools with extension poles  
2. Hand brush with handle loop  
3. Measuring apparatus  
4. Scraper with handle loop  
5. Wire brush with handle loop




6. Relevant access equipment  
7. Cloths  
8. Buckets  
9. Dust covers  
10. Refuse sack

11. High level dusting tools and long reach cleaning equipment  
12. Masking tape (to cover electrical sockets)  
13. Abrasive pad

## Machinery

### 1. Suction Cleaner and high level accessories

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
2 Pure – OdorBac Tec4 - liquid	Odour Eliminator and Cleaner	None Product is not deemed to have any adverse effects on human health or the environment	89
Premiere Products - Screen	Disinfectant	H226: Flammable liquid and vapour H302: Harmful if swallowed H304: May be fatal if swallowed and enters airways H314: Causes severe skin burns and eye damage H315: Causes skin irritation H318: Causes serious eye damage H319: Causes serious eye irritation H336: May cause drowsiness or dizziness H400: Very toxic to aquatic life H410: Very toxic to aquatic life with long lasting effects H411: Toxic to aquatic life with long lasting effects	62

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene'</li> <li>• If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals required</li> <li>• Follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum</li> <li>• No agents used recorded under the EH 40 list (work place exposure limits)</li> </ul>
Over Reaching Causing Musculo-skeletal Disorders/Sprains/Strains to Upper Limbs	
	<ul style="list-style-type: none"> <li>• Mechanise the operation using extension pole for the higher areas</li> <li>• Specific manual handling training on kinetic lifting for all employees</li> <li>• No standing on furniture</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• Restriction in duration of using extension pole at any given time (max 15 minutes)</li> <li>• Rotation of jobs</li> </ul>
Dust and Liquids Entering Electrical Sockets Resulting in Electrical Fires	
	<ul style="list-style-type: none"> <li>• Covering of surfaces beneath area being cleaned with dust covers/masking tape to protect electrical sockets</li> <li>• No overuse of water (do not over wet the walls) and clear away excess water immediately</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
<b>Additional Safety Controls</b>	
<b>Preparation</b>	
<ul style="list-style-type: none"> <li>• Ensure warning signs are displayed</li> <li>• Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task</li> <li>• Eye protection should be worn if there is a danger of small particles falling</li> <li>• Eyes, scalp and exposed areas of the body must be protected when using alkaline solutions</li> <li>• Ensure staff carrying out the task have the correct training and that a record of their training is held on central system</li> <li>• Decide whether access equipment is appropriate or whether cleaning can be carried out from floor level using suitable extension equipment</li> <li>• This task should be carried out from ground level, so ensure that you do not stand on furniture to reach above hand height and do not use ladders/step ladders unless you have received specific training</li> <li>• Do not clean when other people are in the immediate vicinity</li> <li>• Do not clean items that you cannot or have not been able to see the surface, to prevent dislodging items or disturbing cables etc.</li> </ul>	
<b>Machinery</b>	
<ul style="list-style-type: none"> <li>• Do not plug in machinery until fully assembled</li> <li>• Do not leave machinery unattended</li> <li>• Cables should be kept behind machinery and away from water</li> <li>• Do not allow the cable to become taut at ankle height</li> <li>• When not in use machinery should be left in the correct position</li> <li>• Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe, protected and test TCD report any faults to be reported to a supervisor or manager</li> </ul>	
<b>Chemicals</b>	
<ul style="list-style-type: none"> <li>• Do not splash chemical solutions</li> <li>• Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)</li> <li>• Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)</li> </ul>	

## Task Procedure

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Select, check and wear correct PPE
6. Ventilate area (as appropriate)
7. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
8. Use dust covers to protect surfaces below high area (if appropriate)
9. Cover electrical services to prevent entry of water (if applicable)
10. Inspect the area, ledges and items to be cleaned must be inspected to ensure no previously unseen objects can be disturbed which may fall
11. Remove all breakable items from area, checking with a Supervisor/Manager before moving papers etc.

### Cleaning of Area

1. Suction method - fit correct tools on suction cleaner, this method to be used for soft furnishings and small ledges to prevent particles falling down
2. Ensure that the nozzle of the suction cleaner gets into all of the crevices and cracks under cushions etc.
3. Dry dusting – ensure area about to be cleaned is clear, wipe all surfaces and clean the area below to remove any dust from the area.
4. If suspected or known, small particles may be dislodged, so wear eye protection to prevent irritation
5. Frequently clean the dusting tool to improve the effect of the clean and minimise airborne dust in the area
6. Use dry cleaning equipment correctly e.g. dusting tools, suction cleaner tools and use them systematically in straight strokes so as not to stir up dust
7. Safely remove plugs from power sockets and recoil cables correctly
8. Prepare the cleaning solution using correct ratios and to manufacturer's directions, adding the cleaning agent to the water
9. Ensure the appearance of the area is satisfactory after completion of the task
10. Carry out task without risk or damage to people, equipment and surrounding areas
11. Remove masking tape from electrical sockets (if applicable)
12. Replace any items that have been moved during the cleaning process
13. Check, clean and store equipment, materials and PPE correctly
14. Remove warning signs and close ventilation (as appropriate)
15. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 10**

**Internal Waste Disposal**

### Associated Risk Assessments

- 10: Refuse Rubbish Collection – Internal
- 10a: Emptying Sanitary Waste Bins from Hygiene Areas (Chailey College)
- 38: Body Fluids Spillages and Contaminated Items

### Associated Method Statements

- 38: Body Fluids Spillages and Contaminated Items

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 2: COSHH / 12 Golden Rules
- 8: PPE
- 9: Manual Handling
- 16: Colour Coding
- 18: Bodily Fluids and Sharps/Hypodermic Needles

### Personal Protective and Safety Equipment Requirement

- 1. Nitrile Gloves



- 2. Warning Safety Sign



- 3. Yellow Sharps Container



- 4. Litter Picker



### Small Tools / Materials




- 1. Broom
- 2. Colour Coded Cloths
- 3. Litter Picker
- 4. Dustpan and Brush
- 5. Scraper – Long handle/handheld
- 6. Plastic sacks – Colour coded as necessary
- 7. Wheeled Refuse Bin
- 8. Colour coded trigger spray
- 9. Trolleys




### Machinery

**None**



Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
2PURE Odorbac Tec 4	Multi Cleaner, Disinfectant	None – Product is not deemed to have any adverse effects on human health or the environment	89

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Awkward Posture (Reaching, Bending, Twisting)	
	<ul style="list-style-type: none"> <li>• Rotation of jobs</li> <li>• Moving in various directions to spread out the workload to various muscles Use a light grip</li> <li>• Maintain neutral postures</li> <li>• Neck flexion and stretching in opposite directions</li> </ul>
Contact with chemical via spills/splashes causing irritation of skin and respiratory problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Natural ventilation to be used prior to work commencing. Instructions and training in the safe use of chemicals. Follow COSHH risk assessment on safe use of chemicals</li> </ul> <p>Appropriate PPE to be worn, first aid facilities to be known in case of emergency</p>
Sharps and Hypodermic Needles	
	<ul style="list-style-type: none"> <li>• Only handle if you have had training to do so and you have the correct equipment</li> <li>• Always wear appropriate PPE</li> <li>• Dispose of all sharps and needles in a Sharps Bin</li> <li>• An assessment of the area must take place before work commences, this will include checking with the customer on site and the Service Manager</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Manual Handling machines/loads and repetitive strain injuries	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>
Bodily Fluids	
	<ul style="list-style-type: none"> <li>• Body Fluids must only be handled by trained staff using body fluid disposal kits</li> <li>• Always wear appropriate PPE</li> <li>• Any bodily fluid such as blood or vomit should be treated as potential infections</li> </ul>
Slips, Trips, Falls	
	<ul style="list-style-type: none"> <li>• Exit routes to be checked by cleaner to ascertain any obstructions, hazards or unsafe conditions from door to bin area.</li> <li>• Hazards to be reported to Line Manager</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Collect all the required items of equipment
2. Place warning signs correctly at each entrance/exit point to the area or toilet closed as appropriate
3. Select, check, and wear correct PPE
4. Identify wastes correctly

### Disposal of the internal waste

1. Tie the bin liner to secure contents and remove from the bin, if the bin liner is thought to be heavy, test it by gently trying to move the bin, seek assistance for heavy loads.
2. Place the bin liner and contents in a black bin liner for general waste and a yellow bin liner for clinical waste
3. Put a clean bin liner in the bin (a black liner for general waste and yellow line for clinical waste) ensuring it is secure over the edge of the bin
4. Repeat this for several bins until each liner is full
5. Tie a knot in the liner once it is full and carry the bags away from the legs and body and in case of a large amount of waste, use a trolley to take to the designated area for disposal
6. Dirty or soiled bins should be cleaned by scraping debris from the inside, spraying with detergent, disinfectant solution and wiping with a cloth
7. Remove large items of litter from all surfaces prior to sweeping if necessary and safely place collected dust and debris in the appropriate sack and tie securely
8. Dispose of collected waste plastic sacks to the appropriate external bins



## **Method Statement Number: 11**

**Refuse Collection, Emptying Bins and Fly Tip Removal**

**– Outside Buildings**

### Associated Risk Assessments

11: Refuse Collection, Emptying Bins and Fly Tip Removal – Outside Buildings      33: Use of Hand Tools

### Associated Method Statements

33: Use of Hand Tools

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

9: Manual Handling

18: Bodily Fluids and Sharps – Hypodermic Needles

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3  
(Or Suitable Gloves)



2. Warning/Safety Sign



3. Outdoor Clothing as Required



4. Safety Shoes



5. Safety Goggles/Glasses



6. Face Mask



7. Cut Resistant L5 Gloves



### Small Tools / Materials

- |                        |  |                   |
|------------------------|--|-------------------|
| 1. Broom               | 5. Scraper (long handle/handheld)                                | 8. Hammer         |
| 2. Colour Coded Cloths | 6. Plastic Refuse/Compactor Sacks<br>(colour coded if necessary) | 9. Screwdriver    |
| 3. Litter Picker       | 7. Wheeled Refuse Bin  | 10. Shovel        |
| 4. Dustpan and Brush   |  | 11. Stanley Knife |


### Machinery





None




### Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Jeyes LTD – Jeyes Fluid	Disinfectant	<p>H225: Highly flammable liquid and vapour</p> <p>H302: Harmful if swallowed</p> <p>H312: Harmful in contact with skin</p> <p>H317: May cause an allergic skin reaction</p> <p>H318: Causes serious eye damage</p> <p>H319: Causes serious eye irritation</p> <p>H336: May cause drowsiness or dizziness</p> <p>H400: Very toxic to aquatic life</p>	33

### Identified Risks and Safety Controls

Identified Risk	Mitigation
<p>Manual Handling of Refuse Sacks Resulting in Strains/Sprains to Back, Legs, Arms and Fingers</p> 	<ul style="list-style-type: none"> <li>Follow manual handling guidelines as part of health and safety induction training</li> <li>Assistance to be obtained if items are heavy or awkward</li> <li>Two people required to lift bulky/heavy items</li> <li>Regular emptying eliminating over filling of refuse sacks reducing overall weight</li> <li>Mechanised operations as much as is reasonable</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with Foreign Objects such as Glass/Sharps (Metal) etc. Resulting in Cuts/Infection (Hepatitis)	
	<ul style="list-style-type: none"> <li>• Wear Cut Resistant (L3-L5)/Rubber Gloves</li> <li>• Hold/carry bags away from legs and torso</li> <li>• Use clear refuse sacks so waste items are visible</li> <li>• Look for any protruding items</li> <li>• Specific training on Nviro sharps/needle procedure</li> <li>• If found, report immediately to a supervisor</li> </ul>
Exposed to Outdoor Weather Conditions Resulting in Hypothermia/Heatstroke/Dehydration/Cold Weather Injuries	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personnel protective equipment (wet weather gear, thermal clothing, and High Visibility Jacket)</li> <li>• Operatives to be regularly monitored during extreme weather conditions</li> </ul>
Collision with Other Personnel and/or Vehicle Movement Resulting in Being Struck by Vehicles Moving Around Site	
	<ul style="list-style-type: none"> <li>• Nviro employees to be aware of traffic routes</li> </ul>
Use of Stanley Knife Resulting in Cuts/Lacerations to Body, Arms and Face	
	<ul style="list-style-type: none"> <li>• Segregate the area from the public</li> <li>• Cut Resistant L3-L5 Gloves to be worn</li> <li>• Cut movements are to be made directing away from the body</li> <li>• Operatives to be trained and competent</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Hazardous Chemicals/Items Resulting in Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Thorough check of site before commencing task to look for any dangerous materials</li> <li>• Anything found that is of concern, to be reported to client and left alone</li> </ul>
Contact with Cleaning Chemical Resulting in Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals; follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE worn</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum</li> <li>• No agents used recorded under the EH 40 list (workplace exposure limits)</li> </ul>
Falling items Resulting in Crush Injuries to Feet	
	<ul style="list-style-type: none"> <li>• Safety shoes with steel toe caps must be worn by all operatives on task</li> </ul>
Additional Safety Controls	
Preparation	
<ul style="list-style-type: none"> <li>• Gloves should be worn</li> <li>• Ensure warning signs are displayed at all entrance/exit points to the area</li> <li>• Ensure that all staff have been issued with the correct PPE for weather conditions and that it is worn throughout the task</li> <li>• Ensure staff carrying out the task have the correct training and that a record of their training is held on central system</li> </ul>	



## Identified Risks and Safety Controls

### Identified Risk

### Mitigation

#### Safety

- Follow manual handling procedures, assistance must be found for heavy or awkward items
- Be aware of weather conditions (hot, cold, and wet) and pay attention to traffic and pedestrians
- Be aware of roads, curbs, pavements, uneven surfaces, and other outdoor hazards and ensure warning/traffic cones are on clear display
- Further advice must be sought for hazardous or unknown items (paying particular attention to chemicals)
- Should ensure keen observation of area to make sure that there aren't any sharps, however if sharps are found it should be reported to a line manager straight away to arrange for removal
- Ensure any fridge/freezers are completely empty of food waste and/or bagged separately

#### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Collect all the required items of equipment
2. Place warning signs and cones correctly at each entrance/exit point to the area as appropriate
3. Select, check, and wear correct PPE
4. Identify wastes correctly
5. Ensure a thorough visual inspection of all fly tip items to ensure there's no hidden risks i.e., no needles or sharps hidden in mattresses etc.

## Cleaning of Area

1. If collecting fly tip items, remove all items as directed to the disposal point
2. Where collecting wastes from bins, do this safely, place in correct plastic sacks, avoid spillage and tie off
3. Remove the bin liner and contents from the bin, if the bin is thought to be heavy, test it by gently trying to move the bin, seek assistance for heavy loads
4. Place the liner and contents in a black bin liner
5. Put a clean liner in the bin ensuring it is secure over the edge of the bin
6. Repeat this for several bins until the liner is full
7. Tie a knot in the liner and take it to the designated area (carry the bags away from the legs and body)
8. Dirty or soiled bins should be removed to the wash area and cleaned by scraping debris from the inside, spraying with detergent disinfectant solution, and wiping with a cloth
9. Remove large items of litter from all surfaces prior to sweeping
10. Check the floor for chewing gum
11. Start the sweeping in correct position i.e., at point furthest from entrance
12. Give attention to corners and edges as appropriate
13. Carry out sweeping systematically using overlapping passes as appropriate
14. Safely place collected dust and debris in the appropriate sack and tie securely
15. Safely remove all refuse to the correct point
16. Reposition bins correctly
17. Ensure the surrounding areas are satisfactory after completion of the task
18. Complete the task without damage to the area
19. Check, clean and store equipment, materials, and PPE correctly
20. Remove warning signs and close ventilation (as appropriate)
21. Ensure company vehicle is clean and tidy following task
22. Wash and dry hands thoroughly after completing the task
23. Report damaged bins
24. Report evidence of infestation or damage to your line manager



## Method Statement Number: 12

Litter Picking

### Associated Risk Assessment

12: Litter Picking

### Associated Method Statement

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

17: General Cleaning

18: Bodily Fluids and Sharps/Hypodermic Needles

### Personal Protective and Safety Equipment Requirement

1. Cut Resistant Gloves EN388 Level 3

2. Warning/Safety Signs

3. Disposable Mask

4. Sharps Container

5. Litter Picker



### Small Tools / Materials

1. Litter gripper/picker
2. Litter spike
3. Long handled brush and pan
4. Plastic refuse sacks
5. Sharps container
6. Markers to identify contaminated waste
7. Tweezers





### Machinery

None

### Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
None			

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Manual Handling machines/loads and repetitive strain injuries	
	<ul style="list-style-type: none"> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>
Biohazard possible infections such as HIV/Hepatitis	
	<ul style="list-style-type: none"> <li>• Only handle if you have had training to do so and you have the correct equipment</li> <li>• Always wear appropriate PPE</li> <li>• Dispose of all sharps and needles in a Sharps Bin</li> <li>• An assessment of the area must take place before work commences, this will include checking with the customer on site and the Service Manager</li> </ul>
Slips, Trips and Falls including wet floors and trailing cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> </ul>
Cross contamination/exposure to blood borne pathogens	
	<ul style="list-style-type: none"> <li>• Body fluids must only be handled by trained staff using body fluid disposal kits</li> <li>• Always wear appropriate PPE</li> <li>• Any bodily fluid such as blood or vomit should be treated as potential infections</li> </ul>

## Additional Safety Controls

Ensure that you don't handle contaminated waste

- Only place one foot in the hedgerow when clearing them
- Staff must be suitably trained or supervised
- Only handle sharps if trained to do so
- Refer to relevant method statement for sharps collection

## Task Procedure

### Preparation

1. Thoroughly check all parts of the equipment for wear, damage and that they work properly
2. Place warning signs correctly at each entrance/exit point to the area (as appropriate)
3. Select, check, and wear correct PPE
4. Mark any contaminated waste and report it

### Procedure

1. Clear the area of all litter ensuring flower beds, hedgerows etc. are included
2. Place litter in designated plastic sacks ensuring sharps are placed in designated rigid containers
3. Place sacks in the appropriate bin or skip sited in a designated collection area; designated rigid containers are to be placed in an area from which special waste collections are made
4. Ensure the appearance of the surrounding areas are satisfactory after completion of the task
5. Complete the task without damage or risk to people to property
6. Check, clean and store equipment, materials, and PPE correctly
7. Remove warning signs (as appropriate)
8. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 13**

**Sharps and Needle Stick Removal**

### Associated Risk Assessment

20: Damp Mopping

13: Sharps and Needle Stick Removal

### Associated Method Statements

20: Damp Mopping

### Associated Toolbox Talks

1: Health and Safety for Everyone

17: General Cleaning

8: PPE

18: Bodily Fluids and Sharps/Hypodermic Needles

16: Colour Coding

### Personal Protective and Safety Equipment Requirement

1. Needle Proof Gloves

2. Warning/Safety Signs

3. Disposable Mask

4. Yellow Sharps Container

5. Litter Picker



### Small Tools / Materials (Refer to folder as to what they need)



1. Colour coded mop bucket
2. Colour coded cloths
3. Sharps box/container
4. Sharps picker
5. Litter picker/tweezers (for non-needle stick items)
6. Suitable container (for non-needle stick items)



### Machinery

None



Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
2PURE Odorbac Tec 4	Multi Cleaner, Disinfectant	None – Product is not deemed to have any adverse effects on human health or the environment	89

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Manual Handling machines/loads and repetitive strain injuries	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>
Biohazard possible infections such as HIV/Hepatitis	
	<ul style="list-style-type: none"> <li>• Only handle if you have had training to do so and you have the correct equipment</li> <li>• Always wear appropriate PPE</li> <li>• Dispose of all sharps and needles in a Sharps Bin</li> <li>• An assessment of the area must take place before work commences, this will include checking with the customer on site and the Service Manager</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Slips, Trips and Falls including wet floors and trailing cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> </ul>
Cross contamination/exposure to blood borne pathogens	
	<ul style="list-style-type: none"> <li>• Body fluids must only be handled by trained staff using body fluid disposal kits</li> <li>• Always wear appropriate PPE</li> <li>• Any bodily fluid such as blood or vomit should be treated as potential infections</li> </ul>
Additional Safety Controls	
<ul style="list-style-type: none"> <li>• What is considered a sharps item: <ul style="list-style-type: none"> <li>• Rusty nails</li> <li>• Hypodermic needles/syringes</li> <li>• Glass, cans, bottles etc.</li> <li>• Thorns and thistles in vegetation</li> <li>• Sharp wood fragments: may leave splinters in the skin</li> </ul> </li> <li>• The toolbox talks for blood borne pathogens should be carried out as part of this training</li> <li>• Staff must be suitably trained or supervised</li> </ul>	

## Task Procedure

### Preparation

1. Check for any specific site hazards. Ask if the area is likely to contain sharps
2. Ensure you are familiar with the risk assessment and be aware of potential hazards on site
3. Close off area to public if possible and put-up cleaning in progress signs
4. Place warning signs correctly at each entrance/exit point to the area
5. Thoroughly check all parts of the equipment for wear, damage and that they work properly
6. Select, check, and wear correct PPE
7. Ventilate area (as appropriate)

### Procedure

1. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
2. Identify the items
3. Apply appropriate disinfectant to the item and allow sufficient contact time as required
4. Using one handed collection method, remove sharps items to the waste bag or box
5. Apply additional cleaning agent as required to the area
6. Clean the surface and rinse to a satisfactory standard and allow to dry. Refer to relevant method statement for mopping/wiping etc.
7. Remove all disposable protective equipment correctly and place in a waste bag/box
8. Seal and tag the bags/boxes and remove to a designated area for disposal
9. Ensure the appearance of the surrounding areas are satisfactory after completion of the task
10. Complete the task without damage or risk to people, furniture, and fittings
11. Check, clean and store equipment, materials, and PPE correctly
12. Remove warning signs and close ventilation (as appropriate)
13. Wash and dry hands thoroughly after completing the task.



## **Method Statement Number: 14**

**Pressure Washing – Electric**

### Associated Risk Assessments

14: Use of Petrol Electric Jet or Propane Pressure Washer

### Associated Method Statements

14A: Pressure Washing – Petrol and Propane

14B: Removal of Bird Guano Pressure and Jet Washing (Petrol)

### Associated Toolbox Talks

1: Health and Safety for Everyone

9: Manual Handling

8: PPE

11: Machinery – Maintenance

### Personal Protective and Safety Equipment Requirement

- 1. Gloves
- 2. Warning Signs
- 3. Safety Goggles
- 4. Protective Coveralls
- 5. Wellington Boots
- 6 Soft Face Mask



### Small Tools / Materials




- 1. Measuring apparatus
- 2. Circuit breaker as required
- 3. Protective covers




### Machinery



- 1. Pressure Washer and Required Wands, Hoses and Attachments
- 2. Wet Suction Machine

### Approved Chemicals


Chemical	Use	Hazardous Classifications	COSHH Assessment Number
N/A	N/A	N/A	N/A

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty Cables/Equipment (Electrocution, Electrical Fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, Equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Exposed to Outside Weather Conditions	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personnel protective equipment (wet weather gear, thermal clothing High Vis Jacket)</li> <li>• Operatives to be regularly monitored during extreme weather conditions</li> </ul>
Collision with Other Personnel and/or Vehicle Movement	
	<ul style="list-style-type: none"> <li>• Nviro employees to be aware of traffic routes</li> <li>• High Visibility signs to be always used before work commences, positioned so information can easily be understood in advance of approaching the working area</li> <li>• Mandatory wearing of appropriate PPE (wet weather gear, High Vis Jacket)</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Water Egress onto Electrics	
	<ul style="list-style-type: none"> <li>• Ensure that the water jet is not in contact with any electrical equipment</li> <li>• Any exposed plug sockets must be covered to prevent water penetrating</li> <li>• Residual current device to be used</li> </ul>
Electrical Fire whilst Re-Fuelling	
	<ul style="list-style-type: none"> <li>• Fill fuel tank to the maximum level before starting work</li> <li>• Use funnel to re fill fuel tank, never overfill, allow unit to cool down and clear spillages immediately</li> </ul>
Propane Fire/Explosion whilst Exchanging Bottle	
	<ul style="list-style-type: none"> <li>• Only to be exchanged by trained operatives</li> <li>• Operative to tighten connection using tool provided</li> <li>• Only bottles delivered by authorised suppliers to be used</li> </ul>
Contact with Water Jet	

Identified Risks and Safety Controls	
Identified Risk	Mitigation
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personnel protective equipment (protective coveralls, Wellington boots, safety goggles)</li> <li>• Ensure that the jet washer wand is not pointed towards anyone</li> </ul>
Uneven/Wet Floors, Slipping on Pockets of Water and Tripping Over Jet Hose	
	<ul style="list-style-type: none"> <li>• Cordoned off area, warning signs to be placed before work commences, warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Leads to be placed behind line of work</li> <li>• Keep trailing cables to a minimum</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Carry out work when least amount of personnel around</li> </ul>
Manual Handling of Machines and Use of Wand Resulting in Musculoskeletal Disorders	



Identified Risks and Safety Controls	
Identified Risk	Mitigation
	<ul style="list-style-type: none"> <li>• All machinery/attachments/</li> <li>• containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> <li>• Ensure suitable grip is engaged on wand in order that it does not slip out of hand whilst in use</li> </ul>
Additional Safety Controls	
Preparation	
<ul style="list-style-type: none"> <li>• Ensure warning signs are displayed at all entrances</li> <li>• Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task</li> <li>• Ensure staff carrying out the task have the correct training and that a record of their training is held on central system</li> <li>• Carry out a check of the area before work commences to ensure that hazards are identified and fittings are protected such as light fittings and electrical points</li> </ul>	
Machinery	
<ul style="list-style-type: none"> <li>• Do not leave machinery/equipment unattended</li> <li>• Do not plug in until fully assembled</li> <li>• Do not allow cable to become taut at ankle height</li> <li>• If an extension lead is used, ensure that it's placed far away from the pressure washer and ensure that water doesn't reach it</li> <li>• Check electrical equipment in particular plugs and cables to ensure they are safe and report any faults to the Supervisor/Manager</li> <li>• Put any electrical socket covers back</li> </ul>	
Chemicals	
N/A	

## Task Procedure

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Select, check and wear correct PPE
6. Ventilate area (as appropriate)
7. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
8. Clear area of unnecessary obstructions and trip hazards
9. Prepare cleaning solution using ratios as per manufacturer's instructions
10. Add the cleaning agent to the water
11. Add the cleaning solutions to the machine carefully to minimise spillage
12. Protect all electrical services and surrounding areas from water where possible
13. Select an appropriate temperature for the task
14. Direct nozzle in a low and safe position during switch-on procedure

### Cleaning of Area

1. Start cleaning at furthest point from the door
2. Keep flex away from traffic areas changing sockets as you go
3. Clean the floor area using systematic overlapping passes, on second stage cleaning work right angles to original direction
4. Maintain optimum distance from the spray nozzle
5. Pay particular attention to heavily soiled areas
6. On completion, unplug machine, dispose of dirty water (as per machine instructions)
7. Remove excess water using an appropriate method to leave the floor as dry as possible
8. Carry out electrical and equipment safety checks. Remove masking tape from electrical services
9. Safely remove the plug from the power socket and recoil the cable safely
10. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
11. Complete the task without damage or risk to people, furniture and fittings
12. Check, clean and store equipment, materials and PPE correctly
13. Remove warning signs and close ventilation (as appropriate)
14. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 14a**

**Pressure Washing (Petrol and Propane)**

### Associated Risk Assessments

14: Use of Petrol Electric Jet or Propane Pressure Washer

### Associated Method Statements

14: Pressure Washing – Electric

14B: Removal of Bird Guano Pressure and Jet Washing (Petrol)

### Associated Toolbox Talks

1: Health and Safety for Everyone

9: Manual Handling

8: PPE

11: Machinery – Maintenance

### Personal Protective and Safety Equipment Requirement

1. Gloves
2. Warning/Safety Sign
3. Safety Goggles
4. Protective Coveralls
5. Wellington boots
6. Soft Face Mask



### Small Tools / Materials




1. Measuring apparatus
2. Circuit breaker as required
3. Protective covers
4. Spare fuel in suitable container




### Machinery




1. Pressure Washer and Required Wands, Hoses and Attachments
2. Wet Suction Machine


### Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
N/A	N/A	N/A	N/A

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty Cables/Equipment (Electrocution, Electrical Fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, Equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Exposed to Outside Weather Conditions	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personnel protective equipment (wet weather gear, thermal clothing High Vis Jacket)</li> <li>• Operatives to be regularly monitored during extreme weather conditions</li> </ul>
Collision with Other Personnel and/or Vehicle Movement	
	<ul style="list-style-type: none"> <li>• Nviro employees to be aware of traffic routes</li> <li>• High Visibility signs to be always used before work commences, positioned so information can easily be understood in advance of approaching the working area</li> <li>• Mandatory wearing of appropriate PPE (wet weather gear, High Vis Jacket)</li> </ul>
Water Egress onto Electrics	

Identified Risks and Safety Controls	
Identified Risk	Mitigation
	<ul style="list-style-type: none"> <li>• Ensure that the water jet is not in contact with any electrical equipment</li> <li>• Any exposed plug sockets must be covered to prevent water penetrating</li> <li>• Residual current device to be used</li> </ul>
<b>Electrical Fire whilst Re-Fuelling</b>	
	<ul style="list-style-type: none"> <li>• Fill fuel tank to the maximum level before starting work</li> <li>• Use funnel to re fill fuel tank, never overfill, allow unit to cool down and clear spillages immediately</li> </ul>
<b>Propane Fire/Explosion whilst Exchanging Bottle</b>	
	<ul style="list-style-type: none"> <li>• Only to be exchanged by trained operatives</li> <li>• Operative to tighten connection using tool provided</li> <li>• Only bottles delivered by authorised suppliers to be used</li> </ul>
<b>Contact with Water Jet</b>	

Identified Risks and Safety Controls	
Identified Risk	Mitigation
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personnel protective equipment (protective coveralls, Wellington boots, safety goggles)</li> <li>• Ensure that the jet washer wand is not pointed towards any person or persons</li> </ul>
<b>Uneven/Wet Floors, Slipping on Pockets of Water and Tripping Over Jet Hose</b>	
	<ul style="list-style-type: none"> <li>• Cordoned off area, warning signs to be placed before work commences, warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Leads to be placed behind line of work</li> <li>• Keep trailing cables to a minimum</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Carry out work when least amount of personnel around</li> </ul>
<b>Manual Handling of Machines and Use of Wand Resulting in Musculoskeletal Disorders</b>	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> <li>• Ensure suitable grip is engaged on wand in order that it does not slip out of hand whilst in use</li> </ul>
<b>Fuel Storage</b>	

Identified Risks and Safety Controls	
Identified Risk	Mitigation
	<ul style="list-style-type: none"> <li>Fuel should be stored in a metal or plastic container designed for storing fuel</li> <li>Propane should be obtained in the correct cylinder</li> <li>The fuel has to be stored in a well-ventilated area and the storage area must display a red diamond shape sign with text and a number 3 on it if you store more than 50 kilos (equivalent to 50 litres)</li> </ul>

Additional Safety Controls	
Preparation	
<ul style="list-style-type: none"> <li>Ensure warning signs are displayed at all entrances</li> <li>Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task</li> <li>Ensure staff carrying out the task have the correct training and that a record of their training is held on central system</li> <li>Carry out a check of the area before work commences to ensure that hazards are identified and fittings are protected such as light fittings and electrical points</li> </ul>	
Machinery	
<ul style="list-style-type: none"> <li>Do not leave machinery/equipment unattended</li> <li>If an extension lead is used, ensure that it's placed far away from the pressure washer and ensure that water doesn't reach it</li> <li>Equipment is only to be used externally "due to exhaust fumes"</li> <li>Equipment to be stored externally due to highly flammable fuel used</li> <li>Make note of time equipment has been used for servicing purposes</li> </ul>	



Chemicals

N/A

## Task Procedure

### Preparation

1. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
2. Place warning signs correctly at each entrance/exit point to the area
3. Select, check and wear correct PPE
4. Ventilate area (as appropriate)
5. Ensure enough fuel is available to carry out the task in hand
6. Replace gas bottle according to manufactures instructions, making sure connections are tighten sufficiently to avoid leakage
7. Check oil levels (as per machine instructions)
8. Clear area of unnecessary obstructions and trip hazards
9. Prepare cleaning solution as per manufacturer's instructions
10. Attach cleaning agent container to equipment using connections supplied
11. Select an appropriate temperature for the task
12. Direct nozzle in a low and safe position during switch-on procedure

### Cleaning of Area

1. Start cleaning at furthest point from the water supply
2. Clean the floor area using systematic overlapping passes, on second stage cleaning work right angles to original direction
3. Maintain optimum distance from the spray nozzle
4. Pay particular attention to heavily soiled areas
5. On completion, dispose of water remaining in equipment (as per machine instructions)
6. Remove excess water using an appropriate method to leave the floor as dry as possible
7. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
8. Complete the task without damage or risk to people, furniture and fittings
9. Check, clean and store equipment, materials and PPE correctly (in cold conditions ensure equipment is covered to prevent freezing)
10. Remove warning signs and close ventilation (as appropriate)
11. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 14b**

**Removal of Bird Guano Pressure and Jet Washing  
(Petrol)**

### Associated Risk Assessments

14: Use of Petrol Electric Jet or Propane Pressure Washer

### Associated Method Statements

14: Use of Petrol Electric Jet or Propane Pressure Washer

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

9: Manual Handling

15: Vacuuming

### Personal Protective and Safety Equipment Requirement

1. Gauntlet Gloves

2. Warning / Safety Sign/ Area Cordons

3. Waterproof Non-slip Boots

4. Full Face Protective Shield



5. Outdoor Wet Weather High Vis Jacket

6. Waterproof Trousers

7. Facemask Ffp2



### Small Tools / Materials

1. Spade Tool

2. Heavy Duty Black Sacks




3. Suitable Hard Surface Outdoor Cleaner



4. Heavy Duty Broom


### Machinery

1. Pressure Washer and Required Wands, Hoses and Attachments

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Cleanline Ecoo Hard Surface Cleaner	Hard Surface Cleaner	<p>H302: Harmful if swallowed</p> <p>H315: Causes skin irritation</p> <p>H318: Causes serious eye damage</p> <p>H335: May cause respiratory irritation</p>	86

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty Cables/Equipment (Electrocution, Electrical Fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, Equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> </ul>
Exposed to Outside Weather Conditions	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personnel protective equipment (wet weather gear, thermal clothing High Vis Jacket)</li> <li>• Operatives to be regularly monitored during extreme weather conditions</li> </ul>
Collision with Other Personnel and/or Vehicle Movement	
	<ul style="list-style-type: none"> <li>• Nviro employees to be aware of traffic routes</li> <li>• High Visibility signs to be always used before work commences, positioned so information can easily be understood in advance of approaching the working area</li> <li>• Mandatory wearing of appropriate PPE (wet weather gear, High Vis Jacket)</li> </ul>
Water Egress onto Electrics	

Identified Risks and Safety Controls	
Identified Risk	Mitigation
	<ul style="list-style-type: none"> <li>• Ensure that the water jet is not in contact with any electrical equipment</li> <li>• Any exposed plug sockets must be covered to prevent water penetrating</li> <li>• Residual current device to be used</li> </ul>
Electrical Fire whilst Re-Fuelling	
	<ul style="list-style-type: none"> <li>• Fill fuel tank to the maximum level before starting work</li> <li>• Use funnel to re fill fuel tank, never overfill, allow unit to cool down and clear spillages immediately</li> </ul>
Fire/Explosion whilst Exchanging Bottle	
	<ul style="list-style-type: none"> <li>• Only to be exchanged by trained operatives</li> <li>• Operative to tighten connection using tool provided</li> <li>• Only bottles delivered by authorised suppliers to be used</li> </ul>
Contact with Water Jet	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personnel protective equipment (protective coveralls, Wellington boots, safety goggles)</li> <li>• Ensure that the jet washer wand is not pointed towards any person or persons</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Uneven/Wet Floors, Slipping on Pockets of Water and Tripping Over Jet Hose	
	<ul style="list-style-type: none"> <li>• Cordoned off area, warning signs to be placed before work commences, warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Leads to be placed behind line of work</li> <li>• Keep trailing cables to a minimum</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Carry out work when least amount of personnel around</li> </ul>
Manual Handling of Machines and Use of Wand Resulting in Musculoskeletal Disorders	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> <li>• Ensure suitable grip is engaged on wand in order that it does not slip out of hand whilst in use</li> </ul>
Fuel Storage	
	<ul style="list-style-type: none"> <li>• Fuel should be stored in a metal or plastic container designed for storing fuel</li> <li>• The fuel has to be stored in a well-ventilated area and the storage area must display a red diamond shape sign with text and a number 3 (see adjacent) on it if you store more than 50 kilos (equivalent to 50 litres)</li> <li>• Always store fuel away from any source of ignition</li> <li>• Never start machinery if fuel has leaked or any spillage has occurred</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
<b>Additional Safety Controls</b>	
<b>Preparation</b>	
<ul style="list-style-type: none"> <li>• Ensure warning signs are displayed at all entrances</li> <li>• Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task</li> <li>• Ensure staff carrying out the task have the correct training and that a record of their training is held on central system</li> <li>• Carry out a check of the area before work commences to ensure that hazards are identified and fittings are protected such as light fittings and electrical points</li> </ul>	
<b>Machinery</b>	
<ul style="list-style-type: none"> <li>• Do not leave machinery/equipment unattended</li> <li>• Equipment is only to be used externally “due to exhaust fumes”</li> <li>• Equipment to be stored externally due to highly flammable fuel used</li> <li>• Make note of time equipment has been used for servicing purposes</li> </ul>	
<b>Chemicals</b>	
<ul style="list-style-type: none"> <li>• Do not splash chemical solutions</li> <li>• Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)</li> <li>• Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)</li> </ul>	

## Task Procedure

### Preparation

1. Check service test date
2. Thoroughly check all parts of the equipment for wear, damage and that they work properly - Including plugs, pipes, wheels and cable
3. Place warning signs/barrier cordons correctly at each entrance/exit point to the area ensuring area is not accessed by anyone other than operator
4. Select, check and wear correct PPE
5. Ventilate area before refuelling with correct mix
6. Ensure enough fuel is available to carry out the task in hand
7. Check oil levels (as per machine instructions)
8. Clear area of unnecessary obstructions and trip hazards
9. Prepare cleaning solution as per manufacturer's instructions
10. Fill water and chemical tank in accordance with manufactures instructions
11. Attach cleaning agent container to equipment using connections supplied
12. Ensure all machine guards and engine covers are replaced
13. Move unit to area of operation
14. Ensure area of operation is suitable for equipment use and that pressure spray will not come into contact with any fixtures, fittings, electrical sources building attachments such as drainage down pipes or plastic covers
15. Identify any larger build-up of Guano before cleaning commences (if any)

### Cleaning of Area

1. Commence start of machine procedure in accordance with manufactures instructions ensuring water gun is in off position and that machine is away from any source of ignition
2. Dampen down any initial large build-up of Guano with machine on lowest pressure setting
3. Stop machine once large build ups have been dampened
4. Using spade, scoop large build ups into heavy duty bags and place bag in suitable position within codon away from area where cleaning will continue
5. Commence start of machine procedure in accordance with manufactures instructions ensuring water gun is in off position and that machine is away from any source of ignition



6. Clean the floor area using systematic overlapping passes, on second stage cleaning work right angles to original direction using a lowest pressure setting to achieve the clean result
7. Maintain optimum distance from the spray nozzle
8. Pay particular attention to heavily soiled areas
9. Once area has been cleaned switch off machine
10. Using the stiff broom excess water should be brushed toward the direction of natural downhill flow into the closest external drainage
11. Remaining larger debris should be swept together into a suitable pile, then this should be scooped using the page into the heavy-duty waste bag
12. On completion, dispose of water remaining in equipment (as per machine instructions)
13. Remove excess water using an appropriate method to leave the floor as dry as possible
14. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
15. Check, clean and store equipment, materials and PPE correctly (in cold conditions ensure equipment is covered to prevent freezing)
16. Remove warning signs and close ventilation (as appropriate)
17. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 15**

**Floor Sealing – Strip, Dry and Re-apply Polish**

### Associated Risk Assessments

08: Cleaning of Floors and Other Areas by Floor Buffing

15: Floor Sealing – Strip, Dry, Re-apply and Polish

44: Wet Pick Up Machine

### Associated Method Statements

08: Cleaning of Floors and Other Areas by Floor Buffing

44: Wet Pick Up Machine

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

9: Manual Handling

15: Vacuuming

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3

2. Protective Goggles/Safety Glasses

3. Warning Signs

4. Face Mask



### Small Tools / Materials

1. Colour coded bucket and cloths

2. Hand or long handled edging tool and abrasive pad

3. Buffing pad or brush (where applicable)

4. Two mopping units and two mops

5. Polish applicator and tray or suitable mopping unit

6. Dust control mop

7. Plastic protective square

8. Measuring apparatus




9. Circuit breaker

## Machinery

1. Rotary floor machine with anti-splash skirt
2. Drive disc and relevant floor pads
3. Wet suction machine

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Amtico International - Amtico Floor Dressing	Floor Polish	<p>H319: Causes serious eye irritation</p> <p>H315: Causes skin irritation</p> <p>H332: Harmful if inhaled</p> <p>H302: Harmful if swallowed</p> <p>H312: Harmful in contact with skin</p> <p>H335: May cause respiratory irritation</p>	2
Amtico International - Amtico Floor Maintainer	Floor Maintainer	<p>H318: Causes serious eye damage</p> <p>H319: Causes serious eye irritation</p> <p>H315: Causes skin irritation</p> <p>H302: Harmful if swallowed</p> <p>H312: Harmful in contact with skin</p> <p>H317: May cause an allergic skin reaction</p> <p>H413: May cause long lasting harmful effects to aquatic life</p> <p>H335: May cause respiratory irritation</p> <p>H411: Toxic to aquatic life with long lasting effects</p> <p>H400: Very toxic to aquatic life</p>	3
Amtico LTD – Amtico Floor Stripper	Floor Stripper	<p>H318: Causes serious eye damage</p> <p>H319: Causes serious eye irritation</p> <p>H314: Causes severe skin burns and eye damage</p> <p>H315: Causes skin irritation</p>	4

		<p>H332: Harmful if inhaled  H302: Harmful if swallowed  H312: Harmful in contact with skin  H225: Highly flammable liquid and vapour  H336: May cause drowsiness or dizziness  H335: May cause respiratory irritation</p>	
Bona - Sportive Cleaner	Wooden Floor Cleaner	<p>H302: Harmful if swallowed  H315: Causes skin irritation  H319: Causes serious eye irritation</p>	6
Diversey LTD - Bourne Seal	Floor Polish	<p>H226: Flammable liquid and vapour  H304: May be fatal if swallowed and enters airways  H312: Harmful in contact with skin  H315: Causes skin irritation  H317: May cause an allergic skin reaction  H318: Causes serious eye damage  H332: Harmful if inhaled  H336: May cause drowsiness or dizziness  H351: Suspected of causing cancer  H361: Suspected of damaging fertility or the unborn child  H400: Very toxic to aquatic life  H410: Very toxic to aquatic life with long lasting effects  H411: Toxic to aquatic life with long lasting effects</p>	24
Diversey – Carefree Satin	Floor Polish	<p>H302: Harmful if swallowed  H315: Causes skin irritation  H317: May cause an allergic skin reaction  H318: Causes serious eye damage  H319: Causes serious eye irritation  H330: Fatal if inhaled</p>	117
Bona - Freshen up	Floor Maintainer	The product is not classified as hazardous according to Regulation (EC) 1272/2008 as amended	122
Cleanline Uniseal	Floor Polish	Not classified - Low risk in normal use	124

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty Cables/Equipment (Electrocution, Electrical Fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug and entire cable)</li> <li>• Extension lead RCD tested prior to use</li> <li>• Any faults found reported immediately to the supervisor to attach Red Tag to prevent use</li> <li>• No stretching of cable</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Contact with Waxes/Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals, follow COSHH risk assessment on safe use of waxes and chemicals</li> <li>• Appropriate PPE to be worn</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum</li> <li>• No agents used recorded under the EH 40 list (work place exposure limits)</li> </ul>
Contact with Dust Particles when Replacing or Checking Filters Resulting in Inhalation	
	<ul style="list-style-type: none"> <li>• Clean/Replace filters in a well-ventilated area</li> <li>• Dust mask to be worn if employee wishes</li> <li>• Disposal of filters and bags in correct disposal container</li> <li>• Carry out work when least amount of personnel around</li> </ul>

### Slips, Trips and Falls Including Uneven/Wet Floors and Trailing Cables



- Warning signs to be placed before work commences and in a suitable position to give other users sufficient time to absorb the information before entering hazard area
- Warning sign placed over cable between machine and socket
- Signage displayed until floor dry and/or completed.
- Appropriate footwear to be worn (good grip on soles)
- All employees trained in safety procedure
- Carry out work when least amount of personnel around

### Use of Machinery, Vibration, Noise/Manual Handling/Awkward Posture (Reaching, Bending and Twisting) Musculo-skeletal Disorders



- All machinery/attachments/chemical containers to weigh below 25 Kilos
- Specific Manual Handling training on Kinetic Lifting for all employees
- Rotation of jobs (moving in various directions to spread out the workload to various muscles, use a light grip and maintain neutral postures
- It is important to continue to plan how and when work is conducted, e.g., shorter periods of stripping and sealing are preferred; intersperse tasks to provide for task variety and a change in posture and muscular effort if available

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- Refer to relevant method statements

### Machinery

- Do not leave machinery/equipment unattended
- Do not allow the cable to become taut at ankle height
- When not in use, leave machine handle in upright position
- Put any electrical socket covers back
- Do not plug in until fully assembled
- Check electrical equipment in particular plugs and cables to ensure they are safe and report any faults to the Supervisor/Manager

### Chemicals

- Do not splash chemical solutions, however in the event of this, remove any splashes that occur immediately
- Wear rubber gloves for dispensing chemicals, removing splashes and cleaning equipment
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)



## Task Procedure

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Select, check and wear correct PPE
6. Ventilate area (as appropriate)
7. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
8. Ensure floor is prepared, all old polish removed and free of any dirt, dust and debris
9. Fill bucket with correct quantity of solution
10. Prepare stripping solution using ratios as per manufacturer's instructions

### Cleaning of Area

1. Start on the edges, ensuring enough stripping solution is applied to the floor and use the edging tool as required
2. Allow contact time as per manufactures instructions
3. Position bucket behind line of work
4. Fit splash skirt and start machine in correct position away from the door
5. Protect all electrical services and surrounding areas from water where possible
6. Position cable behind line of work to reduce trip hazard and ensure it doesn't get caught up in brush/pad or lie in water
7. Use a systematic overlapping pattern to strip the floor, check/turn the pad as necessary
8. Remove any splashes
9. Connect suction machine and start in correct position on a dry area before moving onto a wet area
10. Use wet suction cleaner on the floor before it starts to dry
11. Consider safety at all times when using the machines
12. Remove plugs safely from the power sockets and recoil the cables correctly
13. Rinse floor after stripping (if applicable) using a fresh mopping unit and long strand mop
14. Rinse the floor again (if necessary, make sure all polish is removed)

15. Check the floor for dryness and evenness of appearance before applying the first coat of polish
16. Do not go closer than six inches to the walls and fitted furniture
17. Apply the polish evenly to within 100mm of the skirting
18. Ensure the first coat of polish is dry before applying the second coat
19. Apply the second coat at right angles to the first coat
20. Apply the polish evenly taking it up to the skirting
21. Carry out buffing in between coats (if applicable) – refer to separate method statement
22. Buff floor methodically to ensure no patches are missed
23. Safely remove the plugs from the power sockets and recoil the cables correctly
24. Carry out dust control mopping after buffing (if applicable)
25. Remove masking tape from electrical services
26. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
27. Complete the task without damage or risk to people, furniture and fittings
28. Check, clean and store equipment, materials and PPE correctly
29. Remove warning signs and close ventilation (as appropriate)
30. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 16**

**Cleaning Personal Computers and Telephones**

### Associated Risk Assessments

- 2: Vacuuming Suction Cleaning
- 06A: Microfibre Dry Dusting, Damp Wiping, Drying and Polishing Buffing
- 76: Covid-19 Touchpoint Cleaning
- 06: Damp dusting and Polishing
- 16: Cleaning Personal Computers and Telephones

### Associated Method Statements

- 2: Vacuuming Suction Cleaning
- 06A: Microfibre Dry Dusting, Damp Wiping, Drying and Polishing Buffing
- 06: Damp dusting and Polishing
- 76: Covid-19 Touchpoint Cleaning

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 8: PPE
- 11: Machinery – Maintenance
- 2: COSHH 12 Golden Rules
- 9: Manual Handling
- 15: Vacuuming

### Personal Protective and Safety Equipment Requirement

- 1. Chemical Protection Gloves EN374-2/3
- 2. Warning/Safety Sign




### Small Tools / Materials



- 1. Non Linting Cloths
- 2. Colour Coded Buckets
- 3. Telephone Wipes
- 4. Telephone Sanitizer
- 5. Cotton Buds
- 6. Paper Towels
- 7. Waste Bin or Bag
- 8. Compressed Air/Spray Duster/Clean Brush
- 9. Proprietary foam cleaner/cleaning wipes/cleaning solution

### Machinery


- 1. Vacuum Cleaner and attachments/Mini-Vac

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Premier Workstation Cleaner	Glass Cleaner	None Product is not deemed to have any adverse effects on human health or the environment	120
Cleanline - Telephone Wipes	Telephone Wipes	H302: Harmful if swallowed H314: Causes severe skin burns and eye damage	12
2 Pure – OdorBac Tec4 - liquid	Odour Eliminator and Cleaner	None Product is not deemed to have any adverse effects on human health or the environment	89

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty cables/equipment (electrocution, electrical fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, Equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with chemical via spills/splashes causing irritation of skin and respiratory problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene'. If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing. Instructions and training in the safe use of chemicals.</li> <li>• Follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> </ul>
Slips, Trips and Falls including wet floors and trailing cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> <li>• Nviro staff to be vigilant to contaminates which are substances such as water, oil and dust that cause a floor surface to become slippery especially in known hazard areas (i.e., kitchens, canteens/dining areas, changing rooms and washrooms)</li> </ul>
Manual Handling machines/loads and repetitive strain injuries	

## Identified Risks and Safety Controls

Identified Risk	Mitigation
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- Do not stand on furniture to reach above hand height
- Protect electrical points
- Inform the operator (if applicable) that the telephone is being cleaned
- Use the minimum amount of cleaning agent or sanitiser in order to protect the telephone mechanism
- Areas close to telephone sockets and mains must NOT be cleaned

### Machinery

- Do not plug in machinery until fully assembled
- Do not leave machinery unattended
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height
- When not in use machinery should be left in the correct position
- Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe and test TCD report any faults to be reported to a supervisor or manager

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - Including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Select, check and wear correct PPE
6. Ventilate area (as appropriate)
7. Check with the client regarding availability of equipment for cleaning
8. For computers, ensure both the PC (personal computer) and VDU (visual display unit) are switched off (by the client) at the mains and unplugged before starting the cleaning operation. A live computer should not be tampered with
9. Ensure the client removes any discs in the area of cleaning prior to commencement of the cleaning task
10. Detach anti-glare mesh (if fitted) before cleaning the screen. Speak to the client before removing any items
11. Remove any chewing gum, sweet wrappers etc. before cleaning

### Cleaning of Area

1. Remove loose non-adherent dust from the keyboard, screen and PC with the Mini-vac/air spray/brush or non-linting cloth
2. Apply proprietary cleaning solution to the cloth
3. Carry out damp cleaning in a controlled manner
4. Ensure the VDU surround, keyboard surround and other visible surfaces are cleaned to a satisfactory standard and no debris is left
5. Clean the screen systematically, edges first then horizontally in over-lapping strokes.
6. Ensure the screen is free from all visible smears and residues
7. Clean the top of keys and spaces between and around each key using a cotton bud.
8. Ensure cleaning processes are completed without endangering the computer
9. For telephones, be aware that the equipment may be connected to a microphone, switchboard or emergency services; know the appropriate action to take
10. Remove any debris/waste from the area before cleaning
11. Apply the appropriate cleaning/sanitising agent to the cloth
12. Pay particular attention to the telephone ear and mouthpieces
13. Clean the handset, cradle, and button and dial effectively
14. Wipe and dry the flex, untwisting as necessary
15. Damp wipe the base and surround with an appropriate cleaning/sanitising agent and dry (if applicable)
16. Carry out the task systematically, ensuring all areas are cleaned to the required standard
17. Check, clean and store equipment, materials and PPE correctly



18. Remove warning signs and close ventilation (as appropriate)

19. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 17**

**External Brush Sweeping Footpaths and Roadways**

### Associated Risk Assessments

12: Litter Picking

17: External Brush Sweeping Footpaths and Roadways

### Associated Method Statements

12: Litter Picking

### Associated Toolbox Talks

1: Health and Safety for Everyone

9: Manual Handling

8: PPE

11: Machinery – Maintenance

### Personal Protective and Safety Equipment Requirement

1. Gloves

2. Warning / Safety Sign

3. Outdoor Clothing as Required



### Small Tools / Materials

1. Broom

2. Bucket

3. Litter Picker




4. Plastic Refuse Sacks (Colour Coded if Necessary)

### Machinery

None

### Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
None			

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Brush and Wiping Movement causing Musculo-skeletal Disorders	
	<ul style="list-style-type: none"> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> <li>• Restriction in duration of using brush at any given time and ensuring a rotation of jobs</li> <li>• Mechanise the operation with the use of a mobile sweeper</li> </ul>
Exposed to Outside Weather Conditions	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personnel protective equipment (wet weather gear, thermal clothing High Vis Jacket)</li> <li>• Operatives to be regularly monitored during extreme weather conditions</li> </ul>
Collision with Other Personnel and/or Vehicle Movement	
	<ul style="list-style-type: none"> <li>• Nviro employees to be aware of traffic routes</li> </ul>

Additional Safety Controls
Preparation

- Ensure warning signs are displayed at all entrance/exit points to the area
- Ensure that all staff have been issued with the correct PPE for weather conditions and that it is worn throughout the task
- Gloves should be worn
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- Dry sweeping dust and other building debris can produce high levels of dust, the risk will depend on how much material you are removing and what it contains, so prepare beforehand

### Safety

- Follow manual handling procedures, assistance must be found for heavy or awkward items
- Further advice must be sought for hazardous or unknown items
- Be aware of weather conditions
- Be aware of roads, curbs, and other outdoor hazards
- Respiratory Protective Equipment (RPE) may be required depending on the location, duration, and type of work you are doing (e.g., FFP3 disposable mask or half mask with a P3 filter)
- Fit testing is needed for tight fitting masks where required

### Chemicals

- N/A

## Task Procedure

### Preparation

1. Collect all the required items of equipment
2. Select, check, and wear correct PPE
3. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
4. Place warning signs correctly at each entrance/exit point to the area as appropriate
5. Remove large items of litter from all surfaces prior to sweeping

### Cleaning of Area

1. Start the sweeping in correct position i.e., at point furthest
2. Safely place collected dust and debris in the appropriate sack and tie securely
3. Using the cleaning solution, use the broom to brush wash the area, again starting from the furthest point
4. Repeat until the area is clean and there is no standing water in the area
5. Ensure the appearance of the surrounding areas are satisfactory after completion of the task
6. Complete the task without damage or risk to people or property
7. Check, clean and store equipment, materials, and PPE correctly
8. Remove warning signs and close ventilation (as appropriate)
9. Wash and dry hands thoroughly after completing the task
10. Report evidence of infestation or damage to your line manager



## **Method Statement Number: 18a**

**Machine Sweeping with Battery Powered Sweeper**

### Associated Risk Assessments

18: Use of a Road Sweeper (Ride On)

### Associated Method Statements

### Associated Toolbox Talks

1: Health and Safety for Everyone  
 8: PPE  
 11: Machinery – Maintenance

9: Manual Handling

### Personal Protective and Safety Equipment Requirement

1. Gloves



2. Warning/Safety Sign



3. Protective Goggles/Safety Glasses



### Small Tools / Materials




1. Battery Top-Up Dispenser

### Machinery


1. Battery Powered Machine Sweeper and Machine Sweeping Brushes

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
N/A	N/A	N/A	N/A



Identified Risks and Safety Controls	
Identified Risk	Mitigation
Equipment use Machinery Hazards (Entrapment, Injection, Shear Point, Pinch Point etc.), Vibration and Noise	
	<ul style="list-style-type: none"> <li>• Visual user check prior to work commence check that all guarding is in place</li> <li>• Mandatory checking of lights, indicators, horn and brakes</li> <li>• Use of lap belt and ear defenders when in use</li> <li>• Vehicle fitted with shock and vibration absorbent seats</li> <li>• Full machinery assessment to be completed</li> <li>• Pre-Planned Maintenance Regime as per manufacturer requirement</li> </ul>
Collision with Other Personnel and/or Vehicle Movement Resulting in Impact from Road Sweeper Vehicle	
	<ul style="list-style-type: none"> <li>• Clear coloured conspicuous work wear with reflective strips to be provided</li> <li>• Clear coloured rainwear with reflective strips to be provided</li> <li>• Nviro employees to be aware of traffic routes</li> <li>• Additional mirrors to the truck so that the driver has no blind spots</li> <li>• Orange flashing beacons to be placed on the truck (ideally front and rear)</li> </ul>
Exposed to Outside Weather Conditions Resulting in Hypothermia/Heat Stroke/Dehydration/Cold Weather Injuries	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personnel protective equipment (wet weather gear, thermal clothing and high visibility jacket)</li> <li>• Operatives to be regularly monitored during extreme weather conditions</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Awkward Posture (Reaching, Bending and Twisting)	Musculo-skeletal Disorders Resulting in Strains/Sprains to Back, Legs, Arms, Neck and Fingers
	<ul style="list-style-type: none"> <li>• Rotation of positions (neck flexion may be static for viewing road area so counter with stretching in opposite direction)</li> <li>• Mechanise operated unloading so far as is reasonable</li> <li>• Containers requiring to be lifted to have handles fitted</li> <li>• Specific manual handling training on Kinetic Lifting for all employees</li> <li>• Use sweeper with a low-capacity container</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Machinery

- Do not leave equipment unattended
- Put any electrical socket covers back
- Explosive gases can occur whilst a battery is being recharged; ensure staff know the correct health and safety procedures
- There are different types and voltage of batteries used with sweepers; the correct recharging units are to be used according to the manufacturer's instructions e.g., batteries sealed or unsealed, 6V, 12V or 24V

### Chemicals

- N/A

## Task Procedure

### Preparation

1. Select, check and assemble correct equipment
2. Place warning signs correctly
3. Select, check and wear correct PPE
4. Ventilate area (where appropriate)
5. Switch off battery charger before the machine is disconnected from the charger
6. Be aware of the type of battery being used and the potential hazards that can occur
7. Connect the battery to the machine in a safe manner taking care that hands are dry etc.
8. Test the machine to ensure the battery has been connected properly and that no warning lights on the machine are alight
9. Ensure the brush position, pressure and speed is correct in relation to soilage on the floor and according to the manufacturer's instructions (if applicable)
10. Consider the width of the turning radius in relation to the size of the machine being used, and the width of access points, corridors etc.

### Cleaning of Area

1. Keep the machine under control at all times
2. Check the collection hopper regularly and empty as necessary
3. Sweep the area using a systematic overlapping pattern and change the brushes as necessary
4. Give proper attention to edges and around immovable objects, use alternative cleaning methods as required
5. Ensure you plan the route you will clean
6. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
7. Take care not to damage or risk to people, furniture or furnishings
8. Disconnect the battery from the machine and reconnect to the charger unit, ensuring the unit is switched off first
9. Check the battery liquid level before recharging, however if topping up is required, this should be done after charging, as the battery contents expand during the recharging process and leakage might occur
10. Check, clean and store equipment, materials and PPE correctly
11. Remove warning signs and close ventilation (as appropriate)



## **Method Statement Number: 18b**

**Machine Sweeping with Diesel Nilfisk 2250 Road  
Sweeper**

### Associated Risk Assessments

- 14A: Pressure Washing – Petrol and Propane
- 18: Use of a Road sweeper (Ride on)

### Associated Method Statements

- 14A: Pressure Washing – Petrol and Propane
- 18A: Machine Sweeping with Battery Powered Sweeper

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 8: PPE
- 11: Machinery – Maintenance
- 2: COSHH 12 Golden Rules
- 9: Manual Handling

### Personal Protective and Safety Equipment Requirement

- 1. Ear Defenders (110db Rated)
- 2. High Vis Clothing/Outdoor Clothing
- 3. Protective Footwear



### Small Tools / Materials




- 1. Machine Sweeping Brush Deck

### Machinery


- 1. Nilfisk 2250

### Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
N/A	N/A	N/A	N/A

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Equipment use Machinery Hazards (Entrapment, Injection, Shear Point, Pinch Point etc.), Vibration and Noise	
	<ul style="list-style-type: none"> <li>• Visual user check prior to work commence check that all guarding is in place</li> <li>• Mandatory checking of lights, indicators, horn and brakes</li> <li>• Use of lap belt and ear defenders when in use</li> <li>• Vehicle fitted with shock and vibration absorbent seats</li> <li>• Full machinery assessment to be completed</li> <li>• Pre-Planned Maintenance Regime as per manufacturer requirement</li> </ul>
Collision with Other Personnel and/or Vehicle Movement Resulting in Impact from Road Sweeper Vehicle	
	<ul style="list-style-type: none"> <li>• Clear coloured conspicuous work wear with reflective strips to be provided</li> <li>• Clear coloured rainwear with reflective strips to be provided</li> <li>• Nviro employees to be aware of traffic routes</li> <li>• Additional mirrors to the truck so that the driver has no blind spots</li> <li>• Orange flashing beacons to be placed on the truck (ideally front and rear)</li> </ul>
Exposed to Outside Weather Conditions Resulting in Hypothermia/Heat Stroke/Dehydration/Cold Weather Injuries	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personnel protective equipment (wet weather gear, thermal clothing and high visibility jacket)</li> <li>• Operatives to be regularly monitored during extreme weather conditions</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Awkward Posture (Reaching, Bending and Twisting)	Musculo-skeletal Disorders Resulting in Strains/Sprains to Back, Legs, Arms, Neck and Fingers
	<ul style="list-style-type: none"> <li>• Rotation of positions (neck flexion may be static for viewing road area so counter with stretching in opposite direction)</li> <li>• Mechanise operated unloading so far as is reasonable</li> <li>• Containers requiring to be lifted to have handles fitted</li> <li>• Specific manual handling training on Kinetic Lifting for all employees</li> <li>• Use sweeper with a low-capacity container</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- Operator must be fully certificated by manufacturer in order to use this machine - **NEVER ALLOW ANY UNAUTHORISED USE**
- Operator must hold full UK driving licence

### Machinery

- Do not leave equipment unattended
- Vehicle must never be parked in an unsafe place i.e., causing an obstruction or on an incline
- Must not be used in inclement unsuitable weather conditions

### Chemicals

- Do not splash fuel/chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Select, check and wear the correct PPE
2. Assess area and weather conditions for suitability for use
3. Obtain keys using correct sign in/sign out procedure
4. **Unlock vehicle and perform vehicle safety check procedure check sheet**
5. Check brush unit, check brushes are clean
6. Check hopper is clean and empty
7. Check water tank is full
8. Check vacuum pick up is clear of debris and entrance point is clear
9. Check vacuum hose is clean and clear
10. Check vacuum entry point to hopper is clean and clear
11. Check tyre depth above 1.6mm and pressures are within guidelines displayed in cab
12. Check machine for visible damage
13. Check Machine is clean, including lights, indicators, screens and mirrors
14. Enter cab and Place keys in ignition but do not start
15. Adjust driver seat to suitable height and distance from pedals
16. Insert Key and turn on ignition
17. Check for warning lights and cease operation and report and report faults where appropriate
18. Exit cab and place brush deck in position for coupling
19. Check levers and controls are set in start positions and that hydraulic power is set to send to front of machine
20. Check machine is in "tortoise mode"
21. Switch on all headlights and warning lights
22. Put on ear defenders
23. Recheck for persons in immediate area using vision and rear camera facility
24. Start engine with foot on brake
25. Drive forwards slowly to attach brush deck using lever controls to raise and lock into position
26. Switch off engine, remove keys and exit cab
27. Lock on scrub deck using lock lever
28. Adjust height so brushes correctly contact the floor using jockey wheel
29. Re-enter cab, switch on ignition, check for warning lights and start engine if appropriate
30. Perform visual check for other persons and obstacles
31. Move off slowly



## Cleaning of Area

### Refuelling

1. Only refuel at authorised point
2. Switch off engine and apply brake
3. Refuel with DIESEL only
4. Ensure fuel is not spilt and that cap is secure prior to recommencing operation

### Sweeping Operation

5. Drop scrub deck when sweeping is to commence and switch on vacuum motor
6. Consider the speed of the machine in relation to ground levels, weather conditions and inclines
7. Be aware of split body and sharp turning, slow for corners, always take inclines and declines straight up and down
8. Continuously check for other persons vehicles and obstacles
9. Ensure you have planned the route sweeping in linear motions

### When external vacuum or pressure washer is required

10. When operating pressure washer refer to method statement 14a
11. Stop machine and park safely, never on un-even ground or where blocking safe ingress or access routes
12. Never park on incline
13. Never leave the machine at any point
14. Select power to rear motors
15. Select appropriate tool
16. When vacuuming ensure hose does not become blocked, check hopper levels at regular intervals
17. When pressure washing, ensure the operation does not last more than 20 minutes, check water levels at regular intervals

### Completion of task

18. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task.
19. If hopper requires emptying, locate suitable refuse point, reverse using camera to 0.3m, use hydraulic tipper lever to gently raise hopper in order to tip waste into bin
20. Park vehicle back in storage area at end of operation, put on parking brake
21. Drop scrub deck and turn off engine
22. Unhitch scrub deck
23. Enter vehicle, check for surrounding obstacles or people, start engine and reverse 1 meter to detach scrub deck
24. Switch off engine and engage parking brake
25. Use pressure washer to clean down vehicle brushes
26. Clean out all hoses, waste entry points
27. **Perform full vehicle post check sheet**
28. Ensure vehicle is secure and locked
29. Return keys following correct sign back procedure



## **Method Statement Number: 20**

**Damp Mopping**

### Associated Risk Assessments

20: Damp Mopping

### Associated Method Statements

None

### Associated Toolbox Talks

1: Health and Safety for Everyone  
 3: Chemical Safe Dilution  
 16: Colour Coding

2: COSHH 12 Golden Rules  
 8: PPE

6: Slips, Trips and Falls  
 9: Manual Handling

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3    2. Disposable Mask    3. Eye Protection EN166    4. Warning / Safety Sign






### Small Tools / Materials (Refer to folder as to what they need)


1. Colour Coded Mop and Bucket
2. Colour Coded Cloths
3. Scraper
4. Abrasive pad
5. Broom/Dustpan and Brush

### Machinery

None

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Cleanline Eco Lemon Gel	Floor Cleaner	<p>H226 Flammable liquid and vapour</p> <p>H314 Causes severe skin burns and eye damage</p> <p>H315 Causes skin irritation</p> <p>H317 May cause an allergic skin reaction</p> <p>H318 Causes serious eye damage</p> <p>H400 Very toxic to aquatic life</p> <p>H410 Very toxic to aquatic life with long lasting effects</p> <p>H411 Toxic to aquatic life with long lasting effects</p> <p>H412 Harmful to aquatic life with long lasting effects</p>	15
Clover UBIK 2000	Floor Cleaner	<p>H302 Harmful if swallowed</p> <p>H314 Causes severe skin burns and eye damage</p> <p>H315 Causes skin irritation</p> <p>H318 Causes serious eye damage</p> <p>H319 Causes serious eye irritation</p>	22
Diversey LTD - Carefree Stride 1000	Hard Floor Detergent	<p>H302 Harmful if swallowed</p> <p>H315 Causes skin irritation</p> <p>H317 May cause an allergic skin reaction</p> <p>H318 Causes serious eye damage</p> <p>H319 Causes serious eye irritation</p> <p>H400 Very toxic to aquatic life</p> <p>H412 Harmful to aquatic life with long lasting effects</p>	28
2PURE Odorbac Tec 4	Multi Cleaner, Disinfectant	<p>None – Product is not deemed to have any adverse effects on human health or the environment</p>	89

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Awkward Posture (Reaching, Bending, Twisting)	
	<ul style="list-style-type: none"> <li>• Rotation of jobs</li> <li>• Moving in various directions to spread out the workload to various muscles. Use a light grip</li> <li>• Maintain neutral postures</li> <li>• Neck flexion and stretching in opposite directions</li> </ul>
Contact with chemical via spills/splashes causing irritation of skin and respiratory problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Natural ventilation to be used prior to work commencing. Instructions and training in the safe use of chemicals. Follow COSHH risk assessment on safe use of chemicals</li> </ul> <p>Appropriate PPE to be worn, first aid facilities to be known in case of emergency</p>
Slips, Trips and Falls including wet floors and trailing cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Manual Handling machines/loads and repetitive strain injuries	
	<ul style="list-style-type: none"> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>
Task Procedure	
Preparation	
<ol style="list-style-type: none"> <li>1. Carry out a dynamic risk assessment on arrival at the work area – this means you are checking the area is free from immediate risks to ensure the area is safe to work in</li> <li>2. Place warning signs correctly at each entrance/exit point to the area that you are cleaning</li> <li>3. Complete the task following this method statement (all method statements can be accessed in the H&amp;S Manual by scanning the QR code on the Guide to Using Chemicals Safely poster)</li> <li>4. When using chemicals, you must follow the relevant COSHH Assessment which can be accessed in the H&amp;S Manual as above which details PPE, and what to do in respect of a spillage and first aid requirements</li> <li>5. Ventilate area (as appropriate)</li> <li>6. Wash hands and check for any cuts and abrasions, (if any found, cover with waterproof dressing)</li> <li>7. Select, check, and wear correct PPE</li> <li>8. Thoroughly check all parts of equipment for wear, damage and that they work properly, pipes and wheels</li> <li>9. Prepare the cleaning solution using the correct ratios and to manufacturer’s directions, adding the cleaning agent to the water</li> <li>10. Sweep up any loose debris</li> <li>11. Remove chewing gum with scraper</li> </ol>	
Cleaning of Area	
<ol style="list-style-type: none"> <li>1. Begin mopping at furthest point from door</li> <li>2. Start around edges working around the skirting board</li> <li>3. Mop the floor using a figure of eight or overlapping line movement</li> <li>4. Ensure buckets are always kept behind the line of work</li> <li>5. Rinse mop out regularly</li> <li>6. Change cleaning solution when required</li> <li>7. Wipe skirting with clean damp cloth if necessary</li> </ol>	

8. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
9. Complete the task without damage or risk to people, furniture, and fittings
10. Check, clean and store equipment, materials, and PPE correctly
11. Wash mop heads and hang out to dry as required
12. Remove warning signs once the floor is completely dry and close ventilation (as appropriate)
13. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 20a**

**Microfibre Damp Flat Mopping**



### Associated Risk Assessments

20: Damp Mopping

### Associated Method Statements

None

### Associated Toolbox Talks

1: Health and Safety for Everyone

2: COSHH 12 Golden Rules

6: Slips, Trips and Falls

3: Chemical Safe Dilution

8: PPE

9: Manual Handling

16: Colour Coding

### Personal Protective and Safety Equipment Requirement

1. FFP2 Mask

2. Warning / Safety Sign



### Small Tools / Materials (Refer to folder as to what they need)

1. Colour Coded Mop and Bucket
2. Sponges
3. Dustpan

### Machinery

Hazard Vacuum

### Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
2PURE Odorbac Tec 4	Multi Cleaner, Disinfectant	None – Product is not deemed to have any adverse effects on human health or the environment	89

## Identified Risks and Safety Controls

### Inhalation of silica dust



- FFP Mask to be worn
- Damp mopping only
- No drying sweeping / dusting
- Dustpan and damp sponge to be used to collect lumps of pottery

### Contact with chemical via spills/splashes causing irritation of skin



- Only use approved chemicals
- Refer and follow required COSHH assessment on safe use of chemicals
- Limit the time using chemical
- Natural ventilation to be used prior to work commencing. Instructions and training in the safe use of chemicals. Follow COSHH risk assessment on safe use of chemicals
- Appropriate PPE to be worn, first aid facilities to be known in case of emergency

### Slips, Trips and Falls including wet floors and trailing cables



- Warning signs to be placed before work commences
- Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area
- Signage displayed until floor dry and/or completed
- Store signage away safely when completed
- Appropriate footwear to be worn (good grip on soles)
- All employees trained in safety procedure
- Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area

## Identified Risks and Safety Controls

### Manual Handling machines/loads and repetitive strain injuries



- Rotation of jobs (frequent breaks in pattern of work)
- Specific Manual Handling training on Kinetic Lifting for all employees

### Awkward Posture (Reaching, Bending, Twisting)



- Rotation of jobs
- Moving in various directions to spread out the workload to various muscles. Use a light grip
- Maintain neutral postures
- Neck flexion and stretching in opposite directions

### Faulty Cables/Equipment (Electrocution, Electrical Fires)



- Visual user check on equipment prior to use (sockets, plug and entire cable)
- Any faults found reported immediately to the supervisor to attach Red Tag to prevent use
- No stretching of cable
- Annual PA testing of all electrical appliances

## Task Procedure

### Preparation

1. Thoroughly check all parts of equipment for wear, damage and that they work properly
2. Place warning signs correctly at each entrance/exit point to the area
3. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
4. Wear FFP2 mask

### Cleaning of Area – Pottery Dust

1. Begin mopping at furthest point from door and start around edges working around the skirting board
2. Mop the floor using a figure of eight or overlapping line movement
3. Ensure buckets are always kept behind the line of work
4. Rinse mop out regularly
5. Change cleaning solution when required
6. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
7. Complete the task without damage or risk to people, furniture, and fittings
8. Check, clean and store equipment, materials, and PPE correctly
9. Wash mop heads and hang out to dry as required
10. Remove warning signs once the floor is completely dry and close ventilation (as appropriate)
11. Wash and dry hands thoroughly after completing the task

### Cleaning of Area – Pottery Dust Using a Hazard Vacuum

1. Using a Hazard Vacuum only- vacuum up the pottery dust
2. Carry out steps 2-11 above

### Cleaning of Area – Lumps of Pottery

1. Use a damp sponge and dustpan to collect lumps of pottery from the floor  
Refer to Cleaning of Area – Pottery Dust above.



Clean | Hygienic | Safe

# Method Statement Number: 20c

UEL Microfibre Damp Flat Mopping- Amtico Floors

### Associated Risk Assessments

20: Damp Mopping

### Associated Method Statements

20: Damp Mopping

### Associated Toolbox Talks

1: Health and Safety for Everyone

6: Slips, Trips and Falls

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

7: Safety Signage

9: Manual Handling

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign



### Small Tools / Materials

1. Colour Coded Microfibre Flat Mop (sufficient for area)

2. Scrub Mop or Abrasive Pad (if necessary)

3. Colour Coded Microfibre Cloths – damp and dry (if necessary)

4. Colour Coded Mop Handle

5. Colour Coded Mop Frame

6. Mop Box or Lidded Container

7. Mop Preparation Box and Measuring Jug

8. Plastic Sack

9. Scraper




### Machinery

1. Buffer – daily clean

2. Wet Pick up – Periodic

3. Rotary Scrubber Periodic

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Amtico Floor Maintainer	Daily use floor maintainer	H302 Harmful if swallowed. H312 Harmful in contact with skin. H315 Causes skin irritation. H318 Causes serious eye damage. H319 Causes serious eye irritation. H335 May cause respiratory irritation. H400 Very toxic to aquatic life	3
Amtico Stripper	Periodic floor stripper	H225 Highly flammable liquid and vapour. H302 Harmful if swallowed. H312 Harmful in contact with skin. H314 Causes severe skin burns and eye damage. H315 Causes skin irritation. H318 Causes serious eye damage. H319 Causes serious eye irritation. H332 Harmful if inhaled. H335 May cause respiratory irritation. H336 May cause drowsiness or dizziness	4
Amtico Floor Dressing	Periodic Floor Polish	No Hazard Statements recorded for product	2

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals; follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum</li> <li>• No agents used recorded under the EH 40 list 2007 (workplace exposure limits)</li> </ul>
Slips, Trips and Falls Including Wet and Uneven Floors	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or task completed</li> <li>• Mop to be thoroughly wrung out</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Carry out work when least amount of personnel around</li> </ul>
Manual Handling/Awkward Posture (Reaching, Bending and Twisting) Resulting in Musculo-skeletal Disorders	
	<ul style="list-style-type: none"> <li>• Rotation of jobs (moving in various directions to spread out the workload to various muscles, use a light grip and maintain neutral postures)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> <li>• Neck flexion may be static for viewing flooring area, counter with stretching in opposite direction</li> </ul>



## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- Ensure mop heads are laundered in line with manufacturer's instructions
- Check PAT date for machinery
- Check electrical equipment - including plugs and cable

### Chemicals

- Do not splash chemical solutions
- No cleaning agents are to be used on microfibre materials throughout the duration of the task
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure – Daily

### Preparation

1. Place warning signs correctly at each entrance/exit point to the area
2. Wear Nitrile gloves (and safety glasses if contact likely)
3. Ventilate area (as appropriate)
4. Select, check and safely assemble correct equipment
5. Prepare mops, using the measuring jug, **dilute Amtico floor maintainer 100ml to every 5 litres of water**
6. Adjust the mop handle where necessary to suit your height

### Cleaning of Area – Mopping

7. Clean edges first
8. Working backwards, mop using systematic overlapping passes
9. Use scrub mop or abrasive pad where necessary
10. Check damp mop and change (if necessary) to maintain effective cleaning
11. Carry out task systematically to ensure all areas are cleaned effectively and efficiently
12. Remove chewing gum with scraper (when wet)
13. Ensure the area being cleaned is of a manageable size, so that you remain in full control without over stretching
14. Ensure appearance of the floor and surrounding area is satisfactory after completion of the task
15. Complete the task without damage or risk to people, furniture or furnishings

### Rotary Buffing of Area

16. Spray a fine mist over an area of about 2m<sup>2</sup> taking care not to spray other surfaces
17. Pass the machine over the damp area and buff until dry and polished
18. Use overlapping passes to ensure an even finished appearance and avoid any loose floor tiles or ripped flooring
19. Spray clean area adjacent to skirting by “cutting in” parallel to the skirting
20. Wipe skirting with a cloth to remove splashes if necessary
21. 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
22. Repeat buffing and spraying until whole floor is clean
23. To ensure an even appearance, buff by moving the machine forwards and backwards and from side to side using overlapping passes
24. Check the brush/pad and turn or change as necessary
25. Keep the machine under control at all times
26. Position the cable behind the line of work so that tripping is less likely, and the cable will not be caught up by the brush/pad
27. After buffing has been completed, safely remove the plug from the power socket and recoil the cable correctly

28. Check, clean and store equipment, materials and PPE correctly
29. When floor is completely dry, remove warning signs and close ventilation (as appropriate)

## Task Procedure – Periodics (6 monthly)

### Preparation

1. Place warning signs correctly at each entrance/exit point to the area
2. Wear Nitrile gloves (and safety glasses if contact likely)
3. Ventilate area (as appropriate)
4. Select, check and safely assemble correct equipment
5. Prepare mops, using the measuring jug, **dilute Amtico floor stripper 100ml to every 1 litre of water**
6. Adjust the mop handle where necessary to suit your height

### Stripping of polish and application of floor dressing using flat mop

7. **Apply Amtico floor stripper** to edges first
8. Working backwards, mop using systematic overlapping passes
9. Use scrub mop or abrasive pad where necessary
10. Check damp mop and change (if necessary) to maintain effective cleaning
11. Carry out task systematically to ensure all areas are cleaned effectively and efficiently
12. Ensure the area being cleaned is of a manageable size, so that you remain in full control without over stretching
13. Ensure appearance of the floor and surrounding area is satisfactory after completion of the task
14. Complete the task without damage or risk to people, furniture or furnishings
15. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
16. **Repeat steps 7 - 15 TWICE using Amtico Floor Dressing**, (a 5-litre bottle will cover approximately 100 square metres)
17. Amtico floor dressing dries in under an hour, when floor is completely dry, remove warning signs and close ventilation (as appropriate)
18. Wash hands thoroughly, rinse and dry upon completion of task



## **Method Statement Number: 21**

**Use of 400 Series Green Machine Road Sweeper**

**“Sit On”**

### Associated Risk Assessments

21: Use of 400 Series Green Machine Road Sweeper “Sit On”

### Associated Method Statements

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 8: PPE
- 11: Machinery – Maintenance

- 2: COSHH 12 Golden Rules
- 9: Manual Handling

### Personal Protective and Safety Equipment Requirement

1. High Vis Jacket & Wet Weather Wear



2. Ear Defenders (110db Rated)



3. Steel Toe Cap Protective Footwear






### Small Tools / Materials




None

### Machinery

1. 400 Series Green Machine Road Sweeper “Sit On”

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
N/A	N/A	N/A	N/A

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Collision with Other Personnel and/or Vehicle Movement Resulting in Impact from Road Sweeper Vehicle	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personnel protective equipment (wet weather gear, thermal clothing and High Vis Jacket)</li> <li>• Use of wing mirrors</li> <li>• Orange flashing beacon and beeper when ignition switch is turned on</li> <li>• Use of horn when manoeuvring around blind corners</li> <li>• Nviro employees to be aware of traffic routes</li> </ul>
Emptying Bag Exposure to Foreign Objects Resulting in Inhalation of Dust, Cigarette Ends etc.	
	<ul style="list-style-type: none"> <li>• Always switch the engine OFF before removing any outside cover</li> <li>• Replace bag in a well-ventilated area only (outside)</li> <li>• Wear suitable gloves (Cut resistant L3)</li> </ul>
Exposure to Moving Parts Resulting in Drawing in, Shear Point, Impact and Ejection Hazard	
	<ul style="list-style-type: none"> <li>• Always switch the engine OFF and remove keys before removing any outside covers</li> <li>• Never put hands, fingers or loose clothing near moving parts</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Refuelling Resulting in Fire or Exposure to Hot Surfaces	
	<ul style="list-style-type: none"> <li>• Fill fuel tank before starting work</li> <li>• Always switch the engine OFF and remove keys before re-fuelling Allow engine to cool down before re fuelling to avoid spillages; use a funnel, clear any spillages immediately and never over fill the fuel tank (easy to see diesel level as fuel tank is clear in colour)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> <li>• Rotate operators every 30 minutes</li> <li>• Use a light grip and maintain neutral postures</li> </ul>
Exposed to Outside Weather Conditions Resulting in Hypothermia/Heat Stroke/Dehydration or Cold Weather Injuries	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personnel protective equipment (wet weather gear, thermal clothing and High Vis Jacket)</li> </ul>
Exposure to Noise 110db A Rated Resulting in Loss of Hearing/Temporary "Tinnitus" or Permanent	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of ear defenders when operating machine</li> <li>• Rotation of jobs</li> <li>• Planned maintenance on machine</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
<b>Additional Safety Controls</b>	
<b>Preparation</b>	
<ul style="list-style-type: none"> <li>• Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task and while using the machine</li> <li>• Ensure staff carrying out the task have the correct training and that a record of their training is held on central system</li> </ul>	
<b>Machinery</b>	
<ul style="list-style-type: none"> <li>• Daily user checks before use (lights, horn, brakes and dead man clutch)</li> <li>• Report any defects immediately</li> <li>• Do not leave equipment unattended</li> </ul>	

Task Procedure
<b>Preparation</b>
<ol style="list-style-type: none"> <li>1. Select, check and wear correct PPE</li> </ol>
<b>Cleaning of Area</b>
<ol style="list-style-type: none"> <li>1. Never put hands, fingers or loose clothing near moving parts</li> <li>2. Always switch the engine OFF and remove keys before re-fuelling</li> <li>3. Use of horn when manoeuvring around blind corners</li> <li>4. Always switch the engine OFF and remove keys before removing any outside cover</li> <li>5. Check, clean and store equipment and materials correctly</li> </ol>





## Method Statement Number: 22

Bonnet Mopping

### Associated Risk Assessments

22: Bonnet Mopping

### Associated Method Statements

None.

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 6: Slips, Trips and Falls
- 8: PPE
- 11: Machinery – Maintenance

- 2: COSHH 12 Golden Rules
- 7: Safety Signage
- 9: Manual Handling

### Personal Protective and Safety Equipment Requirement

- 1. Chemical Protection Gloves EN374-2/3
- 2. Warning/Safety Sign
- 3. Protective Goggles / Safety Glasses
- 4. Face Mask





### Small Tools / Materials

- 1. Bonnet mops
- 2. Drive disc
- 3. Bucket
- 4. Abrasive pad
- 5. Colour coded cloths
- 6. Measuring apparatus

### Machinery

- 1. Appropriate rotary floor machine with tank suitable for bonnet mopping
- 2. Gear press unit or hand sprayer (if machine doesn't have a tank)

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Premiere Products – Carpet Mousse	Carpet Cleaner	No classified Hazards  Inhalation - No specific symptoms noted Ingestion - May cause discomfort if swallowed Skin contact - Prolonged skin contact may cause redness and irritation Eye contact- May cause temporary eye irritation	46
Premiere Products - Release	Carpet Shampoo	H319: Causes serious eye irritation	61
Prochem - Multipro	Carpet Pre-spray (Wet Extraction Machine)	H290: May be corrosive to metals H302: Harmful if swallowed H314: Causes severe skin burns and eye damage H315: Causes skin irritation H318: Causes serious eye damage H319: Causes serious eye irritation H335: May cause respiratory irritation	70
Prochem - Procaps	Carpet Cleaner	H315: Causes skin irritation H318: Causes serious eye damage H319: Causes serious eye irritation	71
Prochem – Extraction Plus - Liquid	Carpet Cleaner	H319: Causes serious eye irritation	93
2 Pure – OdorBac Tec4 - liquid	Odour Eliminator and Cleaner	None: Product is not deemed to have any adverse effects on human health or the environment	89

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty Cables/Equipment (Electrocution, Electrical Fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, Equipment)</li> <li>• Any faults found are reported immediately to the supervisor to attach Red Tag to prevent use</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals; follow COSHH risk assessment on safe use of chemicals and appropriate PPE worn</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum</li> <li>• No agents used recorded under the EH 40 list 2007 (work place exposure limits)</li> </ul>

Slips, Trips and Falls Including Wet Floors, Trailing Cables and Uneven Floors



- Warning signs to be placed before work commences
- Warning sign placed over cable between machine and socket
- Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area (including at the top, bottom and entrances to staircase when relevant)
- Signage displayed until floor dry and/or completed
- Store signage away safely when completed
- Appropriate footwear to be worn (good grip on soles)
- All employees trained in safety procedure
- Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area
- Nviro staff to be vigilant to contaminants which are substances such as water, oil and dust that cause a floor surface to become slippery especially in known hazard areas (i.e., kitchens, canteens/dining areas, changing rooms and washrooms)
- Carry out work when least amount of personnel around when cleaning uneven floors (steps at different heights)

Manual Handling Machines/Loads and Repetitive Strain Injuries



- All machinery/attachments/chemical containers weigh below 25 Kilos
- Rotation of jobs (frequent breaks in pattern of work)
- Specific Manual Handling training on Kinetic Lifting for all employees

### Vibration Resulting in Damage to Hands, Wrists and Arms



- Check the handle prior to use, ensure it's insulated, and if not then wear thick suitable gloves for duration of task
- Rotation of jobs (frequent breaks in pattern of work)

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Machinery

- Check electrical equipment in particular plugs and cables to ensure they are safe and test RCD report any faults to Supervisor/Manager
- Do not plug in machinery until fully assembled using an RCD
- Do not leave machinery unattended
- Cables should be kept behind machinery and out of the way
- Do not allow the cable to become taut at ankle height
- When not in use machinery should be left in the correct position

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Select, check and wear correct PPE
6. Ventilate area (as appropriate)
7. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water

### Cleaning of Area

1. Pre spray any heavy stains to allow contact time
2. Fill tank correctly so that no splashing occurs (if appropriate)
3. Remove marks from floor surface; use cloth(s) and abrasive pad to clean corners before bonnet mopping is started
4. Be careful not to over wet the floor
5. Start the operation at the correct point e.g., furthest from the door
6. Clean the area of floor adjacent to skirting by 'cutting in' parallel to the skirting board
7. Carry out mopping systematically using overlapping passes and covering all parts of the floor, keeping the machine under control at all times
8. Take care to ensure the cable is always behind the line of work
9. Check the condition of bonnet, turning/changing/washing as necessary
10. Safely remove the plug from the power socket and recoil the cable safely
11. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
12. Complete the task without damage or risk to people, furniture and fittings
13. Check, clean and store equipment, materials and PPE correctly
14. Remove warning signs and close ventilation (as appropriate)
15. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 23**

**Sealing of Wooden Floors**



### Associated Risk Assessments

02: Vacuum Suction Cleaning

20: Damp Mopping

23: Sealing of Wooden Floors

### Associated Method Statements

02: Vacuum Suction Cleaning

20: Damp Mopping

### Associated Toolbox Talks

1: Health and Safety for Everyone

6: Slips, Trips and Falls

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

7: Safety Signage

9: Manual Handling

15: Vacuuming

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves  
EN374-2/3



2. Warning /Safety sign



3. Safety Glasses / Goggles



4. Face Mask



### Small Tools / Materials

1. Colour Coded Buckets and Mops
2. Dust Control Mop

3. Colour Coded Cloths
4. Clean Dust Bag and Filters

5. 16in Mesh Disks
6. Brown or Black Stripping Floor Pad

7. Scraper (for corners and edges)
8. Lamb's wool applicator


### Machinery

1. Vacuum Cleaner and Appropriate Tools
2. 15in Standard Speed Rotary and Solution Tank (if available)
3. Wet Pick Up




Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Diversey LTD – Bourne Seal	Floor Polish	<p>H226: Flammable liquid and vapour</p> <p>H304: May be fatal if swallowed and enters airways</p> <p>H312: Harmful in contact with skin</p> <p>H315: Causes skin irritation. H317 - May cause an allergic skin reaction</p> <p>H318: Causes serious eye damage</p> <p>H332: Harmful if inhaled</p> <p>H336: May cause drowsiness or dizziness</p> <p>H351: Suspected of causing cancer</p> <p>H361: Suspected of damaging fertility or the unborn child</p> <p>H400: Very toxic to aquatic life</p> <p>H410: Very toxic to aquatic life with long lasting effects</p> <p>H411: Toxic to aquatic life with long lasting effects</p>	24
Diversey LTD – Carefree Speed Stripped	Floor Stripper	<p>H302: Harmful if swallowed</p> <p>H312: Harmful in contact with skin</p> <p>H314: Causes severe skin burns and eye damage</p> <p>H315: Causes skin irritation</p> <p>H319: Causes serious eye irritation</p>	27



		H332: Harmful if inhaled H335: May cause respiratory irritation	
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Standard Vinegar	N/A	N/A	N/A
Diversey Carefree Emulsion	Floor Polish	H317: May cause an allergic skin reaction H412: Harmful to aquatic life with long lasting effects	26

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Faulty Cables/Equipment (Electrocution and Electrical Fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Contact with Oil via Spills/Splashes Causing Irritation of Skin	

## Identified Risks and Safety Controls

Identified Risk	Mitigation
	<ul style="list-style-type: none"> <li>• Gloves to be worn</li> <li>• Natural ventilation to be used prior to work commencing, <b>external windows and doors must be opened</b></li> <li>• Instructions and training in the safe use of chemicals, follow COSHH risk assessment on safe use of oil</li> <li>• When tipping oil into mop bucket, pour slowly and avoid stooping over the mop bucket</li> <li>• First aid facilities to be known in case of emergency</li> </ul>
<b>Contact with Dust Particles when Replacing or Checking Filters Resulting in Respiratory Problems</b>	
	<ul style="list-style-type: none"> <li>• Clean/Replace filters in a well-ventilated area</li> <li>• Dust mask to be worn</li> <li>• Disposal of filters and bags in correct disposal container</li> </ul>
<b>Slips, Trips and Falls Including Tripping Over Power Leads and Oil</b>	
	<ul style="list-style-type: none"> <li>• Ensure area being oiled is cordoned off in agreement with the client</li> <li>• Warning signs to be placed before work commences</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Leads to be placed behind line of work</li> <li>• Keep trailing cables to a minimum</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Manual Handling of Furniture Resulting in Musculo-skeletal Disorder Sprains and Strains	
	<ul style="list-style-type: none"> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> <li>• Only move furniture that you are comfortable and able to move safely</li> <li>• Mechanise with the use of lifting equipment as much as is reasonably practicable</li> <li>• Two people to lift anything over 25 kg</li> </ul>
Use of Vacuum, Vibration and Noise/Manual handling, Awkward posture (Reaching, Bending and Twisting)/Musculo-skeletal Disorders Resulting in Strains	
	<ul style="list-style-type: none"> <li>• machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> <li>• Rotation of jobs: moving in various directions to spread out the workload to various muscles; use a light grip; maintain neutral postures</li> <li>• Neck flexion may be static for viewing flooring area - counter with stretching in opposite direction</li> <li>• Investigation into lightweight machines, making it easier to move and pull over to change pads, adjustability in handle heights, machines with low noise emissions and lower vibration ratings</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- Ensure the client has advised building users that the area is having the wooden floors treated and is strictly out of bounds until further notice as drying time is required
- Refer to relevant method statements
- Gloves and mask must be worn

### Machinery

- Check electrical equipment in particular plugs and cables to ensure they are safe and test RCD report any faults to Supervisor/Manager
- Do not plug in machinery until fully assembled using an RCD
- Do not leave machinery unattended
- Cables should be kept behind machinery and out of the way
- Do not allow the cable to become taut at ankle height
- When not in use machinery should be left in the correct position

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area and put notices on the doors as required
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Select, check, and wear correct PPE
6. Ventilate area, **external windows and door must be opened**
7. Remove furniture from area if furniture cannot be removed do one area at a time

### Cleaning of Area

1. Remove dust from floor using dust control mop and vacuum cleaner, pay special attention to the corners and edges (refer to relevant method statement for these tasks)

**Option 1: To prepare stripping solution, strictly following the manufacturer's recommendation**

**Option 2: Skim off wooden floor using a mesh disk paying special attention to corners and edges**

2. If wet stripping, once the stripping of the area has been completed, then rinse the area with clear water and complete a second rinse using vinegar water
3. Allow the floor to dry completely
4. If using a mesh disk method, vacuum the floor to ensure all dust has been removed
5. Prepare the Bourne seal solution by pouring into a metal trough container, ensuring no spillage
6. Assemble the lamb's wool applicator and carefully apply a thin coat line to the floor, starting furthest from the door using overlapping pattern on single strips or sections within the room (however if a section is missed, do not go back over the wet floor – this will need to wait for the second coat)
7. Once the area has been completely covered, leave for 24hrs before applying the second coat
8. Then repeat the same process again
9. Once completed, leave for 48hrs for the floor to harden
10. Then give the floor two coats of water-based floor polish emulsion
11. Remove splashes from walls and skirting as they occur with a damp cloth

12. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
13. Complete the task without damage or risk to people, furniture, and fittings
14. Check, clean and store equipment, materials, and PPE correctly (lamb's wool to be discarded)
15. Remove warning signs and close ventilation (as appropriate); signage should only be removed once the floor is completely dry
16. Wash and dry hands thoroughly after completing the task
17. Advise the client that the work is completed





## **Method Statement Number: 25b**

**Chewing Gum Removal Using I-Gum Tool**

### Associated Risk Assessments

25b: Chewing Gum Removal Using I-Gum Tool

### Associated Method Statements

None

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

9: Manual Handling

### Personal Protective and Safety Equipment Requirement

1. Well Fitting Cut Resistant L3 Gloves



2. Warning/Safety Sign



3. Safety Goggles



4. High Visibility Outdoor Clothing (as Required)



5. Face Mask FFP2



6. Overalls






### Small Tools / Materials




1. Soft Broom

### Machinery

1. I-Gum System Complete with Metal/Soft Brush Fitted

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
I-Gum Chewing Gum Remover	Chewing Gum Remover	<p><b>H301:</b> Toxic if swallowed</p> <p><b>H311:</b> Toxic in contact with skin</p> <p><b>H314:</b> Causes severe skin burns and eye damage</p> <p><b>H317:</b> May cause an allergic skin reaction</p> <p><b>H318:</b> Causes serious eye damage</p> <p><b>H319:</b> Causes serious eye irritation</p> <p><b>H331:</b> Toxic if inhaled</p> <p><b>H400:</b> Very toxic to aquatic life</p> <p><b>H410:</b> Very toxic to aquatic life with long lasting effects</p>	123

Identified Risks and Safety Controls	
Identified Risk	Mitigation
<p>Exposed to Outside Weather Conditions</p> 	<ul style="list-style-type: none"> <li>Mandatory wearing of appropriate personnel protective equipment (wet weather gear, thermal clothing High Vis Jacket)</li> <li>Operatives to be regularly monitored during extreme weather conditions</li> </ul>
<p>Collision with Other Personnel and/or Vehicle Movement</p> 	<ul style="list-style-type: none"> <li>Nviro employees to be aware of traffic routes</li> <li>High Visibility signs to be always used before work commences, positioned so information can easily be understood in advance of approaching the working area</li> <li>Mandatory wearing of appropriate PPE (wet weather gear, High Vis Jacket)</li> </ul>
<p>Hot Lance End Resulting in Burns to Legs, Arms and Hands from Lance</p> 	<ul style="list-style-type: none"> <li>Correct training in use of I-Gum</li> <li>Trained operatives only to use I-Gum</li> <li>Do not touch Lance below blue strip</li> <li>At least cut resistant L3 gloves to be worn</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Boiling Water from Lance Resulting in Steam Burns/Scalding to Legs, Arms and Hands from Lance	
	<ul style="list-style-type: none"> <li>• Correct training in the use of I-Gum</li> <li>• Trained operatives only to use I-Gum</li> <li>• Ensure that the lance is never allowed to lay flat, is kept upright during use, and is not pointed towards any person or persons</li> <li>• At least Cut resistant L3 gloves to be worn</li> </ul>
Manual Handling of Equipment and Use of Lance Resulting in Musculo-skeletal Disorders (Strains/Sprains to Back, Legs, Arms and Fingers)	
	<ul style="list-style-type: none"> <li>• Backpack fittings to be removed and I-Gum used as trolley only</li> <li>• Ensure suitable grip is engaged on lance when in use</li> <li>• Use both hands to support lance, hold lance across the body - keeping tip of lance close by (avoid reaching)</li> <li>• Rotate jobs and/or include micro breaks</li> </ul>
Contact with chemical via spills/splashes causing irritation of skin and respiratory problems	
	<ul style="list-style-type: none"> <li>• Safety Goggles to be worn</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene' - if there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing - Follow instructions and training in the safe use of chemicals</li> <li>• Follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum</li> <li>• No agents used recorded under the EH 40 list (workplace exposure limits)</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
<b>Additional Safety Controls</b>	
<b>Preparation</b>	
<ul style="list-style-type: none"> <li>• Ensure warning signs are displayed at all entrances</li> <li>• Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task (safety goggles and L3 cut gloves to be worn)</li> <li>• Ensure staff carrying out the task have the correct training and that a record of their training is held on central system or will be supervised</li> <li>• Ensure battery is fully charged before use</li> </ul>	
<b>Machinery</b>	
<ul style="list-style-type: none"> <li>• Do not leave machinery/equipment unattended</li> <li>• Ensure lance is kept upright during use – DO NOT lay flat when in operation</li> <li>• Ensure backpack is removed from frame and machine is used as trolley only</li> </ul>	
<b>Chemicals</b>	
<ul style="list-style-type: none"> <li>• Only use I-Gum remover solution with this machine – no other chemical to be used with this equipment</li> <li>• Do not splash chemical solutions</li> <li>• Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)</li> <li>• Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)</li> </ul>	

## Task Procedure

### Preparation

#### Before Operation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly
3. Select, check and wear correct PPE
4. Check level of chemical on side of tank, if needed add Gum Remover solution by opening yellow plug and filling to full line
5. Ensure both batteries (blue in top, grey in bottom) are attached correctly

#### Turning on I-Gum

1. Turn machine on (black switch on side of machine)
2. Turn on wand (black button on wand) and choose low or high temperature
3. Once chemical is flowing freely from brush connection, turn steam controller back to the halfway point on the dial
4. Scrub chewing gum mark with wand (orange button on wand to release chemical)

### Cleaning of Area

#### Gum Removal

1. Place brush on gum patch and wait about 5 seconds
2. Agitate the gum using circular motions until it disintegrates
3. Remove brush from gum, and sweep with soft brush to see if further treatment required
4. Change brush as required (soft brush for carpet/hard floor, metal brush for concrete/outside flooring)

#### After Use

1. Turn off black switch
2. Return all equipment and chemicals to secure storage
3. Ensure trolley and lance are kept upright



## **Method Statement Number: 27**

**Use of Step Ladders**

### Associated Risk Assessments

27: Use of Step Ladders

### Associated Method Statements

None

### Personal Protective and Safety Equipment Requirement

1. Warning/Safety Sign



### Small Tools / Materials

1. Step Ladder






### Machinery

None

### Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
None			



Identified Risks and Safety Controls	
Identified Risk	Mitigation
Injuries Caused by Use of Step Ladders in Populated Areas Resulting in Falls from Heights, Fatalities, Broken Bones or Bruising	
	<ul style="list-style-type: none"> <li>• Cordon off area in which the step ladder is being used</li> <li>• Warning signs to be placed before work commences</li> <li>• Training in correct use of ladder/step ladder and working at height</li> <li>• Undertake the tasks involved in using step ladders when least amount of personnel are around</li> </ul>
Falls from Step Ladders Resulting in Fatalities, Broken Bones or Bruising	
	<ul style="list-style-type: none"> <li>• Training in correct use of ladder/step ladder and working at height</li> <li>• Check step ladder thoroughly before use</li> <li>• Spread the step ladder to its fullest extent, and ensure that all four stiles are on firm, level ground</li> <li>• Must have a secure handhold not less than 1.06m above the highest level reached by your feet</li> <li>• Two people required at all times while step ladder is in use (one person to secure the ladder)</li> </ul>
Manual Handling of Step Ladder Resulting in Strains/Sprains to Back, Legs, Arms and Fingers	
	<ul style="list-style-type: none"> <li>• Following Manual handling training as per health and safety induction training</li> <li>• Two people required to carry from storage to work area</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure staff refer to the relevant risk assessment and safety check for the task
- Ensure warning signs are displayed at all entrances
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- Ensure suitable footwear is worn

### Safety

- Report any defective step ladder immediately and prevent its use by others - if it's defective it's illegal; must have all four rubber feet attached to the bottom and stiles, hinges, brackets and runs must be in good working order
- Step ladder must be placed on non-slip and flat flooring
- Never stand on the top level of the step ladder
- Step ladders are an extremely convenient way of accessing work which is out of reach, however familiarity can lead to carelessness; falling off of a step ladder is no less serious than off an ordinary ladder so equal care is required
- Step ladders are covered by the same regulations as ordinary ladders regarding construction and materials and this is even more critical because of the extra parts required to make them foldable; refer to Construction/Working Places Regulations and Work Equipment Regulations

### Chemicals

- None

## Task Procedure

### Preparation

1. Visual inspection of the step ladder for defects before use to ensure it is in good condition:
  - Stiles, feet, runs
  - Check anti-spread device (cords, clips brackets etc.)
  - Check folding mechanism (hinges, pin, rivets, etc.)
2. Always spread the ladder to its fullest extent, so that it can't suddenly jerk while you are on it
3. Ensure that all four stiles are on firm, level ground (use of an unsteady step ladder is an offence)
4. Place warning signs correctly at each entrance/exit point to the area
5. Two members of staff must be available for all step ladder related tasks

### Cleaning of Area

1. Place the step ladder at right angles to the work so that twisting the body is not necessary; try to visualise where the centre of gravity of you, any tools or materials, and the ladder, lies so that it stays within the base area of the step ladder
2. Ensure 3 points of contact when climbing up or down the ladder (2 hands, 1 foot or 2 feet and 1 hand)
3. You must always have a secure handhold; your knees are not allowed above the top step unless there is some other handhold e.g., an extension
4. Do not overreach
5. Carry out the required task, referring the relevant method statement
6. Complete the task without damage or risk to people, furniture and fittings
7. Check, clean and store equipment, materials and PPE correctly
8. Remove warning signs and close ventilation (as appropriate)



## **Method Statement Number: 28**

**Cell Cleaning and Custody Areas**

### Associated Risk Assessments

02: Vacuuming Suction Cleaning

28: Cell Cleaning and Custody Areas

41: Infection Control and Decontamination Cleaning

20: Damp Mopping

38: Body Fluid Spillages and Contaminated Items Risk Assessment

### Associated Method Statements

02: Vacuuming Suction Cleaning

38: Body Fluid Spillages and Contaminated Items Risk Assessment

20: Damp Mopping

41: Infection Control and Decontamination Cleaning

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

18: Bodily Fluids and Sharps – Hypodermic Needles

2: COSHH 12 Golden Rules

9: Manual Handling

15: Vacuuming

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign and Barriers



3. Face Mask



4. Over Suit/Coveralls



5. Safety Goggles / Glasses



6. Over Shoes



### Small Tools / Materials

1. Sharps Box with Gripper
2. Clinical Waste Bags
3. Body Fluid Spillage Kit or Relevant Components (Absorbent Granules or Disinfectant)
4. Cloths
5. Paper Roll
6. Scraper
7. Flat Mop Bucket and Mop (Colour Coded)
8. Tweezers
9. Broom and Dustpan/Brush (if not using a Vacuum)

### Machinery



1. Vacuum Cleaner and Attachments

### Approved Chemicals



Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Medimark Chemegene	Disinfectant	<b>H302:</b> Harmful if swallowed <b>H314:</b> Causes severe skin burns and eye damage <b>H318:</b> Causes serious eye damage <b>H373:</b> May cause damage to organs through prolonged or repeated exposure <b>H400:</b> Very toxic to aquatic life <b>H410:</b> Very toxic to aquatic life with long lasting effects <b>H412:</b> Harmful to aquatic life with long lasting effects	111
2 Pure – OdorBac Tec4 - liquid	Odour Eliminator and Cleaner	<b>None:</b> Product is not deemed to have any adverse effects on human health or the environment	89

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Ubik 2000	Floor Cleaner	<p><b>H314:</b> Causes severe skin burns and eye damage</p> <p><b>P102:</b> Keep out of reach of children. P264 - Wash hands thoroughly after handling</p> <p><b>P280:</b> Wear eye protection, protective gloves, protective clothing</p> <p><b>P305: P351:P338:</b> IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing</p> <p><b>P337: P313:</b> If eye irritation persists: Get medical advice/attention</p> <p><b>P303: P361:P353:</b> IF ON SKIN (or hair): Take off immediately all contaminated clothing. Rinse skin with water or shower</p> <p><b>P332:P313:</b> If skin irritation occurs: Get medical advice/attention</p>	22

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Brush and Wiping Movement causing Musculo-skeletal Disorders	
	<ul style="list-style-type: none"> <li>• Restriction in duration at any given time (max 15 minutes)</li> <li>• Rotation of jobs as much as possible within the restraints of method statement/procedure</li> <li>• Intersperse tasks to provide variety and a change in posture and muscular effort if available</li> </ul>
Contact with Sharps and Razors Causing Puncture Wound Resulting in Possible Infections Such as HIV/Hepatitis	
	<ul style="list-style-type: none"> <li>• Visually check area prior to commence of cleaning, particular care taken in areas of low light, non-physical contact with items by using picker tweezers</li> <li>• Place in UN approved Sharps container, inform custody suite or office/officer on scene</li> <li>• If needle stick injury occurs allow puncture to bleed, wash area with warm water and attend the nearest A&amp;E department at hospital</li> <li>• In the event of an injury, employee to undergo health surveillance</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene'</li> <li>• If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing (keeping the door open)</li> <li>• Instructions and training in the safe use of chemicals</li> <li>• Follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn including overalls, disposable FF2 mask and glasses/goggles</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum - no agents used recorded under the EH 40 list 2007 (work place exposure limits)</li> </ul>
Wet Floors Caused by Damp Mopping Resulting in Slips, Trips and Falls	
	<ul style="list-style-type: none"> <li>• Appropriate footwear required (good grip on soles – flat, closed in footwear)</li> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazardous area</li> <li>• Signage displayed until surface of the floor is dry</li> <li>• Carry out work when least amount of personnel around</li> <li>• Always mop up any laying pools of water as the work commences, never leave any pools of water on completion of work area</li> </ul>



## Additional Safety Controls

### Preparation

- Gloves must be worn
- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Body fluids include: blood, urine, vomit, faeces, saliva, semen etc.
- Contaminated items include: unsecured nappies, sanitary towels, contraceptives, clothing, wound dressings, needles etc.
- Spillages should be reported to the appropriate person and only cleared by trained personnel
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system or they are supervised – carry out relevant toolbox talks as part of training
- Please refer to other relevant risk assessments and method statements for related tasks such as vacuuming/mopping etc.
- If the signage is left out due to the floor not being dry enough, please advise the custody sergeant

### Machinery

- Equipment used for body fluid spillages should not be used for any other task
- Do not plug in machinery until fully assembled
- Do not leave machinery unattended
- When not in use machinery should be left in the correct position

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Identify cell to be cleaned
2. Select, check and safely assemble the correct equipment, correctly diluting the disinfecting chemical according to manufacturer's instructions
3. Lock the cleaning cupboard and ensure the cleaning cupboard keys are in possession at all times, never leaving the cupboard unlocked or the keys unattended
4. Place warning signs correctly at each entrance/exit to the area
5. Select, check and wear correct PPE
6. Ventilate area (where appropriate)
7. Work into the room logically to avoid any cross contamination

### Cleaning of Area

1. Collect any debris and vacuum/sweep the floor as required
2. Deal with any obvious body fluid spillages in accordance with relevant method statement
3. Clean the ceiling using a figure of 8 motion using flat mop system leaving the floor as dry as possible
4. Clean the walls by cleaning up and finishing downwards
5. Clean all furniture/items in the cell as applicable: camera, vents, mirror, toilet etc.
6. Clean the bed frame and all six sides of the mattress and remove the blanket and put in the laundry bag
7. If body fluids are found, apply appropriate disinfectant to the spillage/item and allow sufficient contact time
8. Remove contaminated items and put in the waste bag or box
9. Remove as much spillage as possible by absorption, wiping, scraping, scooping etc. and place in a waste bag
10. Apply additional cleaning agent as required until the spillage is completely removed
11. Clean the surface and rinse to a satisfactory standard and allow to dry
12. Remove all disposable protective equipment correctly and place in a waste bag/box
13. Seal and tag the bags/boxes and move to a designated area for disposal
14. Check, clean and store equipment, materials and PPE correctly
15. Remove warning signs (only if the floor is dry) and close ventilation (as appropriate)
16. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 29**

**Scenes of Crime (SOC) Laboratory – Forensic Cleaning  
Procedures**

### Associated Risk Assessments

- 02: Vacuuming Suction Cleaning
- 41: Infection Control and Decontamination Cleaning
- 38: Body Fluid Spillages and Contaminated Items

- 29: Scenes of a Crime (SOC) Laboratory - Forensic Cleaning Procedures

### Associated Method Statements

- 02: Vacuuming Suction Cleaning
- 38: Body Fluid Spillages and Contaminated Items

- 41: Infection Control and Decontamination Cleaning

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 8: PPE
- 11: Machinery – Maintenance
- 18: Bodily Fluids and Sharps – Hypodermic Needles

- 2: COSHH 12 Golden Rules
- 9: Manual Handling
- 15: Vacuuming
- 23: Nviro Cleaning for Sites with Suspected or Covid Case

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3  
Take a minimum of 3 extra pairs (so they can be replaced between different cleaning processes)



2. Warning/Safety Sign



3. Soft Face Mask FFP1



4. Over Shoes



5. Eye Protection (When using Air Spray)



6. Coveralls



7. Hair net



8. Lab Coat






### Small Tools / Materials




1. Mop and Bucket
2. Bucket for diluted chemical
3. Colour coded clothes
4. Dustpan and Soft Brush
5. Long Handled Dust Control Sweeper
6. Telescopic Access Cleaners
7. Green Pad
8. Yellow Biohazard Bags

### Machinery

1. Vacuum Cleaner and Attachments
2. Orbis Compact 12in floor scrubber

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
RBS T 105	Disinfectant	<p>H302: Harmful if swallowed</p> <p>H314: Causes severe skin burns and eye damage</p> <p>H315: Causes skin irritation</p> <p>H319: Causes serious eye irritation</p> <p>H400: Very toxic to aquatic life</p>	116

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Brush and Wiping Movement causing Musculo-skeletal Disorders	
	<ul style="list-style-type: none"> <li>• Restriction in duration at any given time (max 15 minutes)</li> <li>• Rotation of jobs as much as possible within the restraints of method statement/procedure</li> <li>• Intersperse tasks to provide variety and a change in posture and muscular effort if available</li> </ul>
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene'</li> <li>• If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals</li> <li>• Follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum, no agents used recorded under the EH 40 list 2007 (workplace exposure limits)</li> </ul>
Faulty Cables/Equipment Resulting in Electrocution and Electrical Fires	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, Equipment)</li> <li>• Any faults found are reported immediately to the supervisor and attach red tag to prevent use</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Over Reaching Causing Musculo-skeletal Disorders/Sprains/Strains to Upper Limbs	
	<ul style="list-style-type: none"> <li>• Mechanise the operation using extension pole for the higher areas</li> <li>• Specific manual handling training on kinetic lifting for all employees</li> <li>• No standing on furniture</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• Restriction in duration of using extension pole at any given time (max 15 minutes)</li> <li>• Rotation of jobs</li> </ul>
Manual Handling (Movement of General Items) Causing Sprains/Strains to Arms and Backs	
	<ul style="list-style-type: none"> <li>• Only move items that you are comfortable and able to move safely</li> <li>• Break downloads for ease of movement where applicable</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>
Contact with Sharps and Razors Causing Puncture Wound/Biohazard Possible Infections Such as HIV/Hepatitis	
	<ul style="list-style-type: none"> <li>• Visually check area prior to commence of cleaning, particular care taken in areas of low light, non-physical contact with items by using picker tweezers</li> <li>• Place in UN approved Sharps container, inform Police on scene</li> <li>• If needle stick injury occurs allow puncture to bleed, wash area with warm water and attend the nearest A&amp;E department at hospital</li> <li>• In the event of an injury, employee to undergo health surveillance</li> </ul>



## Additional Safety Controls

### Purpose

- Standard cleaning procedures for the SOC laboratories are essential to ensure a forensically clean environment, reducing the risks of contamination from accelerants or D.N.A.; all vertical and horizontal surfaces must be cleaned together with the exterior surfaces of all fixed and mobile equipment and the monthly cleaning dates and times for all SOC labs shall be scheduled for the year by agreement with the SOC Office Managers

### Preparation

- Arrange access times in advance of cleaning with SOC office manager
- All cleaning will be undertaken under the supervision of a SOC/Authorised Officer
- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Machinery

- Equipment used for decontamination cleaning should not be used for any other task
- Do not plug in machinery until fully assembled, do not leave machinery unattended and when not in use it should be left in the correct position
- Cables should be kept behind machinery, away from water, and do not allow the cable to become taut at ankle height
- Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe and test TCD report any faults to be reported to a supervisor or manager

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)
- Use standard cleaning products appropriate to their use, followed by wiping/spraying with RBS (or other equivalent product as agreed by Authorised Officers in writing)

## Task Procedure

### Preparation

1. Arrange access times in advance of cleaning with SOC office manager
2. All cleaning will only be carried out whilst Constabulary staff are present
3. The cleaner must put on full personal protective equipment (PPE) before entering the room
4. Cover computers (where applicable)

### Cleaning of Area --Daily

1. Remove large litter / debris and place in appropriate waste bin
2. Then remove waste bags from both contaminated waste bin and general waste bin
3. Vacuum / sweep floor and mop

### Cleaning of Area – Monthly

1. Check before starting clean that the laboratory has been left clear of items on workbenches and sink areas – if area is not clear speak to the person in charge of the laboratory
2. Remove large litter / debris and place in appropriate waste bin
3. Then remove waste bags from both contaminated waste bin and general waste bin
4. Clean both bins and replace both waste bags
5. Clean benches, sink unit and exterior of storage cabinets
6. Clean all doors and light switches and areas frequently handled
7. Vacuum / sweep floor
8. Scrub hard floor
9. Issue a certificate in the agreed format, stating the name of cleaner and confirming the date and time the clean was undertaken
10. Ask a SOC/Authorised Officer to sign the worksheet confirming the task has been completed satisfactorily



## **Method Statement Number: 30**

**Forensic Cleaning Procedure Medical Room and  
Forensic POD in Treetops SARC**

**Associated Risk Assessments**

30: Forensic Cleaning Procedure Medical Room and Forensic POD in Treetops SARC

**Associated Method Statements**

**Associated Toolbox Talks**

- 1: Health and Safety for Everyone
- 8: PPE
- 11: Machinery – Maintenance

- 2: COSHH 12 Golden Rules
- 9: Manual Handling

**Personal Protective and Safety Equipment Requirement**

1. Chemical Protection Gloves EN374-2/3



2. Mop Cap



3. Soft Face Mask



4. Over Shoes



6. Eye Protection with Side Shields



7. Coveralls






### Small Tools / Materials




1. Disposable Cloths
2. Bin Liners
3. White Roll/Tissue
4. Disposable Mop Head (new one for each clean)
5. Mop Body and Bucket (to be held at the SARC and only used for the cleaning medical room)
6. Brown Paper Sheeting (provided by SOC, to be used as a sheet to stand on outside the medical room)

### Machinery

None

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Cleanline - Sulphamic Acid Toilet Descaler	Toilet Descaler	<p><b>H315:</b> Causes skin irritation</p> <p><b>H317:</b> May cause an allergic skin reaction</p> <p><b>H318:</b> Causes serious eye damage</p> <p><b>H319:</b> Causes serious eye irritation</p> <p><b>H361:</b> Suspected of damaging fertility or the unborn child</p> <p><b>H411:</b> Toxic to aquatic life with long lasting effects</p> <p><b>H412:</b> Harmful to aquatic life with long lasting effects</p>	11
Ecolab - Actichlor	Disinfectant	<p><b>H319:</b> Causes serious eye irritation</p> <p><b>H335:</b> May cause respiratory irritation</p> <p><b>H410:</b> Very toxic to aquatic life with long lasting effects</p>	112

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Brush and Wiping Movement causing Musculo-skeletal Disorders	
	<ul style="list-style-type: none"> <li>• Restriction in duration at any given time (max 15 minutes)</li> <li>• Rotation of jobs as much as possible within the restraints of method statement/procedure</li> <li>• Intersperse tasks to provide variety and a change in posture and muscular effort if available</li> </ul>
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Appropriate PPE to be worn - mandatory wearing of gloves 'Rubber or Neoprene'</li> <li>• Natural ventilation to be used prior to work commencing</li> <li>• If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Only use approved chemicals, follow instructions and training in the safe use of chemicals</li> <li>• Follow COSHH risk assessment on safe use of chemicals</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum, no agents used recorded under the EH 40 list 2007 (work place exposure limits)</li> </ul>
Egress of Cleaning Agent into Electrical Components (Medical Examination Lamp, Light Switches etc.) Resulting in Electrocution and Electrical Fires	
	<ul style="list-style-type: none"> <li>• Ensure electrical equipment is turned off before cleaning starts</li> <li>• Use a cloth with cleaning agent sprayed onto the cloth (NEVER directly onto electrical equipment)</li> <li>• Visual user check on equipment prior to clean (exposed electrical circuits/wiring, body of equipment intact)</li> <li>• Any faults found to be reported immediately to the Constabulary or Supervisor and cleaning suspended until fixed</li> <li>• Use a soft brush only</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Over Reaching Causing Musculo-skeletal Disorders/Sprains/Strains to Upper Limbs	
	<ul style="list-style-type: none"> <li>• Mechanise the operation using extension pole for the higher areas</li> <li>• Specific manual handling training on kinetic lifting for all employees</li> <li>• No standing on furniture</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• Restriction in duration of using extension pole at any given time (max 15 minutes)</li> <li>• Rotation of jobs</li> </ul>
Manual Handling (Movement of General Items) Causing Sprains/Strains to Arms and Backs	
	<ul style="list-style-type: none"> <li>• Only move items that you are comfortable and able to move safely</li> <li>• Break down loads for ease of movement where applicable</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>
Contact with Sharps and Razors Causing Puncture Wound/Biohazard Possible Infections Such as HIV/Hepatitis	
	<ul style="list-style-type: none"> <li>• Visually check area prior to commence of cleaning, particular care taken in areas of low light, non-physical contact with items by using picker tweezers</li> <li>• Place in UN approved Sharps container, inform Police or Supervisor on scene</li> <li>• If needle stick injury occurs allow puncture to bleed, wash area with warm water and attend the nearest A&amp;E department at hospital</li> <li>• In the event of an injury, employee to undergo health surveillance</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Eye protection should be cleaned with detergent and water

### Safety

- Avoid touching surfaces such as glasses, face, door handles as transference of DNA is likely
- Ensure top set of gloves are changed regularly to minimise this risk
- Any equipment to be used in the medical room should be retained at the SARC solely for use within the medical room

### Chemicals

- Do not splash chemical solutions
- Actichlor is supplied by the customer at this site
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)



## Task Procedure

### Cleaning of Area

#### **Tier 1 (Standard Clean – by Crisis Worker (Usually) or Forensic Cleaning Contractor)**

1. A forensic clean will be required after the medical examination room or forensic pod is used
2. The following cleaning will take place
3. Place a floor standing sheet on the floor outside the entrance to the medical room to act as a floor mat
  - Wash hands
4. The cleaner must then put on the following PPE in the following order whilst standing on the sheet:
  - Mop Cap
  - Soft face mask
  - Gloves (First pair before entering the room)
  - Overshoes
  - Eye Protection with side shields (personal issue clean with detergent and water)
  - White Suit
5. Remove old tape from door and clean the stainless-steel entrance door plates
6. Enter medical room and put on second pair of gloves
7. The shower room should be cleaned first, including the toilet and seat
8. All contact surfaces are to be cleaned with the approved forensic cleaning agent including:
  - Examination couch
  - Colposcope – handle, keyboard and mouse. Plastic sleeve to be placed over the key areas of use only. Do not touch anything under the plastic Colposcope cover and do not place any fluids or spray in areas of camera, buttons and screen. Do not wipe or spray the bottom shelf of the trolley as this contains the connections and software for the system. The Colposcope camera sits on the Colposcope stand, the screen and keyboard sit on the Colposcope trolley which contains the software and all connections for the system. This must not be unplugged/switched off.
  - Door handles
  - Exhibits table and all other work surfaces
  - Mobile metal trolley
  - Sink and taps
  - Contact surfaces of the medical screens and frame (if used)
  - Bins emptied and bin liners replaced
  - Floor requires cleaning once a week or if there are visible spillages and the floor must not be left with puddles of fluid

9. Crisis Workers must place the clinical waste in the designated bin located in the clinical waste store outside of the SARC
10. The Forensic Cleaning Contractor must follow their Clinical Waste protocol
11. Laundry must be placed in the laundry bins in the Cleaners Cupboard
12. Replacement comfort items such as bath towel, bath robe, toiletries bag, couch cover etc. are to be left in the room
13. The door to the examination room is to be closed and a security seal applied, if this seal is broken before staff involved in the examination enter the room, this will bring into question the integrity of any forensic samples taken, so the above cleaning must be undertaken again
14. The relevant paperwork must be completed:
  - The cleaning log
  - Individual Forensic Cleaning Certificate

### **Tier 2 (Deep Clean – by Forensic Cleaning Contractor)**

1. Every month the forensic cleaning contractor, in consultation with the SARC, will complete a Tier 2 deep clean of the medical room using the approved Forensic cleaning agent
2. Prior to entering the medical room:
  - Place a floor standing sheet on the floor outside the entrance to the medical room to act as a floor mat
3. The cleaner must put on PPE whilst standing on the plastic mat
4. The cleaner must then put on the following PPE in the following order whilst standing on the sheet:
  - Soft face mask
  - Mop cap
  - Gloves (first pair before entering the room)
  - Overshoes
  - Eye Protection with side shields (personal issue clean with detergent and water)
  - Protective disposable white suit
5. Note: when putting items outside the medical room during the clean, DO NOT step outside the room anywhere other than on the mat
6. Remove old tape from door and clean the stainless-steel entrance door plates
7. Enter medical room and put on second pair of gloves (double gloves)
8. Wipe down gloves with approved forensic cleaning agent
9. When changing between areas of heavy use in the medical room to clean, gloves should be wiped down with approved forensic cleaning agent or changed
10. Cleaning cloths should also be changed between heavily used areas in the medical room
11. Heavy use areas are:
  - Medical Couch

- Medical Trolley
- Screen
- Work bench

12. Areas for deep clean:

- Medical Couch
- Screen
- Work bench
- Note: Actichlor only should be used for these locations

**Bathroom**

1. Clean door handles on way in to bathroom, and grab handle on door
2. Remove all debris and place in bin
3. Remove waste bin liner and contents and fit a replacement bin liner
4. Clean down
5. De-scale sink, shower and toilet as necessary with de-scaling product
6. Clean washbasin and shower including all fixtures and fittings within the bathroom with approved forensic cleaning agent, the shower head is to be run for ¼ hour and the floor drain unscrewed, remove the pot inside, clean, disinfect and replace
7. Tiles within shower area to be cleaned
8. Clean toilet bowl with toilet cleaner
9. Clean all other surfaces of the toilet with approved forensic cleaning agent (e.g., flush handle, toilet seat etc.)
10. Wash floor with approved forensic cleaning agent ensuring it is not left with puddles of fluid
11. On completion of the bathroom, change gloves and use fresh cleaning cloths

**Medical Room**

1. Notify SARC Manager of anything which may have been left by mistake and should be retained
2. Check sharps bin – if full then seal it closed and remove it from the room and place it outside the door
3. Notify SARC manager this has been removed once clean is complete
4. Remove waste bin liner and contents and fit a replacement bin liner
5. De-scale sink if required
6. Change gloves and wipe new gloves down with approved forensic cleaning agent

7. Clean sink with and all surfaces which may have received hand contact using approved forensic cleaning agent, this includes:
  - Door handles and surrounds
  - Sink taps
  - Soap dispensers
  - Glove boxes and holders
  - Scales
  - Medical examination light (ensure light is switched OFF first)
  - All work surfaces and cupboard doors/handles
8. Change cloth for cleaning of work bench
9. Clean all surfaces of the mobile metal trolley, changing cloth for cleaning of metal trolley
10. Clean medical screen and frame, changing cloth for cleaning of screen and frame
11. Change gloves
12. Using approved forensic cleaning agent and a new cloth, clean all surfaces of the examination couch
13. Change gloves
14. Colposcope – handle, keyboard and mouse Plastic sleeve to be placed over the key areas of use only. Do not touch anything under the plastic Colposcope cover and do not place any fluids or spray in areas of camera, buttons and screen. Do not wipe or spray the bottom shelf of the trolley as this contains the connections and software for the system. The Colposcope camera sits on the Colposcope stand; the screen and keyboard sit on the Colposcope trolley which contains the software and all connections for the system. This must not be unplugged/switched off.
15. Ensure windows are locked and lights are off
16. Wash floor with approved forensic cleaning agent
17. Wipe down door handle inside main door on exiting
18. Security seal room on leaving and lock door

### **Clearing up**

1. Place all waste in rubbish bag and follow clinical waste disposal protocol
2. Remove PPE and place in the rubbish bag
3. Wash hands
4. Pick up plastic mat and place in rubbish bag
5. Remove rubbish bag and place in vehicle
6. Place laundry in the laundry basket in the cleaner's cupboard
7. Wash hands

### **Cleaning Records**

1. Complete records held at the site with details of clean i.e., date, time and cleaner's name, and complete the forensic cleaning certificate which is then to be placed in the folder in the SARC
2. Note – Netley VES
3. The bathroom is accessed via the medical room
4. Ensure that the outside of the toilet door to the landing area also has a tamper proof seal on it
5. The bathroom must be cleaned first, followed by the medical room

### **Environmental Sampling**

1. Environmental sampling is to be carried out on a monthly basis and is to be done immediately after a Tier 2 clean
2. The SOC Supervisor is to make arrangements for a mutually agreed date and time with the Manager of the SARC
3. The Manager of the SARC will then make arrangements with Nviro
4. A CSI nominated by the Cosham SOC Supervisor will attend the SARC at the agreed date and time and sample the medical room as per kit instructions
5. Full PPE is to be worn during sampling
6. The CSI will follow Scientific Services Department internal procedure CSI 42 Environmental Sampling – SARC and paediatric suites
7. The results will be notified to the SARC Manager by Hampshire Constabulary
8. Should there be concerns over the results of the Environmental Monitoring these will be discussed with the forensic provider
9. The cleaning protocol will be reviewed and follow up environmental monitoring of the areas of concern will take place



## **Method Statement Number: 32**

**Carpet Extraction Cleaning**

### Associated Risk Assessments

32: Carpet Extraction Cleaning

45: Upholstery Cleaning

### Associated Method Statements

45: Upholstery Cleaning

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

9: Manual Handling

15: Vacuuming

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3

2. Warning / Safety Sign

3. Protective Glasses / Goggles

4. Face Mask



### Small Tools / Materials

1. Floor Scraper

2. RCD where required



### Machinery

1. Carpet Shampooing Machine with Appropriate Tools

2. Suction Cleaner with Appropriate Tools

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Premiere Products – Carpet Mousse	Carpet Cleaner	No classified Hazards  Inhalation - No specific symptoms noted Ingestion - May cause discomfort if swallowed Skin contact - Prolonged skin contact may cause redness and irritation Eye contact- May cause temporary eye irritation	46
Premiere Products - Release	Carpet Shampoo	H319: Causes serious eye irritation	61
Prochem - Multipro	Carpet Pre-spray (Wet Extraction Machine)	H290: May be corrosive to metals H302: Harmful if swallowed H314: Causes severe skin burns and eye damage H315: Causes skin irritation H318: Causes serious eye damage H319: Causes serious eye irritation H335: May cause respiratory irritation	70
Prochem - Procaps	Carpet Cleaner	H315: Causes skin irritation H318: Causes serious eye damage H319: Causes serious eye irritation	71
Prochem – Extraction Plus - Liquid	Carpet Cleaner	H319: Causes serious eye irritation	93



Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty Cables/Equipment (Electrocution, Electrical Fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of waxes/chemicals and PPE</li> <li>• Appropriate PPE to be worn including mandatory wearing of gloves 'Rubber or Neoprene'</li> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals</li> <li>• First Aid Facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum</li> <li>• No agents used recorded under the EH 40 list 2007 (work place exposure limits)</li> </ul>

### Slips, Trips and Falls Including Uneven/Wet Floors and Trailing Cables/Jet Hose



- Cordon off the area with warning signs to be placed before work commences
- Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area
- Signage displayed until floor dry and/or completed
- Store signage away safely when completed
- Leads to be placed behind line of work
- Appropriate footwear to be worn (good grip on soles)
- All employees trained in safety procedure
- Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area
- Carry out work when least amount of personnel around

### Manual Handling Machines/Loads and Repetitive Strain Injuries



- All machinery/attachments/chemical containers weigh below 25 Kilos
- Specific Manual Handling training on Kinetic Lifting for all employees

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Machinery

- Do not plug in machinery until fully assembled using an RCD
- Do not leave machinery unattended
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height and do not stretch cable
- When not in use machinery should be left in the correct position
- Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe and test RCD report any faults to be reported to a supervisor or manager

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Check carpet for any signs of damage, wear etc. (report damage before you start work)

### Cleaning of Area

1. Remove dirt and debris using suction cleaner and appropriate tool
2. Remove any chewing gum with scraper or appropriate cleaning product
3. Check colour fastness of carpet using neat cleaning agent on cloth in an inconspicuous place (see supervisor first)
4. Prepare cleaning solution according to manufacturer's instructions
5. Pre-treat heavily soiled areas or stains
6. Using machine with appropriate tool work from furthest point from the door
7. Clean thoroughly and do not over wet
8. Carry out the task systematically using overlapping passes and covering all parts of the carpet, keeping the machine under control at all times
9. Ensure the appearance of the carpet and surrounding areas are satisfactory after completion of the task
10. Ensure carpet is left as dry as possible after cleaning
11. Check, clean and store equipment, materials and PPE correctly
12. Remove warning signs (once the area is safe) and close ventilation (as appropriate)
13. Wash and dry hands thoroughly after completing the task



## Method Statement Number: 33

Use of Hand Tools

### Associated Risk Assessments

02: Vacuuming Suction Cleaning  
20: Damp Mopping

06: Damp Dusting and Polishing of Multi Surfaces  
33: Use of Hand Tools

### Associated Method Statements

02: Vacuuming Suction Cleaning  
20: Damp Mopping

06: Damp Dusting and Polishing of Multi Surfaces

### Associated Toolbox Talks

1: Health and Safety for Everyone  
8: PPE  
9: Manual Handling  
11 Machinery Maintenance  
15: Vacuuming

### Personal Protective and Safety Equipment Requirement

1. Chemical Gloves EN374-2/3



2. Warning/Safety Sign



3. Protective Footwear



4. Cut Resistant Gloves



5. Dust Mask



6. Safety Goggles/Glasses



### Small Tools / Materials

- |                      |                                |                                       |
|----------------------|--------------------------------|---------------------------------------|
| 1. Hammer            | 6. Stanley Knife               | 11. Dusters Colour Coded if Available |
| 2. Drill             | 7. Kneeling Pad                |                                       |
| 3. Saw               | 8. Colour Coded Cloths         |                                       |
| 4. Spanners          | 9. Colour Coded Buckets        |                                       |
| 5. Allen or Hex Keys | 10. Colour Coded Trigger Spray |                                       |


### Machinery




- Vacuum Cleaner and Floor Tools

### Approved Chemicals




Chemical	Use	Hazardous Classifications	COSHH Assessment Number
NONE			

### Identified Risks and Safety Controls

Identified Risk	Mitigation
Faulty Cables/Equipment (Electrocution, Electrical Fires)  	<ul style="list-style-type: none"> <li>Visual user check on equipment prior to use (sockets, plug, cables and equipment)</li> <li>Any faults found are reported immediately to the supervisor and not used</li> <li>Any RCD used to be tested prior to use</li> <li>No stretching of cables</li> <li>Annual PA testing of all electrical appliances</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Asbestos Exposure when Using Drill	
	<ul style="list-style-type: none"> <li>• Site asbestos register should be consulted before drilling internal walls of buildings</li> <li>• Dust mask to be worn when drilling at all times</li> </ul>
Slips, Trips and Falls Including Wet Floors and Trailing Cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> <li>• Nviro staff to be vigilant to contaminants which are substances such as water, oil and dust that cause a floor surface to become slippery especially in known hazard areas (i.e., kitchens, canteens/dining areas, changing rooms and washrooms)</li> </ul>
Use of Hand Tools – Saw/Drill/Screwdriver/Hammer etc.	
	<ul style="list-style-type: none"> <li>• Select the correct hand tool for the task</li> <li>• Tools to be suitably maintained and visually check equipment for signs of damage before operation and after use</li> <li>• Allow drill bit to cool down prior to handling</li> <li>• Beware of blades/drill bits which can catch causing them to kick violently (adjust torque according to the density of the surfaces)</li> <li>• Do not operate equipment out of its design parameters</li> <li>• Ensure enough room in all directions to swing tool (i.e., hammer) and that no one is in the vicinity of the swing arc</li> </ul>



Identified Risks and Safety Controls	
Identified Risk	Mitigation
	<ul style="list-style-type: none"> <li>• Eye wash bottle to be available on site</li> <li>• Operative to be trained and competent, ensure all guards and handles are in correct positions, loose clothing to be tucked in, long hair tied back, and gloves to be worn</li> </ul>
<b>Use of Stanley Knife</b>	
	<ul style="list-style-type: none"> <li>• Segregate the area from the public</li> <li>• Cut resistant L5 gloves to be worn, operative to position his/her work in a safe manner</li> <li>• Cuts are to be kept away from the operative</li> <li>• Operatives to be trained and competent</li> </ul>
<b>Repetitive Cutting Movement and Awkward Working Position (Kneeling/Bending Over)</b>	
	<ul style="list-style-type: none"> <li>• Restriction in duration at any given time (max 15 minutes)</li> <li>• Rotation of jobs as much as possible within the restraints of method statement/ procedure</li> </ul>
<b>Manual Handling Machines/Loads and Repetitive Strain Injuries</b>	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- Ensure all guards and handles are in correct positions, loose clothing to be tucked in, long hair tied back, and gloves to be worn

### Machinery

- Do not plug in machinery until fully assembled
- Do not leave machinery unattended
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height
- When not in use machinery should be left in the correct position
- Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe and test TCD report any faults to be reported to a supervisor or manager
- Report any defective equipment immediately and prevent its use by others

### Chemicals

- NONE

## Task Procedure

### Preparation

1. Visual inspection of the equipment before use to ensure it is in good condition
2. Check for rust, corrosion, dents, loose mechanisms, general damage
3. Check the area is safe before setting up to use, and segregate from other users/public
4. Place safety signage as required at each entrance/exit point to the area
5. Ventilate the area where required/possible
6. Plan how the work is going to be carried out
7. Work on level ground where possible

### Cleaning of Area

1. Use correct manual handling technique (refer to manual handling guidance/toolbox talk)
2. Intersperse tasks to provide variety and a change in posture and muscular effort if possible
3. When using saws/knives be aware of your positioning and cut at angles away from the body - be aware of slipping and making sure the item you are working on is sturdy
4. When using drill, check for embedded cables and pipework before drilling into walls or floors and allow drill bit to cool down prior to handling; beware of blades/drill bits which can catch causing them to kick violently (adjust torque according to the density of the surfaces)
5. When using a hammer, it should be used as an extension of the elbow rather than placing the effort on the wrist and make sure you have enough room to swing the hammer
6. Be aware of other people in the area and your work colleagues
7. Be aware of any dust created from sawing, drilling, or cutting fabrics and wear a dust mask as required
8. Do not overreach
9. Clean the area as required after task has been completed, for example mopping/vacuuming and refer to the relevant method statement for each task
10. Check, clean and store equipment, materials and PPE correctly
11. Remove warning signs and close ventilation (as appropriate)
12. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 34**

**Forensic Tent Cleaning**

### Associated Risk Assessment

34: Forensic Tent Cleaning

41: Infection Control and Decontamination Cleaning

38: Body Fluid Spillages and Contaminated Items Risk Assessment

### Associated Method Statements

38: Body Fluid Spillages and Contaminated Items Risk Assessment

41: Infection Control and Decontamination Cleaning

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

9: Manual Handling

18: Bodily Fluids and Sharps – Hypodermic Needles

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign/Biohazard Tape



3. Face Mask



4. Category 3 Coveralls



5. Category 3 Over Shoes



6. Safety Glasses/Goggles



### Small Tools / Materials

1. Disposable Colour Coded Cloths

2. Green Pad

3. Blue Centre Feed Roll/Disposable

Tissue

4. Yellow Bags

### Machinery


1. None

### Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Medimark Chemgene	Disinfectant	H302: Harmful if swallowed H314: Causes severe skin burns and eye damage	111

		<p>H318: Causes serious eye damage</p> <p>H373: May cause damage to organs through prolonged or repeated exposure</p> <p>H400: Very toxic to aquatic life</p> <p>H410: Very toxic to aquatic life with long lasting effects</p> <p>H412: Harmful to aquatic life with long lasting effects</p>	
2 Pure – OdorBac Tec4 - liquid	Odour Eliminator and Cleaner	None: Product is not deemed to have any adverse effects on human health or the environment	89
RBS T 105	Disinfectant	<p>H302: Harmful if swallowed</p> <p>H314: Causes severe skin burns and eye damage</p> <p>H315: Causes skin irritation</p> <p>H319: Causes serious eye irritation</p> <p>H400: Very toxic to aquatic life</p>	116

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene'</li> <li>• If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals</li> <li>• Follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> <li>• First aid facilities to be known in case of emergency</li> </ul>

## Identified Risks and Safety Controls

### Identified Risk

### Mitigation

#### Slips, Trips and Falls Including Wet Floors and Trailing Cables






- Warning signs to be placed before work commences
- Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area
- Signage displayed until floor dry and/or completed
- Store signage away safely when completed
- Appropriate footwear to be worn (good grip on soles, closed in footwear)
- All employees trained in safety procedure
- Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area
- Nviro staff to be vigilant to contaminants which are substances such as water, oil and dust that cause a floor surface to become slippery especially in known hazard areas (i.e., kitchens, canteens/dining areas, changing rooms and washrooms)
- If required to wear disposable overshoes – be aware of the increased risk
- If wearing overshoes, work methodically into the area to avoid cross contamination and to decrease the risk of slipping over and walking over wet/damp floors

#### Manual Handling (Movement of General Items) Causing Musculo-Skeletal Disorders



- Only move items that you are comfortable and able to move safely
- Break down loads for ease of movement where applicable
- Specific Manual Handling training on Kinetic Lifting for all employees
- Use two people when folding or moving the tent

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Exposed to Outside Weather Conditions/Hypothermia/Heat Stroke/Dehydration/Cold Weather Injuries	
	<ul style="list-style-type: none"> <li>Mandatory wearing of appropriate personnel protective equipment (wet weather gear, thermal clothing High Vis Jacket)</li> <li>Operatives to be regularly monitored during extreme weather conditions</li> </ul>
Collision with Other Personnel and/or Vehicle Movement/Struck by Vehicles Moving Around Site	
	<ul style="list-style-type: none"> <li>Nviro employees to be aware of traffic routes</li> <li>High Visibility signs to be always used before work commences, positioned so information can easily be understood in advance of approaching the working area</li> <li>Mandatory wearing of appropriate PPE (wet weather gear, High Vis Jacket)</li> </ul>
Brush and Wiping Movement causing Musculo-skeletal Disorders	
	<ul style="list-style-type: none"> <li>Restriction in duration at any given time (max 15 minutes)</li> <li>Rotation of jobs as much as possible within the restraints of method statement/procedure</li> <li>Intersperse tasks to provide variety and a change in posture and muscular effort if available</li> </ul>

Additional Safety Controls
Preparation
<ul style="list-style-type: none"> <li>Ensure warning signs are displayed at all entrances</li> <li>Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task</li> <li>Ensure staff carrying out the task have the correct training and that a record of their training is held on central system</li> <li>Gloves and mask must be worn</li> <li>Refer to relevant risk assessments</li> <li>Carry out in dry weather as the tent need to be left dry</li> </ul>



<b>Machinery</b>
<ul style="list-style-type: none"> <li>Equipment used for decontamination cleaning should not be used for any other task</li> </ul>
<b>Chemicals</b>
<ul style="list-style-type: none"> <li>Do not splash chemical solutions</li> <li>Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)</li> <li>Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)</li> </ul>
<b>Task Procedure</b>
<b>Preparation</b>
<ol style="list-style-type: none"> <li>Thoroughly check all parts of the equipment for wear, damage and that they work properly</li> <li>Select, check, and wear correct PPE</li> <li>Ventilate area (as appropriate)</li> <li>Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water</li> <li>Check the site for any potential hazards, ensure you are familiar with the risk assessment</li> <li>Wash hands and put on required PPE</li> <li>Display the warning signs in the area, ensuring all signs are visible, close off area if not already done so with Biohazard tape</li> <li>Move tent to hard floor area before cleaning if possible</li> </ol>
<b>Cleaning of Area</b>
<ol style="list-style-type: none"> <li>Spray/wipe surfaces with sanitiser in a methodical way to ensure no areas are missed</li> <li>Remove any staining using hard surface cleaner and disposable micro cloth</li> <li>Place all contaminated wipes and absorbent in double yellow biohazard bagging and remove to appropriate container for disposal</li> <li>Check all surfaces to ensure all traces have been removed and re-clean as required</li> <li>Dry all the panels</li> <li>Remove PPE and place into yellow bags</li> <li>Complete a waste transfer notice if removing waste</li> <li>Complete a work completion notice and get signed off by officer in charge</li> <li>Return the tent to the requested location</li> <li>Complete the task without damage or risk to people or surroundings</li> <li>Check, clean and store equipment, materials, and PPE correctly</li> <li>Remove warning signs and close ventilation (as appropriate)</li> <li>Wash and dry hands thoroughly after completing the task</li> </ol>



## **Method Statement Number: 35**

**Sanitising and Cleaning a Contaminate Vehicle**

### Associated Risk Assessments

- 02: Vacuuming Suction Cleaning
- 38: Body Fluid Spillages and Contaminated Items Risk Assessment
- 45: Upholstery Cleaning
- 77: Covid-19 Enhanced Precautions Risk Assessment v11

- 35: Sanitising and Cleaning a Contaminated Vehicle
- 41: Infection Control and Decontamination Cleaning
- 76: Covid-19 Generic Risk Assessment v11

### Associated Method Statements

- 02: Vacuuming Suction Cleaning
- 41: Infection Control and Decontamination Cleaning
- 76: Covid-19 Generic Risk Assessment v11

- 38: Body Fluid Spillages and Contaminated Items Risk Assessment
- 45: Upholstery Cleaning
- 77: Covid-19 Enhanced Precautions Risk Assessment v11

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 8: PPE
- 11: Machinery – Maintenance
- 18: Bodily Fluids and Sharps – Hypodermic Needles

- 2: COSHH 12 Golden Rules
- 9: Manual Handling
- 15: Vacuuming
- 23: Nviro Cleaning for Sites with Suspected or Covid Case

### Personal Protective and Safety Equipment Requirement

- 1. Chemical Protection Gloves EN374-2/3



- 2. Warning/Safety Sign



- 3. Face Mask



- 4. Coveralls



- 5. Over Shoes



- 6. Eye Protection





### Small Tools / Materials



1. Colour Coded Cloths
2. Absorbent Powder
3. Yellow Biohazard Bags
4. Sharps Box and Needle Picker
5. Deodoriser
6. Dustpan and Brush




### Machinery




1. Vacuum Cleaner and Attachments
2. Upholstery Cleaner

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Medimark Chemgene	Disinfectant	<p>H302: Harmful if swallowed</p> <p>H314: Causes severe skin burns and eye damage</p> <p>H318: Causes serious eye damage</p> <p>H373: May cause damage to organs through prolonged or repeated exposure</p> <p>H400: Very toxic to aquatic life</p> <p>H410: Very toxic to aquatic life with long lasting effects</p> <p>H412: Harmful to aquatic life with long lasting effects</p>	111
Craftex – Kill Odour	Deodoriser	H226: Flammable liquid and vapour	23
Premiere Products - Release	Carpet Shampoo	H319: Causes serious eye irritation	61
2 Pure – OdorBac Tec4 - liquid	Odour Eliminator and Cleaner	None: Product is not deemed to have any adverse effects on human health or the environment	89

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Brush and Wiping Movement causing Musculo-skeletal Disorders	
	<ul style="list-style-type: none"> <li>• Restriction in duration at any given time (max 15 minutes)</li> <li>• Rotation of jobs as much as possible within the restraints of method statement/procedure</li> <li>• Intersperse tasks to provide variety and a change in posture and muscular effort if available</li> </ul>
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene'</li> <li>• If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals</li> <li>• Follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum, no agents used recorded under the EH 40 list 2007 (work place exposure limits)</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Slips, Trips and Falls Including Wet Floors and Trailing Cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> <li>• Nviro staff to be vigilant to contaminants which are substances such as water, oil and dust that cause a floor surface to become slippery especially in known hazard areas (i.e., kitchens, canteens/dining areas, changing rooms and washrooms)</li> <li>• If required to wear disposable overshoes – be aware of the increased risk</li> <li>• If wearing overshoes, work methodically into the area to avoid cross contamination and to decrease the risk of slipping over and walking over wet/damp floors</li> </ul>
Manual Handling (Movement of General Items) Causing Sprains/Strains to Arms and Backs	
	<ul style="list-style-type: none"> <li>• Only move items that you are comfortable and able to move safely</li> <li>• Break down loads for ease of movement where applicable</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with Sharps and Razors Causing Puncture Wound/Biohazard Possible Infections Such as HIV/Hepatitis	
	<ul style="list-style-type: none"> <li>• Visually check area prior to commence of cleaning, particular care taken in areas of low light, non-physical contact with items by using picker tweezers</li> <li>• Place in UN approved Sharps container, inform Police on scene</li> <li>• If needle stick injury occurs allow puncture to bleed, wash area with warm water and attend the nearest A&amp;E department at hospital</li> <li>• In the event of an injury, employee to undergo health surveillance</li> </ul>
Cross Contamination/Exposure to Bloodborne Pathogens/Spread of Infections Such as Hepatitis B, Hepatitis C and HIV	
	<ul style="list-style-type: none"> <li>• All employees carrying out the work should be trained to do so</li> <li>• Staff should be issued with the correct PPE for the situation so they can select and wear items as required</li> <li>• Suitable chemicals for eliminating the virus/bacteria should be provided</li> <li>• The correct method statement should be adhered to and staff should work methodically into the area so they are in contact with 'clean' space and reduce the risk of cross contamination and exposure</li> </ul>
Contact with Members of the Public/Potential Violence/Emotional Family Members	
	<ul style="list-style-type: none"> <li>• Employees are advised of the area they are working in and the potential dangers and hazards</li> <li>• Staff are advised not to put themselves in unnecessary danger and to remove themselves from any situation where they feel uncomfortable</li> <li>• Employees are briefed on empathising with distressed family members and being respectful at all scenes</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Physiological Impact of the Scene/Emotional Distress/Psychological issues	
	<ul style="list-style-type: none"> <li>• Employees are advised of the situations they will encounter and the possible distressing nature</li> <li>• Jobs are attended in pairs and employees are advised to discuss any concerns with their colleague and remove themselves from any situation where they feel uncomfortable</li> <li>• Staff are encouraged to discuss any concerns with their line manager</li> <li>• Employees who are psychologically affected by the work undertaken will have access to counselling</li> </ul>
Exposed to Outside Weather Conditions/Hypothermia/Heat Stroke/Dehydration/Cold Weather Injuries	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personnel protective equipment (wet weather gear, thermal clothing High Vis Jacket)</li> <li>• Operatives to be regularly monitored during extreme weather conditions</li> <li>• Extra care to be taken when working in high winds with vehicle doors open</li> </ul>
Collision with Other Personnel and/or Vehicle Movement/Struck by Vehicles Moving Around Site	
	<ul style="list-style-type: none"> <li>• Nviro employees to be aware of traffic routes</li> <li>• High Visibility signs to be always used before work commences, positioned so information can easily be understood in advance of approaching the working area</li> <li>• Mandatory wearing of appropriate PPE (wet weather gear, High Vis Jacket)</li> </ul>



## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- Gloves and mask must be worn
- Body fluids include: blood, urine, vomit, faeces, saliva, semen etc.
- Ring your line manager or contact if you are unsure of any item to be removed/damaged or if area needs additional work

### Machinery

- Equipment used for decontamination cleaning should not be used for any other task
- Do not plug in machinery until fully assembled
- Do not leave machinery unattended
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height
- When not in use machinery should be left in the correct position
- Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe and test TCD report any faults to be reported to a supervisor or manager

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Prior to leaving depot check PA test date and thoroughly check all parts of the equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
2. Check you have suitable quantities of stock
3. Arrive on site in accordance with client's instructions
4. Site meeting with person in charge of the vehicle and sign for keys if required
5. Check for any specific site hazards and ask if the area is likely to contain sharps
6. Ensure you are familiar with the risk assessment and be aware of potential hazards on site
7. Close off area to public if possible and put up warning signs
8. Put on required PPE
9. Check the vehicle for damage and report any findings to the person in charge of the vehicle
10. Close off area to public if possible and put up cleaning in progress signs

### Cleaning of Area

1. Spray all contaminated areas in vehicle with the sanitising product
2. Collect all solidified fluid using a scoop and spatula/dustpan and brush and place in biohazard bags
3. Should anything suspicious be seen (such as drugs/sharps/body parts) make person in charge of incident aware before removing
4. Re-spray sanitiser over surfaces
5. Clean upholstery and vacuum as required
6. Double check vehicle for any missed fluid and clean as required
7. Check the outside for bodily fluids and clean as required
8. Deodorise if required
9. Remove PPE and bag ready to dispose of
10. Complete cleaning certificate
11. Get authorised officer to sign vehicle off
12. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 36**

**Infestation Removal**

### Associated Risk Assessments

- 02: Vacuuming Suction Cleaning
- 28: Cell Cleaning Custody Areas
- 38: Body Fluid Spillages and Contaminated Items Risk Assessment
- 45: Upholstery Cleaning

- 20: Damp Mopping
- 36: Infestation Removal
- 41: Infection Control and Decontamination Cleaning

### Associated Method Statements

- 02: Vacuuming Suction Cleaning
- 28: Cell Cleaning Custody Areas
- 41: Infection Control and Decontamination Cleaning

- 20: Damp Mopping
- 38: Body Fluid Spillages and Contaminated Items Risk Assessment
- 45: Upholstery Cleaning

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 8: PPE
- 11: Machinery – Maintenance
- 18: Bodily Fluids and Sharps – Hypodermic Needles

- 2: COSHH 12 Golden Rules
- 9: Manual Handling
- 15: Vacuuming

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign - Adequate Number Placed at Entrance/Exit



3. Face Mask



4. Coveralls



5. Over Shoes



6. Safety Goggles



### Small Tools / Materials



1. Yellow Clinical Waste Bags
2. Door Notices

### Machinery



1. Vacuum Cleaner and Attachments
2. Upholstery Cleaner




### Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Lodi UK – Digrain Control	Insect Killer	<p><b>H304:</b> May be fatal if swallowed and enters airways</p> <p><b>H225:</b> Highly flammable liquid and vapour</p> <p><b>H319:</b> Causes serious eye irritation</p> <p><b>H336:</b> May cause drowsiness or dizziness</p> <p><b>H220:</b> Extremely flammable gas</p> <p><b>H400:</b> Very toxic to aquatic life</p> <p><b>H410:</b> Very toxic to aquatic life with long lasting effects</p> <p><b>H317:</b> May cause an allergic skin reaction</p> <p><b>H302:</b> Harmful if swallowed</p> <p><b>H332:</b> Harmful if inhaled</p>	36
Premiere Products - Release	Carpet Shampoo	<p><b>H319:</b> Causes serious eye irritation</p>	61
2 Pure – OdorBac Tec4 - liquid	Odour Eliminator and Cleaner	<p><b>None:</b> Product is not deemed to have any adverse effects on human health or the environment</p>	89
Medimark Chemgene	Disinfectant	<p><b>H302:</b> Harmful if swallowed</p> <p><b>H314:</b> Causes severe skin burns and eye damage</p> <p><b>H318:</b> Causes serious eye damage</p> <p><b>H373:</b> May cause damage to organs through prolonged or repeated exposure</p> <p><b>H400:</b> Very toxic to aquatic life</p> <p><b>H410:</b> Very toxic to aquatic life with long lasting effects</p> <p><b>H412:</b> Harmful to aquatic life with long lasting effects</p>	111




Identified Risks and Safety Controls	
Identified Risk	Mitigation
Brush and Wiping Movement causing Musculo-skeletal Disorders/Sprains/Strains to Upper Limbs	
	<ul style="list-style-type: none"> <li>• Restriction in duration at any given time (max 15 minutes)</li> <li>• Rotation of jobs as much as possible within the restraints of method statement/procedure</li> <li>• Intersperse tasks to provide variety and a change in posture and muscular effort if available</li> </ul>
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene'</li> <li>• If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals</li> <li>• Follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum, no agents used recorded under the EH 40 list 2007 (work place exposure limits)</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
<p data-bbox="179 287 1120 327">Slips, Trips and Falls Including Wet Floors (Damp Mopping) and Trailing Cables</p> 	<ul style="list-style-type: none"> <li>● Warning signs to be placed before work commences</li> <li>● Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>● Signage displayed until floor dry and/or completed</li> <li>● Store signage away safely when completed</li> <li>● Appropriate footwear to be worn (good grip on soles)</li> <li>● All employees trained in safety procedure</li> <li>● Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> <li>● Nviro staff to be vigilant to contaminants which are substances such as water, oil and dust that cause a floor surface to become slippery especially in known hazard areas (i.e., kitchens, canteens/dining areas, changing rooms and washrooms)</li> <li>● If required to wear disposable overshoes – be aware of the increased risk</li> <li>● If wearing overshoes, work methodically into the area to avoid cross contamination and to decrease the risk of slipping over and walking over wet/damp floors</li> </ul>
<p data-bbox="179 989 1568 1029">Manual Handling (Movement of General Items) Causing Musculo-skeletal Disorders/ Sprains/Strains to Upper Limbs</p> 	<ul style="list-style-type: none"> <li>● Only move items that you are comfortable and able to move safely</li> <li>● Break down loads for ease of movement where applicable</li> <li>● Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with Sharps and Razors Causing Puncture Wound/Biohazard Possible Infections Such as HIV/Hepatitis	
	<ul style="list-style-type: none"> <li>• Visually check area prior to commence of cleaning, particular care taken in areas of low light, non-physical contact with items by using picker tweezers</li> <li>• Place in UN approved Sharps container, inform Police on scene</li> <li>• If needle stick injury occurs allow puncture to bleed, wash area with warm water and attend the nearest A&amp;E department at hospital</li> <li>• In the event of an injury, employee to undergo health surveillance</li> </ul>
Cross Contamination/Exposure to Blood Borne Pathogens/Spread of Infections Such as Hepatitis B, Hepatitis C and HIV	
	<ul style="list-style-type: none"> <li>• All employees carrying out the work should be trained to do so</li> <li>• Staff should be issued with the correct PPE for the situation so they can select and wear items as required</li> <li>• Suitable chemicals for eliminating the virus/bacteria should be provided</li> <li>• The correct method statement should be adhered to and staff should work methodically into the area so they are in contact with 'clean' space and reduce the risk of cross contamination and exposure</li> </ul>
Contact with Members of the Public/Potential Violence/Emotional Family Members	
	<ul style="list-style-type: none"> <li>• Employees are advised of the area they are working in and the potential dangers and hazards</li> <li>• Staff are advised not to put themselves in unnecessary danger and to remove themselves from any situation where they feel uncomfortable</li> <li>• Employees are briefed on empathising with distressed family members and being respectful at all scenes</li> </ul>



Identified Risks and Safety Controls	
Identified Risk	Mitigation
Physiological Impact of the Scene/Emotional Distress/Psychological issues	
	<ul style="list-style-type: none"> <li>• Employees are advised of the situations they will encounter and the possible distressing nature</li> <li>• Jobs are attended in pairs and employees are advised to discuss any concerns with their colleague and remove themselves from any situation where they feel uncomfortable</li> <li>• Staff are encouraged to discuss any concerns with their line manager</li> <li>• Employees who are psychologically affected by the work undertaken will have access to counselling</li> </ul>
Use of Electrical Equipment/Machinery/ Electrocuton, Mechanical/Moving Parts/Muscular-skeletal etc.	
	<ul style="list-style-type: none"> <li>• Please refer to the specific RAMS for the piece of equipment or machinery that is being used (vacuum cleaner/carpet extraction machine)</li> <li>• Only trained operatives to use equipment</li> </ul>
Contact with Infestation/Bites from Fleas and Spread of Infection	
	<ul style="list-style-type: none"> <li>• Training to be given on types of infestation (most likely fleas, scabies or body lice) and effects and disposal of contaminated items</li> <li>• No entry to site without full PPE as detailed in Method Statement</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- Liaise with line manager and client regarding contact time
- Refer to relevant risk assessments

### Safety

- Do not stand on furniture to reach above hand height
- Ensure on completion that the product is removed from site

### Machinery

- Equipment used for decontamination cleaning should not be used for any other task – if using a Hoover bag, ensure this is replaced after use to prevent decontamination
- Do not plug in machinery until fully assembled and when not in use, machinery should be left in the correct position
- Do not leave machinery unattended
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height
- Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe and test TCD report any faults to be reported to a supervisor or manager

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Liaise with the client/building contact so they are aware the work is to commence and staff should be made aware of the activity
2. Put on all PPE
3. Place warning signs at each entrance and exit point to the area
4. Place notice on doors advising 'No Entry'
5. Ensure adequate ventilation

### Cleaning of Area

1. Thoroughly vacuum the whole area including any upholstery furnishings paying special attention to skirting boards, any gaps, corners, edges of all furniture and fittings and crevices and ensure referral to relevant method statement for this task
2. Cells – ensure that all bedding is removed and placed in a laundry bag, label and seal then inform the custody Sergeant of the items contained
3. Once completely vacuumed apply a 10 second burst of spray per square metre or apply short 1-2 seconds burst directly at the insects/fleas
4. Spray the whole area paying special attention to any upholstery, furnishings, skirting boards, gaps, and corners, edges of all furniture, fittings and crevices
5. Once the task has been completed close off the area ensuring that any open windows have been closed or sealed off and remove all equipment/safety warning signs
6. Liaise with the client/building user to leave door signage in place to restrict access
7. Recommended that area is left undisturbed overnight if possible
8. Remove all PPE and place direct into a yellow clinical waste bag
9. Label clinical waste bag clearly identifying what the contents are and remove to the agreed collection point
10. Ensure the appearance of the surrounding areas are satisfactory after completion of the task
11. Complete the task without damage or risk to people, furniture and fittings
12. Check, clean and store equipment, materials and PPE correctly
13. Remove warning signs and close ventilation (as appropriate)
14. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 37**

**Fatality and Crime Scene Cleaning**

### Associated Risk Assessments

- |  |   |
|--|---|
| 1: Toilet Washroom Cleaning                          | 20: Mopping Damp  |
| 2: Vacuuming - Suction Cleaning                      | 27: Step Ladder   |
| 5: Cleaning of Glass and Mirrors to Hand Height only | 32: Carpet Extraction Cleaning                          |
| 6: Damp Dusting and Polishing                        | 37: Fatality and Crime Scene Cleaning                   |
| 7: Staircase Cleaning                                | 38: Body Fluid Spillages and Contaminated Items         |
| 8a: Carpet Cleaning using Cimex Encap Carpet Cleaner | 43: Stain Removal (various types including chewing gum) |
| 9: High Level Cleaning Dusting                       | 46: Mop Sweeping  |
| 10: Refuse Rubbish Collection – Internal             |   |
| 13: Sharps and Needlestick                           |   |







### Associated Method Statements

- |  |   |
|--|---|
| 1: Toilet Washroom Cleaning                                  | 20: Mopping Damp  |
| 2: Vacuuming Suction Cleaning                                | 27: Step Ladder   |
| 2a: Suction Cleaning Vacuuming using Battery Back-Pac Vacuum | 32: Carpet Extraction Cleaning                          |
| 5: Cleaning of Glass and Mirrors to Hand Height only         | 38: Body Fluid Spillages and Contaminated Items         |
| 6: Damp Dusting and Polishing                                | 43: Stain Removal (various types including chewing gum) |
| 7: Staircase Cleaning  | 46: Mop Sweeping  |
| 9: High Level Cleaning Dusting                               | 46A: Micro Fibre Dry Mop Sweeping                       |
| 10: Refuse and Rubbish Collection-Internal                   |   |
| 13: Sharps and Needlestick Removal                           |   |

### Associated Toolbox Talks

- |                                   |   |
|-----------------------------------|---|
| 1: Health and Safety for Everyone | 8: PPE  |
| 2: COSHH 12 Golden Rules          | SP3: Safe use of Ladders                        |
| 3: Chemical Safe Dilution         | 18: Bodily Fluids and Sharps/Hypodermic Needles |

### Personal Protective and Safety Equipment Requirement

- |  |   |                         |   |  |   |
|--|---|-------------------------|---|--|---|
| 1. Cut Resistant Gloves<br>EN388 Level 3 |  | 3. Goggles EN 166       |  | 5. Coveralls (Disposable)                    |  |
| 2. Disposable Mask                       |  | 4. Warning/Safety Signs |  | 6. Protective Footwear<br>with shoe covering |  |

### Small Tools / Materials (Refer to folder as to what they need)

- |   |  |   |
|---|--|---|
| <ul style="list-style-type: none"> <li>1. Abrasive Pad</li> <li>2. Colour Coded Cloths</li> <li>3. Colour Coded buckets and mops</li> <li>4. Blue Roll</li> <li>5. Disposable Mop and Bucket</li> <li>6. Magic Sponges</li> </ul> | <ul style="list-style-type: none"> <li>7. Refuse Sacks</li> <li>8. Wire brush with handle loop</li> <li>9. Scraper and handle loop</li> <li>10. Masking Tape</li> <li>11. Sharps Box and Needle Picker</li> <li>12. Yellow Biohazard Bags</li> </ul> | <ul style="list-style-type: none"> <li>13. Big Yellow Bags for mattress removal</li> <li>14. Tape for Separating Areas</li> </ul> |
|---|--|---|

### Machinery




- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>1. Vacuum Cleaner and floor tools</li> <li>2. Floor Machine Scrubber with drive disk and black scrubbing pad<br/>(To be decided upon inspection of the site)</li> </ul> | <ul style="list-style-type: none"> <li>3. Prochem Bravo Carpet Spotter</li> </ul> |
|--|---|




**Ensure that all machinery is thoroughly cleaned and decontaminated after use and before storing away**

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Cleanline Daily Toilet Cleaner	Toilet Cleaning	<p>H315 Causes skin irritation</p> <p>H317 May cause an allergic skin reaction</p> <p>H318 Causes serious eye damage</p> <p>H319 Causes serious eye irritation</p> <p>H413 May cause long lasting harmful effects to aquatic life</p>	14
Clover Lance	De-scaler	<p>H314 Causes severe skin burns and eye damage</p> <p>H315 Causes skin irritation</p> <p>H318 Causes serious eye damage</p>	20
2PURE Odorbac Tec 4	Multi Cleaner, Disinfectant	None – Product is not deemed to have any adverse effects on human health or the environment	89
Premiere Products: Ecoforce Window and Glass Cleaner	Window and Glass Cleaner	<p>H225 Highly flammable liquid and vapour</p> <p>H226 Flammable liquid and vapour</p> <p>H315 Causes skin irritation</p> <p>H319 Causes serious eye irritation</p> <p>H336 May cause drowsiness or dizziness</p>	54
Cleanline Eco Lemon Gel	Floor Cleaner	<p>H226 Flammable liquid and vapour</p> <p>H314 Causes severe skin burns and eye damage</p> <p>H315 Causes skin irritation</p> <p>H317 May cause an allergic skin reaction</p> <p>H318 Causes serious eye damage</p> <p>H400 Very toxic to aquatic life</p> <p>H410 Very toxic to aquatic life with long lasting effects</p> <p>H411 Toxic to aquatic life with long lasting effects</p> <p>H412 Harmful to aquatic life with long lasting effects</p>	15
Clover UBIK 2000	Floor Cleaner	<p>H302 Harmful if swallowed</p> <p>H314 Causes severe skin burns and eye damage</p> <p>H315 Causes skin irritation</p> <p>H318 Causes serious eye damage</p> <p>H319 Causes serious eye irritation</p>	22



Premiere Products Carpet Mousse	Carpet Cleaner	H302 Harmful if swallowed H314 Causes severe skin burns and eye damage H315 Causes skin irritation H318 Causes serious eye damage H319 Causes serious eye irritation	46
Premiere Products Release	Carpet Shampoo	None	61
Prochem Multipro	Carpet Pre-spray (wet extraction machines)	H290 May be corrosive to metals H302 Harmful if swallowed H314 Causes severe skin burns and eye damage H315 Causes skin irritation H318 Causes serious eye damage H319 Causes serious eye irritation H335 May cause respiratory irritation	70
Prochem Procaps	Carpet Cleaner	H315 Causes skin irritation H318 Causes serious eye damage H319 Causes serious eye irritation	71
Jeyes Fluid	Infestation Removal	H225 Highly flammable liquid and vapour H302 Harmful if swallowed H312 Harmful in contact with skin H317 May cause an allergic skin reaction H318 Causes serious eye damage H319 Causes serious eye irritation. H336 May cause drowsiness or dizziness. H400 Very toxic to aquatic life.	33
Prochem Extraction Plus Liquid	Carpet Cleaner	H225 Highly flammable liquid and vapour H319 Causes serious eye irritation H336 May cause drowsiness or dizziness	94
Reliance Medical – Sanitiser Spray	Body Spills	H225 Highly Flammable liquid and vapour H319 Causes serious eye irritation H336 May cause drowsiness or dizziness	118
Craftex Kill Odour liquid	Removes Odour	H226 Flammable liquid and vapour	23



Identified Risks and Safety Controls	
Identified Risk	Mitigation
Awkward Posture (Reaching, Bending, Twisting)	
	<ul style="list-style-type: none"> <li>• Rotation of jobs</li> <li>• Moving in various directions to spread out the workload to various muscles. Use a light grip</li> <li>• Maintain neutral postures</li> <li>• Neck flexion and stretching in opposite directions</li> </ul>
Faulty cables/equipment (electrocution, electrical fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Contact with chemical via spills/splashes causing irritation of skin and respiratory problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• When using oven cleaner ensure that natural ventilation is used prior to work commencing with the opening of windows and/or use of extractor system</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene.' If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing. Instructions and training in the safe use of chemicals. Follow COSHH risk assessment on safe use of chemicals Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Biohazard possible infections such as HIV/Hepatitis	
	<ul style="list-style-type: none"> <li>• Only handle if you have had training to do so and you have the correct equipment</li> <li>• Always wear appropriate PPE</li> <li>• Dispose of all sharps and needles in a Sharps Bin</li> <li>• An assessment of the area must take place before work commences, this will include checking with the customer on site and the Service Manager</li> </ul>
Slips, Trips and Falls including wet floors and trailing cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> </ul>
Manual Handling machines/loads and reparative strain injuries	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
<p data-bbox="179 288 815 327">Injuries caused from falling from step ladder</p> 	<ul data-bbox="880 368 2027 770" style="list-style-type: none"> <li>• Check the ladder for missing, loose or damage rungs</li> <li>• Check that there are no splinters of metal or wood on the rungs that could cause you harm</li> <li>• Ensure that all ropes and cables are attached</li> <li>• Make sure there are no missing or loose rubber feet, rivets, nuts, bolts, or hinges</li> <li>• Check that the extension locks and is not loose, damaged, or broken</li> <li>• Ensure the ladder locks and sits correctly when extended</li> <li>• Check that metal ladders have no twisting, splitting or damage to the stiles and rungs should not be painted</li> <li>• Ladders should only be used for a short duration of work</li> <li>• Always use a second person to hold the foot of the ladder</li> <li>• Always seek advice from your supervisor before using a ladder or working at height</li> </ul>
<p data-bbox="179 810 815 849">Cross contamination/exposure to blood borne pathogens</p> 	<ul data-bbox="880 890 1877 994" style="list-style-type: none"> <li>• Body fluids must only be handled by trained staff using body fluid disposal kits</li> <li>• Always wear appropriate PPE</li> <li>• Any bodily fluid such as blood or vomit should be treated as potential infections</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Machinery

- Do not plug in machinery until fully assembled
- Do not leave machinery unattended
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height
- When not in use machinery should be left in the correct position
- Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe and test RCD, report any faults to be reported to a supervisor or manager

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Ensure the correct checklist for Fatality and Crime Scene Cleaning has been completed and the information shared with all operatives working on site. The checklist should include the following: (look at the call out template on the training presentation)
  - Location
  - Customer Making the Request
  - Name of the Person making the call (Collar number if the police)
  - RMS Number 11 Digits (Police Contract Only)
  - Return Telephone Number and Email Address
  - Date and Time Notified
  - Circumstance of death
  - Type of Scene i.e., murder, suicide
  - Date and Time Notified
  - Site Visit Planned
  - Vehicle Details (if required) – Make, Model, Registration Number, Address Vehicle Located
  - Cell Details (if required) – Cell number and Station
  - Scene of Crime/Incident: Address including postcode
  - Site Visit Date
  - Will the customer be on site for the site visit
  - Will the customer be on site when the work is carried out
  - Access Arrangements
  - Type of Building i.e., habited or inhabited
  - Brief Analysis of Scene
  - What are the floor surfaces
  - Does the Property have power
2. Prior to starting the work, check that all equipment is PA Tested and in date, that it is free of damage and in working order, including plugs, wheels, and cables.
3. Check you have the correct and suitable quantities of chemicals, small tools, and the correct waste disposal bags
4. Arrive on site in accordance with the customers' requirements and contact the person in charge who will show you to the site and issue keys as necessary
5. Ensure you are familiar with the relevant risk assessments as noted in this document and are aware of potential hazards associated with this work

6. Close off the area to the public and put warning signs in place
7. Use all of PPE as listed in this document, before starting the work

#### Cleaning and Decontamination of Area

1. Enter the area methodically cleaning and clearing as you go and creating a clear path
2. Spray soft furnishing with deodoriser if required to help eliminate the smell
3. Use insecticide product as required for maggots if present (Jeyes Fluid – see approved chemical list above)
4. Segregate clean items to a clean area for sorting
5. Spray all contaminated areas with the sanitising product lightly so as not to cause an additional slip hazard
6. Items that are thoroughly disinfected must be placed in black bags for disposal
7. Items that are not thoroughly disinfected and may be contaminated can be placed in biohazard bags
8. Collect all solidified fluid using a scoop and spatula/dustpan and brush and place in biohazard bags
9. Should anything suspicious be seen (such as drugs/sharps/body parts) make person in charge of incident aware before to ensure we are able to remove safely
10. Items such as tables/chairs/beds/mattresses/carpets may need contaminated areas removing with hand tools. Dispose of items as per points 14 and 15.
11. Metal cannot be incinerated so will need to be separated and sanitised for disposal. Material items can be incinerated via the biohazard bags
12. Body fluids will travel so check carpets, underlay, and flooring underneath
13. Maggots will travel so check all items in the area
14. Use sealing product and deodoriser as required
15. Check all areas for contamination and body fluids
16. Re-spray sanitiser over surfaces
17. Clean carpets and vacuum as required – make sure HEPA filter is used when vacuuming flies or larvae cases and disposed of after one use
18. Clean surfaces including walls and ceiling as required
19. Double check for any missed fluid and clean as required
20. Deodorise if required

#### Disposal of Contaminated Waste

1. Collect all the required items of equipment
2. Place warning signs correctly at each entrance/exit point to the area or toilet closed as appropriate
3. Select, check, and wear correct PPE
4. Collect wastes safely from bins, place in correct plastic sacks, avoid spillage and tie off
5. Remove the bin liner and contents from the bin, if the bin is thought to be heavy, test it by gently trying to move the bin, seek assistance for heavy loads
6. Place the liner and contents in a black bin liner

7. Put a clean liner in the bin ensuring it is secure over the edge of the bin
8. Repeat this for several bins until the liner is full
9. Tie a knot in the liner and take it to the designated area. Carry the bags away from the legs and body
10. Dirty or soiled bins should be removed to the wash area and cleaned by scraping debris from the inside, spraying with detergent disinfectant solution, and wiping with a cloth
11. Remove large items of litter from all surfaces prior to sweeping
12. Start the sweeping in correct position i.e., at point furthest from entrance
13. Give attention to corners and edges as appropriate
14. Carry out sweeping systematically using overlapping passes as appropriate
15. Safely place collected dust and debris in the appropriate sack and tie securely
16. Safely remove all refuse to the correct point
17. Reposition bins correctly
18. Ensure the surrounding areas are satisfactory after completion of the task
19. Complete the task without damage or risk to people, furniture, and fitting
20. Check, clean and store equipment, materials, and PPE correctly
21. Remove warning signs and close ventilation (as appropriate)
22. Wash and dry hands thoroughly after completing the task

#### Stain Removal Procedure

1. Thoroughly check all parts of the equipment for wear, damage and that they work properly
2. Place warning signs correctly at each entrance/exit point to the area
3. Select, check, and wear correct PPE
4. Ventilate area (as appropriate)
5. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
6. Pre spray any heavy stains (to allow contact time)
7. Attempt to identify and/or categorise the stain (sight and smell). If unsure consult Supervisor/Manager
  - a. liquid/wet stain
  - b. dry stain
  - c. stain with solid matter
  - d. Chewing Gum
  - e. Bodily Fluid – NOTE: Supervisor/Manager MUST be informed – trained personnel
  - f. Only follow Method Statement for 'Body Spills'
8. Give due regard to potential hazards associated with: Solvents, Freezing agents and Aerosols
9. Use water or neutral detergent first in preference to other agents. Clean working from the outside towards the centre of the stain

10. Test small area of surface for colour fastness BEFORE using Cleaning Chemical,
11. treat and remove the stain according to type and category
12. Ensure no damage is caused to surfaces being cleaned
13. Wet Stain
  - a. Using paper towelling, and working from the outside of the stain to the
  - b. centre, blot excess liquid from the stained area
  - c. With a well wrung out cloth blot stain until removed
  - d. If stain persists, spray stain remover directly onto stain, leave for recommended time (follow manufacturer's instructions) then agitate with soft
14. Brush
  - a. Once stain is removed, rinse with clean fresh water and blot dry with paper
  - b. towels/clean cloth
  - c. Allow to dry naturally
15. Dry Stain
  - a. With a well wrung out cloth blot stain until removed
  - b. If stain persists, spray and stain remover directly onto stain, leave for recommended time (follow manufacturer's instructions) then agitate with soft
16. Towels/clean cloth
  - a. Allow to dry naturally
17. Stain with Solid Matter
18. Using scraper remove solid material from stained area and place in waste sack then follow method for 'Dry Stain'
19. Chewing Gum
  - a. 'Roughen' surface of gum with edge of plastic scraper
  - b. Spray area with chewing gum remover
  - c. Allow to 'freeze'
  - d. Tap frozen chewing gum until it cracks
  - e. Use scraper to remove chewing gum and deposit in waste sack
  - f. Treat any residual stain following method for 'Dry Stain'
20. For all stains. Once surface is completely dry vacuum all residue and surrounding area
21. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
22. Complete the task without damage or risk to people, furniture, and fittings
23. Check, clean and store equipment, materials, and PPE correctly
24. Remove warning signs and close ventilation (as appropriate)



25. Wash and dry hands thoroughly after completing the task

### Carpet Extraction Cleaning (If salvageable)

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - Including plugs, pipes, wheels, and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Check carpet for any signs of damage, wear etc. (report damage before you start work)
6. Remove dirt and debris using suction cleaner and appropriate tool
7. Remove any chewing gum with scraper or appropriate cleaning product
8. Check colour fastness of carpet using neat cleaning agent on cloth in an inconspicuous place (see supervisor first)
9. Prepare cleaning solution according to manufacturer's instructions
10. Pre-treat heavily soiled areas or stains
11. Using machine with appropriate tool work from furthest point from the door. Clean thoroughly and do not over wet
12. Carry out the task systematically using overlapping passes and covering all parts of the carpet, keeping the machine under control at all times
13. Ensure the appearance of the carpet and surrounding areas are satisfactory after completion of the task
14. Ensure carpet is left as dry as possible after cleaning
15. Check, clean and store equipment, materials, and PPE correctly
16. Remove warning signs (once the area is safe) and close ventilation (as appropriate)
17. Wash and dry hands thoroughly after completing the task

### Infestation Removal

1. Ensure adequate ventilation
2. Thoroughly vacuum the whole area including any upholstery furnishings paying special attention to skirting boards, any gaps, corners, edges of all furniture and fittings and crevices. Refer to relevant method statement for this task
3. Ensure that all bedding is removed and placed in a laundry bag, label and seal then inform the custody Sargent of the items contained
4. Once completely vacuumed apply a 10 second burst of spray per square metre or apply short 1-2 seconds burst directly at the insects/ fleas
5. Spray the whole area paying special attention to any upholstery, furnishings, skirting boards, gaps, and corners, edges of all furniture, fittings and crevices.
6. Once the task has been completed close off the area ensuring that any open windows have been closed or sealed off and remove all equipment / safety warning signs
7. Liaise with the client/building user to leave door signage in place to restrict access.

8. Recommended that area is left undisturbed overnight if possible
9. Remove all PPE and place direct into a yellow clinical waste bag
10. Label clinical waste bag clearly identifying what the contents are and remove to the agreed collection point: Yellow – Offensive hygiene waste, Black – General Waste
11. Ensure the appearance of the surrounding areas are satisfactory after completion of the task
12. Complete the task without damage or risk to people, furniture, and fittings
13. Check, clean and store equipment, materials, and PPE correctly
14. Remove warning signs and close ventilation (as appropriate)
15. Wash and dry hands thoroughly after completing the task.



## **Method Statement Number: 38**

**Body Fluid Spillages and Contaminated Items**

### Associated Risk Assessments

02: Vacuuming Suction Cleaning  
 38: Body Fluid Spillages and Contaminated Items Risk Assessment

20: Damp Mopping  
 41: Infection Control and Decontamination Cleaning

### Associated Method Statements

02: Vacuuming Suction Cleaning  
 41: Infection Control and Decontamination Cleaning

20: Damp Mopping

### Associated Toolbox Talks

1: Health and Safety for Everyone  
 8: PPE  
 11: Machinery – Maintenance  
 18: Bodily Fluids and Sharps – Hypodermic Needles

2: COSHH 12 Golden Rules  
 9: Manual Handling  
 15: Vacuuming

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign and Barriers



3. Face Mask



4. Coveralls



5. Safety Goggles





### Small Tools / Materials

- |   |  |   |
|---|--|---|
| <ul style="list-style-type: none"> <li>1. Colour Coded Cloths</li> <li>2. Colour Coded Buckets</li> <li>3. Colour Coded Mops</li> <li>4. Sharps Box with Gripper</li> <li>5. Litter Picker</li> <li>6. Clinical Waste Bags</li> </ul> | <ul style="list-style-type: none"> <li>7. Body Fluid Spillage Kit or Relevant Components (Absorbent Granules, Disinfectant etc.)</li> <li>8. Paper Roll</li> <li>9. Scraper</li> <li>10. Tweezers</li> </ul> | <ul style="list-style-type: none"> <li>11. Lockable Yellow Box for Biohazard Material for travelling if required</li> </ul> |
|---|--|---|



### Machinery




- 1. Vacuum Cleaner and Attachments

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Medimark Chemgene	Disinfectant	<ul style="list-style-type: none"> <li>H302: Harmful if swallowed</li> <li>H314: Causes severe skin burns and eye damage</li> <li>H318: Causes serious eye damage</li> <li>H373: May cause damage to organs through prolonged or repeated exposure</li> <li>H400: Very toxic to aquatic life</li> <li>H410: Very toxic to aquatic life with long lasting effects</li> <li>H412: Harmful to aquatic life with long lasting effects</li> </ul>	111
2 Pure – OdorBac Tec4 - liquid	Odour Eliminator and Cleaner	<ul style="list-style-type: none"> <li>None: Product is not deemed to have any adverse effects on human health or the environment</li> </ul>	89

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Brush and Wiping Movement causing Musculo-skeletal Disorders	
	<ul style="list-style-type: none"> <li>• Restriction in duration at any given time (max 15 minutes)</li> <li>• Rotation of jobs as much as possible within the restraints of method statement/procedure</li> <li>• Intersperse tasks to provide variety and a change in posture and muscular effort if available</li> </ul>
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene'</li> <li>• If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals</li> <li>• Follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum - no agents used recorded under the EH 40 list 2007 (work place exposure limits)</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Slips, Trips and Falls Including Wet Floors and Trailing Cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> <li>• Nviro staff to be vigilant to contaminants which are substances such as water, oil and dust that cause a floor surface to become slippery especially in known hazard areas (i.e., kitchens, canteens/dining areas, changing rooms and washrooms)</li> <li>• If required to wear disposable overshoes – be aware of the increased risk</li> <li>• If wearing overshoes, work methodically into the area to avoid cross contamination and to decrease the risk of slipping over and walking over wet/damp floors</li> </ul>
Manual Handling (Movement of General Items) Causing Musculo-Skeletal Disorders	
	<ul style="list-style-type: none"> <li>• Only move items that you are comfortable and able to move safely</li> <li>• Break down loads for ease of movement where applicable</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with Sharps and Razors Causing Puncture Wound	
	<ul style="list-style-type: none"> <li>• Visually check area prior to commence of cleaning, particular care taken in areas of low light, non-physical contact with items by using picker tweezers</li> <li>• Place in UN approved Sharps container, inform Police on scene</li> <li>• If needle stick injury occurs allow puncture to bleed, wash area with warm water and attend the nearest A&amp;E department at hospital</li> <li>• In the event of an injury, employee to undergo health surveillance</li> </ul>
Cross Contamination/Exposure to Blood Borne Pathogens	
	<ul style="list-style-type: none"> <li>• All employees carrying out the work should be trained to do so</li> <li>• Staff should be issued with the correct PPE for the situation so they can select and wear items as required</li> <li>• Suitable chemicals for eliminating the virus/bacteria should be provided</li> <li>• The correct method statement should be adhered to and staff should work methodically into the area so they are in contact with 'clean' space and reduce the risk of cross contamination and exposure</li> </ul>
Use of Electrical Equipment/Machinery	
	<ul style="list-style-type: none"> <li>• Please refer to the specific RAMS for the piece of equipment or machinery that is being used (vacuum cleaner/carpet extraction machine)</li> <li>• Only trained operatives to use equipment</li> </ul>



## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system – carry out relevant toolbox talks as part of training
- Body fluids include: blood, urine, vomit, faeces, saliva, semen etc.
- Contaminated items include: unsecured nappies, sanitary towels, contraceptives, clothing, wound dressings, needles etc.

### Machinery

- Equipment used for decontamination cleaning should not be used for any other task
- Do not plug in machinery until fully assembled
- Do not leave machinery unattended
- When not in use machinery should be left in the correct position

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Identify the spillage or items
2. Select, check and safely assemble the correct equipment
3. Place warning signs correctly at each entrance/exit point to the area
4. Select, check and wear correct PPE
5. Ventilate area (where appropriate)
6. Apply appropriate disinfectant to the spillage/item and allow sufficient contact time

### Cleaning of Area

1. Remove contaminated items to the waste bag or box
2. Remove as much spillage as possible by absorption, wiping, scraping, scooping etc. and place in a waste bag
3. Apply additional cleaning agent as required, until the spillage is completely removed
4. Clean the surface and rinse to a satisfactory standard and allow to dry
5. Remove all disposable protective equipment correctly and place in a waste bag/box
6. Seal and tag the bags/boxes and remove to a designated area for disposal
7. Check, clean and store equipment, materials and PPE correctly
8. Remove warning signs and close ventilation (as appropriate)
9. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 38b**

**Pigeon Guano Removal Internal**

### Associated Risk Assessments

- 20: Damp Mopping  
38b: Pigeon Guano Removal Internal
- 41: Infection Control and Decontamination Cleaning

### Associated Method Statements

- 20: Damp Mopping  
41: Infection Control and Decontamination Cleaning

### Associated Toolbox Talks

- 1: Health and Safety for Everyone  
8: PPE
- 2: COSHH 12 Golden Rules  
9: Manual Handling

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign and Barriers



3. Face Mask FFP2



4. Coveralls





5. Safety Glasses





### Small Tools / Materials

1. Yellow Cloths  
2. Yellow Buckets  
3. Yellow Mops  
4. Litter Picker  
5. Paper Roll  
6. Scraper
7. Waste bags

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
2 Pure – OdorBac Tec4 - liquid	Odour Eliminator and Cleaner	<b>None:</b> Product is not deemed to have any adverse effects on human health or the environment	89

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Brush and Wiping Movement causing Musculo-skeletal Disorders	
	<ul style="list-style-type: none"> <li>• Restriction in duration at any given time (max 15 minutes)</li> <li>• Rotation of jobs as much as possible within the restraints of method statement/procedure</li> <li>• Intersperse tasks to provide variety and a change in posture and muscular effort if available</li> </ul>
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene'</li> <li>• If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals</li> <li>• Follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum - no agents used recorded under the EH 40 list 2007 (workplace exposure limits)</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Slips, Trips and Falls Including Wet Floors	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> <li>• Nviro staff to be vigilant to contaminants which are substances such as water, oil and dust that cause a floor surface to become slippery especially in known hazard areas (i.e., kitchens, canteens/dining areas, changing rooms and washrooms)</li> <li>• If required to wear disposable overshoes – be aware of the increased risk</li> <li>• If wearing overshoes, work methodically into the area to avoid cross contamination and to decrease the risk of slipping over and walking over wet/damp floors</li> </ul>
Manual Handling (Movement of General Items) Causing Musculo-Skeletal Disorders	
	<ul style="list-style-type: none"> <li>• Only move items that you are comfortable and able to move safely</li> <li>• Breakdown loads for ease of movement where applicable</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

## Identified Risks and Safety Controls

### Identified Risk

### Mitigation

Exposure to Psittacosis/Salmonella through inhalation or contact with Pigeon corpse



- All employees carrying out the work should be trained to do so
- Staff should be issued with the correct PPE for the situation so they can select and wear items as required.
- FFP2 masks must be worn during task.
- Litter picker must be used to pick up pigeon corpse and cleaned with Odorbac when finished.
- Suitable chemicals for eliminating the virus/bacteria should be provided
- The correct method statement should be adhered to, and staff should work methodically into the area, so they are in contact with 'clean' space and reduce the risk of cross contamination and exposure

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- Contaminated items include Pigeon Guano, Pigeon Corpses, used cloths, mop heads, used aprons and gloves.

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Identify the spillage or items
2. Select, check and safely assemble the correct equipment
3. Place warning signs correctly at each entrance/exit point to the area
4. Select, check and wear correct PPE
5. Ventilate area (where appropriate)
6. Use 50:50 dilution of Odorbac to the area and allow sufficient contact time

### Cleaning of Area

1. Damp mop patches of Pigeon Guano using yellow mop and bucket
2. Small patches can be cleaned using yellow cloth
3. Any dry patches of guano to be soaked with Odorbac before removal.
4. Apply additional cleaning agent as required, until the visible guano is completely removed
5. Clean the surface and rinse to a satisfactory standard and allow to dry
6. Remove all disposable protective equipment correctly and place in a waste bag
7. Check, clean and store equipment, materials and PPE correctly
8. Remove warning signs and close ventilation (as appropriate)
9. Wash and dry hands thoroughly after completing the task





## **Method Statement Number: 40**

**Lift Cleaning**

### Associated Risk Assessments

02: Vacuuming Suction Cleaning  
20: Damp Mopping

06: Damp Dusting and Polishing  
40: Lift Cleaning

### Associated Method Statements

02: Vacuuming Suction Cleaning  
20: Damp Mopping

06: Damp Dusting and Polishing

### Associated Toolbox Talks

1: Health and Safety for Everyone  
7: Safety Signage  
9: Manual Handling  
15: Vacuuming

2: COSHH 12 Golden Rules  
8: PPE  
11: Machinery – Maintenance

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign/Barrier Tape



3. Safety Goggles



### Small Tools / Materials

1. Colour Coded Cloths  
2. Colour Coded Microfibre Stainless Steel and Glass Cloth  
3. Colour Coded Buckets




4. Colour coded trigger spray  
5. Dust Pan and Brush  
6. Litter Picker  
7. Waste Sacks



8. Lift Isolating Key  
9. Scraper  
10. Abrasive Pad

### Machinery

1. Vacuum Cleaner and Crevice Tool Attachments

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Premiere Products - Liquid Spray Polish	Multi Surface Polish	<p>H319 Causes serious eye irritation</p> <p>H226 Flammable liquid and vapour</p> <p>H225 Highly flammable liquid and vapour</p> <p>H336 May cause drowsiness or dizziness</p>	56
Reckitt Benckister - Brasso Metal Liquid Polish	Metal Polish	<p>H226 Flammable liquid and vapour</p> <p>H304 Maybe fatal if swallowed and enters airways</p> <p>H314 Causes severe skin burns and eye damage</p> <p>H318 Causes serious eye damage</p> <p>H319 Causes serious eye irritation</p> <p>H335 May cause respiratory irritation (respiratory tract)</p> <p>H336 May cause dizziness or drowsiness</p> <p>H400 Very toxic to aquatic life</p>	73
2 Pure – OdorBac Tec4 - liquid	Odour Eliminator and Cleaner	<p>None Product is not deemed to have any adverse effects on human health or the environment</p>	89

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty cables/equipment (electrocution, electrical fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, Equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Impact from lift door closing causing cuts, bruises and abrasions	
	<ul style="list-style-type: none"> <li>• Lift to be isolated when cleaning is taking place</li> <li>• This is to be carried out using a lift key only</li> </ul>
Contact with chemical via spills/splashes causing irritation of skin and respiratory problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene'. If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing. Instructions and training in the safe use of chemicals.</li> <li>• Follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Slips, Trips and Falls including wet floors and trailing cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> <li>• Nviro staff to be vigilant to contaminants which are substances such as water, oil and dust that cause a floor surface to become slippery especially in known hazard areas (i.e., kitchens, canteens/dining areas, changing rooms and washrooms)</li> </ul>
Manual Handling machines/loads and repetitive strain injuries	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- Clean the lift when the building is empty or during the quietest period
- Advise building users of lift cleaning times in advance if possible
- Sign out Lift Key from Reception/Security
- The lift must be isolated and unable to be switched on by anyone else
- The lift floor should be level with the landing area; report to the client or building supervisor if it is not level

### Machinery

- Do not plug in machinery until fully assembled
- Do not leave machinery unattended
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height
- When not in use machinery should be left in the correct position
- Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe and test TCD report any faults to be reported to a supervisor or manager
- Ensure plug sockets are in the 'off' position before inserting or removing plug
- Do not insert/remove plugs with wet hands

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Carry out a dynamic risk assessment on arrival at the work area – this means you are checking the area is free from immediate risks to ensure the area is safe to work in
2. Place warning signs correctly at each entrance/exit point to the area that you are cleaning
3. Complete the task following this method statement (all method statements can be accessed in the H&S Manual by scanning the QR code on the Guide to Using Chemicals Safely poster)
4. When using chemicals, you must follow the relevant COSHH Assessment which can be accessed in the H&S Manual as above which details PPE, and what to do in respect of a spillage and first aid requirements
5. Ventilate area (as appropriate)
6. Wash hands and check for any cuts and abrasions, (if any found, cover with waterproof dressing)
7. Select, check, and wear correct PPE
8. Check PA test date
9. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - Including plugs, pipes, wheels and cables
10. If floor sockets are being used, put a warning sign over the floor socket that is being used
11. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
12. Ensure lift key is inserted and switched to 'off'
13. On all floors place warning barrier/belt across doors
14. Erect warning signs/barrier tape (in working area); direct to alternative lift or stairs

### Cleaning of Area

1. Remove large items of litter and place in waste sack
2. Check the area for chewing gum
3. Spray a small amount of water onto microfiber cloth and damp wipe internal walls and mirror
4. Pay particular attention to handrails and control buttons. All areas should be left free from smears and clean
5. Using 'crevice' tool attachment vacuum lift door runners.
6. Carpeted floor – commence vacuuming using 'overlapping' 'passes; work backwards towards exit/socket, ensuring that the vacuum cleaner and cable are behind you. Vacuum small manageable sections to prevent overstretching
7. Hard or vinyl surface floor – immerse colour coded mop in water, wring out and clean floor edges and corners first
8. Starting at the point furthest from the door and working backwards towards the exit, immerse the mop in solution, wring out and using overlapping (figure of 8) movements work backwards towards exit – do not over-wet, ensuring bucket is always behind you and your feet are on dry floor; rinse mop frequently in bucket and change solution when required, allowing the floor to dry
9. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task

10. Complete the task without damage or risk to people, furniture and fittings
11. Check, clean and store equipment, materials and PPE correctly
12. Remove warning signs and close ventilation (as appropriate)
13. Wash and dry hands thoroughly after completing the task
14. Turn lift key to 'on' position, remove key and return to Reception/Security
15. Wash hands thoroughly, rinse and dry upon completion of task





## **Method Statement Number: 41**

**Infection Control and Decontamination Cleaning**

### Associated Risk Assessments

02: Vacuuming Suction Cleaning

38: Body Fluid Spillages and Contaminated Items Risk Assessment

20: Damp Mopping

41: Infection Control and Decontamination Cleaning

### Associated Method Statements

02: Vacuuming Suction Cleaning

38: Body Fluid Spillages and Contaminated Items Risk Assessment

20: Damp Mopping

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

18: Bodily Fluids and Sharps – Hypodermic Needles

2: COSHH 12 Golden Rules

9: Manual Handling

15: Vacuuming

23: Nviro Cleaning for Sites with Suspected or Covid Case

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign



3. Face Mask (for Decontamination Clean)



4. Over Suit/Coveralls



5. Sharps Container



6. Cut Resistant L3 Gloves



7. Over Shoes



8. FFP3 Face Mask (For use with Electrostatic Spray Gun)



### Small Tools / Materials



1. Colour Coded Cloths
2. Colour Coded Buckets
3. Colour Coded Mops
4. Paper Roll
5. Waste Bags and Yellow Biohazard Bags
6. Broom and Dustpan/Brush
7. Body Fluid Spillage Kit or relevant components (absorbent granules, disinfectant)
8. Scraper

### Machinery



1. Vacuum Cleaner and attachments
2. Electrostatic Spray Gun (if required)




### Approved Chemicals

Chemical	Use	Hazardous Classifications
Medimark Chemgene	Disinfectant	<p>H302: Harmful if swallowed</p> <p>H314: Causes severe skin burns and eye damage</p> <p>H318: Causes serious eye damage</p> <p>H373: May cause damage to organs through prolonged or repeated exposure</p> <p>H400: Very toxic to aquatic life</p> <p>H410: Very toxic to aquatic life with long lasting effects</p> <p>H412: Harmful to aquatic life with long lasting effects</p>
2 Pure – OdorBac Tec4 - liquid	Odour Eliminator and Cleaner	<p>None Product is not deemed to have any adverse effects on human health or the environment</p>


Identified Risks and Safety Controls	
Identified Risk	Mitigation
Brush and Wiping Movement causing Musculo-skeletal Disorders	
	<ul style="list-style-type: none"> <li>• Restriction in duration at any given time (max 15 minutes)</li> <li>• Rotation of jobs as much as possible within the restraints of method statement/procedure</li> <li>• Intersperse tasks to provide variety and a change in posture and muscular effort if available</li> </ul>
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene'</li> <li>• If there is insufficient ventilation wear suitable mask (if using Electrostatic Spray Gun this must be an FFP3 mask)</li> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals</li> <li>• Follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> <li>• First aid facilities to be known in case of emergency</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Slips, Trips and Falls Including Wet Floors and Trailing Cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> <li>• Nviro staff to be vigilant to contaminants which are substances such as water, oil and dust that cause a floor surface to become slippery especially in known hazard areas (i.e., kitchens, canteens/dining areas, changing rooms and washrooms)</li> <li>• If required to wear disposable overshoes – be aware of the increased risk</li> <li>• If wearing overshoes, work methodically into the area to avoid cross contamination and to decrease the risk of slipping over and walking over wet/damp floors</li> </ul>
Manual Handling (Movement of General Items) Causing Musculo-Skeletal Disorders	
	<ul style="list-style-type: none"> <li>• Only move items that you are comfortable and able to move safely</li> <li>• Break downloads for ease of movement where applicable</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with Sharps and Razors Causing Puncture Wound	
	<ul style="list-style-type: none"> <li>• Visually check area prior to commence of cleaning, particular care taken in areas of low light, non-physical contact with items by using picker tweezers</li> <li>• Place in UN approved Sharps container, inform Police on scene</li> <li>• If needle stick injury occurs allow puncture to bleed, wash area with warm water and attend the nearest A&amp;E department at hospital</li> <li>• In the event of an injury, employee to undergo health surveillance</li> </ul>
Cross Contamination/Exposure to Blood Borne Pathogens	
	<ul style="list-style-type: none"> <li>• All employees carrying out the work should be trained to do so</li> <li>• Staff should be issued with the correct PPE for the situation so they can select and wear items as required</li> <li>• Suitable chemicals for eliminating the virus/bacteria should be provided</li> <li>• The correct method statement should be adhered to, and staff should work methodically into the area, so they are in contact with 'clean' space and reduce the risk of cross contamination and exposure</li> </ul>
Use of Electrical Equipment/Machinery	
	<ul style="list-style-type: none"> <li>• Please refer to the specific RAMS for the piece of equipment or machinery that is being used (vacuum cleaner/carpet extraction machine)</li> <li>• Only trained operatives to use equipment</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
<p data-bbox="179 288 1249 325">Contact with Chemical or Aerosol Resulting in irritation of Skin and Respiratory Problems</p> 	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personal protective equipment including safety goggles and/ or visor to EN166:2001, FFP3 level Portwest Eagle FFP3 Valved Dolomite mask to be worn and latex free gloves</li> <li>• All users of the FFPE mask will undertake a mask fit test before use</li> <li>• To reduce risk of chemical splash, concentrated chemical is poured into the unit with water added afterwards</li> <li>• Ensure that the sprayer is not pointed towards anyone</li> <li>• Trigger lock should be on when not in use</li> <li>• The sprayer should be held away from the body and operative should not walk forward into spray until it has bonded with a surface</li> <li>• Where rooms are in 24/7 operation, there is to be no electrostatic spraying, only touchpoint cleaning</li> <li>• Cordon off area and place warning signs before work commences, any staff not directly involved in the delivery will be asked to leave the area prior to work commencing</li> <li>• Signage displayed until surfaces are dry</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- Gloves and mask must be worn
- Natural ventilation is to be used prior to work commencing
- Body fluids include blood, urine, vomit, faeces, saliva, semen etc.

### Machinery

- Equipment used for decontamination cleaning should not be used for any other task
- Do not plug in machinery until fully assembled
- Do not leave machinery unattended
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height
- When not in use machinery should be left in the correct position
- Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe and test TCD report any faults to be reported to a supervisor or manager

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)



## Task Procedure

### Preparation

1. Select, check and safely assemble the correct equipment, correctly diluting the disinfecting chemical according to manufacturer's instructions
2. Place warning signs correctly at each entrance/exit to the area
3. Select, check and wear correct PPE
4. Ventilate area (where appropriate)
5. Work into the room logically, always starting at the furthest point from the entrance of the room to avoid any cross contamination

#### If using Electrostatic sprayer in addition:

6. Prior to work commencement, confirm with the customer what plans are in place regarding the control of entrance points and security of the area whilst being sprayed
7. Where rooms are in 24/7 operation, there is to be no electrostatic spraying
8. PPE and RPE must always be worn whilst spraying is in operation

### Cleaning of Area

1. Collect any debris and vacuum/sweep the floor as required
2. Deal with any obvious body fluid spillages in accordance with relevant method statement
3. Clean the floor and ceiling using a figure of 8 motion using flat mop system leaving the floor as dry as possible
4. Clean the walls by cleaning up and finishing downwards
5. Clean all furniture/items in the area as applicable
6. If body fluids are found apply appropriate disinfectant to the spillage/item and allow sufficient contact time (again refer to body fluid spillage method statement)
7. Remove contaminated items to the waste bag or box
8. Clean the surface and rinse to a satisfactory standard and allow to dry
9. Remove all disposable protective equipment correctly and place in a waste bag/box
10. Seal and tag the bags/boxes and remove to a designated area for disposal
11. Check, clean and store equipment, materials and PPE correctly
12. Remove warning signs (only if the floor is dry) and close ventilation (as appropriate)
13. Wash and dry hands thoroughly after completing the task

If using Electrostatic sprayer

14. Follow steps 1 and 2 above
15. Whilst holding the spray gun away from the body, a swooping motion should be used to evenly distribute the chemical over the surface you wish to spray making sure the spray gun is around 70 cm away from the surface being sprayed
16. Logically move around the room spraying all surfaces, which have been identified in the cleaning specification, lightly but evenly - the electro spray will attach underneath items (i.e., chairs)
17. The operative should make sure to avoid saturation by constantly moving the spray gun as if spray painting objects
18. The spray should always be directed away from the body and the other operatives
19. For comfort PPE can be changed at any time, regular breaks should be sought
20. Once all areas have had an even distribution the operatives should wait for around 20 minutes for the surfaces to dry
21. Ventilated areas should not be used for 30 minutes after delivery and for unventilated areas, this is 60 minutes
22. Dry hands thoroughly after completing the task
23. Thoroughly clean all equipment after use – the electrostatic gun should be emptied of all water from the tank, then spray the gun into the sink to clear any water that's still inside the tube system and then the nozzle should be removed and rinsed off with warm water
24. Remove all disposable protective and respiratory equipment correctly
25. Follow steps 12 and 13



## **Method Statement Number: 42**

**Graffiti Removal**

### Associated Risk Assessments

14: Pressure Washing - Electric  
42: Graffiti Removal

14A: Pressure Washing – Petrol and Propane

### Associated Method Statements

14: Pressure Washing - Electric

14A: Pressure Washing – Petrol and Propane

### Associated Toolbox Talks

1: Health and Safety for Everyone  
8: PPE  
11: Machinery – Maintenance

2: COSHH 12 Golden Rules  
9: Manual Handling

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3  
(Or Suitable Gloves)



2. Warning/Safety Sign



3. Outdoor Clothing as Required



4. Safety Shoes



5. Safety Goggles/Glasses



6. Face Mask



### Small Tools / Materials




1. Buckets & Cloths (if not using Pressure Washer)  
2. Abrasive Pads





3. Measuring Apparatus  
4. Protective Covers and Masking Tape

### Machinery

1. Pressure Washer (only if competent in using equipment)

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Biohygiene Gum Mark and Graffiti Remover	Gum/Graffiti Remover	H315: Causes skin irritation H319: Causes serious eye irritation	119

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Brush and Wiping Movement causing Musculo-skeletal Disorders	
	<ul style="list-style-type: none"> <li>• Restriction in duration at any given time (max 15 minutes)</li> <li>• Rotation of jobs as much as possible within the restraints of method statement/procedure</li> <li>• Intersperse tasks to provide variety and a change in posture and muscular effort if available</li> </ul>
Exposed to Outside Weather Conditions Resulting in Hypothermia/Heat Stroke/Dehydration/Cold Weather Injuries	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personnel protective equipment (wet weather gear, thermal clothing High Vis Jacket)</li> <li>• Operatives to be regularly monitored during extreme weather conditions</li> </ul>
Contact with Cleaning Chemical Resulting in Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals; follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum</li> <li>• No agents used recorded under the EH 40 list (work place exposure limits)</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Un-even/Wet Floors Resulting in Slips/Trips and Falls	
	<ul style="list-style-type: none"> <li>Warning signs to be placed in a suitable position before work commences to give other users sufficient time to absorb the information before entering hazard area</li> <li>Signage displayed until floor dry and/or task completed</li> <li>Appropriate footwear to be worn (good grip on soles)</li> <li>Always mop up any laying pools of water as the work commences, never leave any pools of water on completion of work area</li> <li>Carry out work when least amount of personnel around</li> </ul>
Manual Handling of Machines and Loads Resulting in Strains/Sprains to Back, Legs, Arms and Fingers	
	<ul style="list-style-type: none"> <li>All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>Specific Manual Handling training on kinetic lifting for all employees</li> </ul>
Cross-Contamination of Bacteria Resulting in Transmission of Bacteria or Other Substances	
	<ul style="list-style-type: none"> <li>Employees to use the correct colour coding for materials used in the area to carry out the task</li> <li>Red for toilet areas, yellow for sinks and fixtures</li> </ul>
Collision with Other Personnel and/or Vehicle Movement	
	<ul style="list-style-type: none"> <li>Warning signs to be placed before work commences to cordon off the work area</li> <li>Nviro employees to be aware of traffic routes</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrance/exit points to the area
- Ensure that all staff have been issued with the correct PPE for weather conditions and that it is worn throughout the task
- Gloves to be worn if spraying onto vertical surfaces
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- Trained staff only to use Pressure Washer equipment
- Refer to Pressure Washer Method Statement for further instructions

### Safety

- Be aware of weather conditions
- Be aware of roads, curbs and other outdoor hazards
- Do not leave equipment unattended
- Electrical sockets must be protected

### Chemicals

- Do not splash chemical solutions
- Never mix cleaning agents together
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Prepare the cleaning solution using the correct ratios and to manufacturer's directions
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Select, check and wear correct PPE
6. Ventilate area (as appropriate)
7. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
8. Identify the type of surface finish which the graffiti needs to be removed from
9. Identify the nature of the graffiti
10. Assemble pressure washer correctly and safely or fill one bucket with clean water and one with cleaning solution
11. Protect surrounding areas with dust covers and masking tape (if appropriate)
12. Test small surface patch for colour fastness

### Cleaning of Area

1. Attempt to remove graffiti with less aggressive cleaning solutions (e.g., neutral detergent), however if unsuccessful, seek advice from Supervisor/Manager before using other chemicals
2. Apply cleaning solution on to the marked surface without causing damage to self or others and leave for sufficient contact time in line with manufacturer's instructions)
3. Repeat if necessary (if on vertical surface work from bottom to top)
4. Once graffiti removed, rinse surface after treatment
5. Wipe surface or allow to air dry
6. If pressure washer was used, mop surrounding floor area dry
7. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
8. Complete the task without damage or risk to people, furniture and fittings
9. Check, clean and store equipment, materials and PPE correctly
10. Remove warning signs and close ventilation (as appropriate)
11. Wash and dry hands thoroughly after completing the task





## Method Statement Number: 43

Stain Removal

### Associated Risk Assessments

- 2: Vacuuming Suction Cleaning
- 32: Carpet Extraction Cleaning
- 43: Stain Removal

- 25b: Chewing Gum Removal Using I-Gum Tool
- 38: Body Fluid Spillages and Contaminated Items Risk Assessments

### Associated Method Statements

- 2: Vacuuming Suction Cleaning
- 32: Carpet Extraction Cleaning

- 25b: Chewing Gum Removal Using I-Gum Tool
- 38: Body Fluid Spillages and Contaminated Items Risk Assessments

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 8: PPE
- 11: Machinery – Maintenance

- 2: COSHH 12 Golden Rules
- 9: Manual Handling
- 15: Vacuuming

### Personal Protective and Safety Equipment Requirement

- 1. Chemical Protection Gloves EN374-2/3



- 2. Warning/Safety Sign



- 3. Eye Protection BS EN166



### Small Tools / Materials

- 1. Colour Coded Cloths
- 2. 1 X Bucket Fresh Warm Water
- 3. Spot and Stain Remover (pre-mixed as required)
- 4. Soft Scrubbing Brush
- 5. Plastic Scrape
- 6. Waste Sacks

- 7. Water Cleaning Agent
- 8. Abrasive Pad
- 9. Scraper
- 10. Solvents
- 11. Scissors
- 12. PH Indicator Papers




- 13. Chewing Gum Remover (tool or chemical as appropriate)
- 14. Paper Towels/Tissue

### Machinery

- 1. Vacuum Cleaner and floor tools

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Prochem – Coffee Stain Remover	Stain Remover	H319: Causes serious eye irritation.	67
Cleanline – Glass and Stainless-Steel Cleaner - Liquid	Glass and Stainless-Steel Cleaner	H225: Highly flammable liquid and vapour. H319: Causes serious eye irritation. H336: May cause drowsiness or dizziness.	94
Merlin Chemicals – Gum Remover Solution for Gum Machines	Chewing Gum Remover	H225: Highly flammable liquid and vapour. H301: Toxic if swallowed. H311: Toxic in contact with skin. H314: Causes severe skin burns and eye damage. H317: May cause an allergic skin reaction. H318: Causes serious eye damage. H319: Causes serious eye irritation. H331: Toxic if inhaled. H335: May cause respiratory irritation. H341: Suspected of causing genetic defects. H350: May cause cancer. H370: Causes damage to organs	40
Premiere Products – Break Up	Chewing Gum Remover	H225: Highly flammable liquid and vapour. H226 : Flammable liquid and vapour. H315 : Causes skin irritation. H317: May cause an allergic skin reaction. H319: Causes serious eye irritation. H336: May cause drowsiness or dizziness. H400: Very toxic to aquatic life. H410: Very toxic to aquatic life with long lasting effects.	45

Cleanline – Chewing Gum Remover - Liquid	Chewing Gum Remover	<p>H226: Flammable liquid and vapour.</p> <p>H302: Harmful if swallowed.</p> <p>H314: Causes severe skin burns and eye damage.</p> <p>H315: Causes skin irritation.</p> <p>H317: May cause an allergic skin reaction.</p> <p>H318: Causes serious eye damage.</p> <p>H319: Causes serious eye irritation.</p> <p>H400: Very toxic to aquatic life.</p> <p>H410: Very toxic to aquatic life with long lasting effects.</p> <p>H411: Toxic to aquatic life with long lasting effects</p>	95
Biohygiene Gum Mark and Graffiti Remover	Gum/Graffiti Remover	<p>H315: Causes skin irritation.</p> <p>H319: Causes serious eye irritation.</p>	119

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Colour Coding/Cross Contamination	
	<ul style="list-style-type: none"> <li>• Employees to use the correct colour coding for materials used in the area to carry out the task</li> </ul>
Brush, wiping movement causing Musculoskeletal Disorders (Sprains/Strains to Upper Limbs)	
	<ul style="list-style-type: none"> <li>• Restriction in duration at any given time (max 15 minutes)</li> <li>• Rotation of jobs as much as possible within the restraints of method statement/procedure</li> </ul>
Contact with chemical via spills/splashes causing irritation of skin and respiratory problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene'. If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing. Instructions and training in the safe use of chemicals.</li> <li>• Follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> </ul>

### Slips, Trips and Falls including wet floors and trailing cables



- Warning signs to be placed before work commences
- Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area
- Signage displayed until floor dry and/or completed
- Store signage away safely when completed
- Appropriate footwear to be worn (good grip on soles)
- All employees trained in safety procedure
- Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area
- Nviro staff to be vigilant to contaminants which are substances such as water, oil and dust that cause a floor surface to become slippery especially in known hazard areas (i.e., kitchens, canteens/dining areas, changing rooms and washrooms)

### Manual Handling machines/loads and repetitive strain injuries



- All machinery/attachments/chemical containers weigh below 25 Kilos
- Rotation of jobs (frequent breaks in pattern of work)
- Specific Manual Handling training on Kinetic Lifting for all employees

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system or will be supervised

### Machinery

- Use correct colour coded material and equipment
- Do not leave machinery/equipment unattended
- Refer to separate method statement for vacuuming

### Chemicals

- Do not mix cleaning chemicals
- Do not splash chemical solutions
- Trained personnel only to deal with bodily fluid spillages
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Thoroughly check all parts of the equipment for wear, damage and that they work properly
2. Place warning signs correctly at each entrance/exit point to the area
3. Select, check, and wear correct PPE
4. Ventilate area (as appropriate)
5. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
6. Pre spray any heavy stains (to allow contact time)
7. Attempt to identify and/or categorise the stain (sight and smell). If unsure consult Supervisor/Manager
  - Liquid/wet stain
  - Dry stain
  - Stain with solid matter
  - Chewing Gum
  - Bodily Fluid – NOTE: Supervisor/Manager MUST be informed – trained personnel
  - Only follow Method Statement for 'Body Spills'

### Cleaning of Area

1. Give due regard to potential hazards associated with: Solvents, Freezing agents and Aerosols
2. Use water or neutral detergent first in preference to other agents, clean working from the outside towards the centre of the stain
3. Test small area of surface for colour fastness BEFORE using Cleaning Chemical, treat and remove the stain according to type and category
4. Ensure no damage is caused to surfaces being cleaned



### **Wet Stain**

- Using paper towelling, and working from the outside of the stain to the centre, blot excess liquid from the stained area
- With a well wrung out cloth blot stain until removed
- If stain persists, spray stain remover directly onto stain, leave for recommended time (follow manufacturer's instructions) then agitate with soft brush
- Once stain is removed, rinse with clean fresh water and blot dry with paper towels/clean cloth
- Allow to dry naturally

### **Dry Stain**

- With a well wrung out cloth blot stain until removed
- If stain persists, spray and stain remover directly onto stain, leave recommended time (follow manufacturer's instructions) then agitate with soft brush
- Once stain is removed, rinse with clean fresh water and blot dry with paper towels/clean cloth
- Allow to dry naturally

### **Stain with Solid Matter**

- Using scraper remove solid material from stained area and place in waste sack then follow method for 'Dry Stain'

### **Chewing Gum**

- 'Roughen' surface of gum with edge of plastic scraper
- Spray area with chewing gum remover
- Allow to 'freeze'
- Tap frozen chewing gum until it cracks
- Use scraper to remove chewing gum and deposit in waste sack
- Treat any residual stain following method for 'Dry Stain'

5. For all stains, once surface is completely dry vacuum all residue and surrounding area
6. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
7. Complete the task without damage or risk to people, furniture, and fittings
8. Check, clean and store equipment, materials, and PPE correctly
9. Remove warning signs and close ventilation (as appropriate)
10. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 44**

**Wet Pick-Up Machine**

### Associated Risk Assessments

20: Damp Mopping

44: Wet Pick Up Machine

### Associated Method Statements

20: Damp Mopping

### Associated Toolbox Talks

1: Health and Safety for Everyone

9: Manual Handling

8: PPE

11: Machinery – Maintenance

### Personal Protective and Safety Equipment Requirement

1. Warning/Safety Sign



### Small Tools / Materials




1. Colour Coded Cloths
2. Circuit Breaker (if required)
3. Extension Lead (if required)

### Machinery

1. Wet Suction Machine and Appropriate Tools

### Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
N/A	N/A	N/A	N/A

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty Cables/Equipment Resulting in Electrocution and Electrical Fires	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, equipment)</li> <li>• Any faults found are reported immediately to the supervisor to attach red tag to prevent use</li> <li>• Any RCD used to be tested prior to use</li> <li>• Extension Lead RCD tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Slips, Trips and Falls Including Uneven/Wet Floors and Trailing Cables	
	<ul style="list-style-type: none"> <li>• Cordon off the area with warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Leads to be placed behind line of work</li> <li>• Keep trailing cables to a minimum</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Carry out work when least amount of personnel around</li> </ul>
Manual Handling Machines/Loads Resulting in Strains and Sprains to Back, Legs, Arms and Fingers	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> <li>• Ensure suitable grip is engaged on equipment in order that it does not slip out of hand whilst in use</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Machinery

- Do not plug in machinery until fully assembled using an RCD if required
- Do not leave machinery unattended
- Put any electrical socket covers back
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height and do not stretch cable
- When not in use machinery should be left in the correct position
- Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe and test RCD report any faults to be reported to a supervisor or manager

## Task Procedure

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Select, check and wear correct PPE
6. Ventilate area (as appropriate)
7. If using an extension lead, ensure it is fully uncoiled

### Cleaning of Area

1. Connect suction machine and start in correct position on a dry area before moving onto a wet area
2. Position cable behind line of work to reduce trip hazard and ensure it doesn't get caught or lie in the water
3. Use a systematic overlapping pattern to cover all areas of the floor
4. Consider safety at all times when using the machines
5. Remove plugs safely from the power sockets and recoil the cables correctly
6. If the floor requires cleaning afterwards due to the nature of the liquid being removed, please follow the method statement for damp mopping if you are trained to do so
7. Safely remove the plug from the power socket and recoil the cable safely
8. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
9. Complete the task without damage or risk to people, furniture and fittings
10. Check, clean and store equipment, materials and PPE correctly
11. Remove warning signs and close ventilation (as appropriate), only removing signage when floor is completely dry
12. Wash and dry hands thoroughly after completing the task



## Method Statement Number: 45

Upholstery Cleaning



### Associated Risk Assessments

32: Carpet Extraction Cleaning

45: Upholstery Cleaning

### Associated Method Statements

03: Carpet Extraction Cleaning

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

9: Manual Handling

15: Vacuuming

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign



3. Protective Goggles/Safety Glasses



4. Face Mask



### Small Tools / Materials



Circuit breaker (if required)

Extension lead (if required)

## Machinery

1. Vacuum and Attachments
2. Upholstery Cleaning Machine and Attachments

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Premiere Products – Carpet Mousse	Carpet Cleaner	No classified Hazards  Inhalation - No specific symptoms noted Ingestion - May cause discomfort if swallowed Skin contact - Prolonged skin contact may cause redness and irritation Eye contact- May cause temporary eye irritation	46
Premiere Products - Release	Carpet Shampoo	H319: Causes serious eye irritation	61
Prochem - Multipro	Carpet Pre-spray (Wet Extraction Machine)	H290: May be corrosive to metals H302: Harmful if swallowed H314: Causes severe skin burns and eye damage H315: Causes skin irritation H318: Causes serious eye damage H319: Causes serious eye irritation H335: May cause respiratory irritation	70
Prochem - Procaps	Carpet Cleaner	H315: Causes skin irritation H318: Causes serious eye damage H319: Causes serious eye irritation	71
Prochem – Extraction Plus - Liquid	Carpet Cleaner	H319: Causes serious eye irritation	93

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty Cables/Equipment (Electrocution, Electrical Fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of waxes/chemicals and PPE</li> <li>• Limit the time using chemical</li> <li>• Appropriate PPE to be worn including mandatory wearing of gloves 'Rubber or Neoprene'</li> <li>• If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals.</li> <li>• Follow COSHH risk assessment on safe use of chemicals</li> <li>• First Aid Facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum</li> <li>• No agents used recorded under the EH 40 list 2007 (work place exposure limits)</li> </ul>

### Slips, Trips and Falls Including Wet Floors and Trailing Cables/Jet Hose



- Cordon off the area with warning signs to be placed before work commences
- Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area
- Signage displayed until floor dry and/or completed
- Store signage away safely when completed
- Leads to be placed behind line of work
- Appropriate footwear to be worn (good grip on soles)
- All employees trained in safety procedure
- Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area
- Carry out work when least amount of personnel around

### Manual Handling Machines/Loads and Repetitive Strain Injuries



- All machinery/attachments/chemical containers weigh below 25 Kilos
- Specific Manual Handling training on Kinetic Lifting for all employees

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Machinery

- Do not plug in machinery until fully assembled using an RCD
- Do not refill the machine until completely cold to avoid scalding
- Do not leave machinery unattended
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height
- When not in use machinery should be left in the correct position
- Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe and test RCD report any faults to be reported to a supervisor or manager

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Select, check and wear correct PPE
6. Ventilate area (as appropriate)
7. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
8. Fill tank correctly so that no splashing occurs (if appropriate)
9. Check upholstery before cleaning for damage, staining, areas of wear and problem points
10. Ascertain which type of filler was used in the construction of upholstered article

### Cleaning of Area

1. Thoroughly and systematically suction clean the fabric before cleaning
2. Prepare the cleaning solution using correct ratios and to manufacturer's directions, adding the cleaning agent to the water
3. Test fabric for colour fastness using the cleaning solution
4. Carry out spot and stain removal procedure prior to cleaning (if applicable)
5. Take care to ensure that cleaning solution does not penetrate beyond the fabric
6. Leave fabric as dry as possible and ensure waterproof covering is placed under the wheels or casters until dry
7. Ensure the appearance of the finished article is satisfactory after completion of the task
8. Safely remove plug from power socket and recoil cable correctly
9. Suction clean the upholstery when dry – refer to relevant method statement
10. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
11. Complete the task without damage or risk to people, furniture and fittings
12. Check, clean and store equipment, materials and PPE correctly
13. Remove warning signs and close ventilation (as appropriate)
14. Wash and dry hands thoroughly after completing the task



## Method Statement Number: 46

Dust Mop Sweeping

### Associated Risk Assessments

2: Vacuuming/Suction Cleaning

46: Dust Mop Sweeping

### Associated Method Statements

2: Vacuuming/Suction Cleaning

### Associated Toolbox Talks

1: Health and Safety for Everyone

6: Slips, Trips and Falls

8: PPE

9: Manual Handling

16: Colour Coding

### Personal Protective and Safety Equipment Requirement

1. Warning/Safety Sign

2. Nitrile Gloves



### Small Tools / Materials (Refer to folder as to what they need)

1. Scraper
2. Dust Mop Sweeper
3. Broom/Dustpan and Brush
4. Plastic Sacks




### Machinery

1. Vacuum cleaner and small tools

### Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
No Chemical required			



Identified Risks and Safety Controls	
Identified Risk	Mitigation
Awkward Posture (Reaching, Bending, Twisting)	
	<ul style="list-style-type: none"> <li>• Rotation of jobs</li> <li>• Moving in various directions to spread out the workload to various muscles. Use a light grip</li> <li>• Maintain neutral postures</li> <li>• Neck flexion and stretching in opposite directions</li> </ul>
Manual Handling machines/loads and repetitive strain injuries	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>
Slips, Trips and Falls including wet floors and trailing cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Do not leave mop sweeper unattended
- Check dust mop handle is smooth (if wooden, as rough handles may cause splinters)
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

## Task Procedure

### Preparation

For dry floors only

1. Carry out a dynamic risk assessment on arrival at the work area – this means you are checking the area is free from immediate risks to ensure the area is safe to work in
2. Place warning signs correctly at each entrance/exit point to the area that you are cleaning
3. Complete the task following this method statement (all method statements can be accessed in the H&S Manual by scanning the QR code on the Guide to Using Chemicals Safely poster)
4. When using chemicals, you must follow the relevant COSHH Assessment which can be accessed in the H&S Manual as above which details PPE, and what to do in respect of a spillage and first aid requirements
5. Ventilate area (as appropriate)
6. Wash hands and check for any cuts and abrasions, (if any found, cover with waterproof dressing)
7. Select, check, and wear correct PPE
8. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels, and cables

### Cleaning of Area

1. Remove any chewing gum with scraper
2. Sweep using a continuous stroke (straight or figure 8), overlapping passes. Ensure Dust Mop Sweeper head is in contact with floor at all times and a leading edge is maintained. Sweep under heavy furniture, move lighter furniture and replace
3. Use dustpan and brush in corners
4. When sweeping large areas, collect dirt with dustpan several times and place into plastic sack
5. Cover all areas systematically

6. When finished, remove soil from floor with dust pan and brush and place into plastic sack
7. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
8. Complete the task without damage or risk to people, furniture and fittings
9. Check, clean and store equipment, materials, and PPE correctly
10. Remove warning signs and close ventilation (as appropriate)
11. Wash and dry hands thoroughly after completing the task.

#### Maintenance and Storage of the Dust Mop Sweeper

1. Ventilate area (as appropriate)
2. Remove the synthetic head from the frame
3. Place synthetic head flat on the floor facing upwards
4. Check PA test date of vacuum
5. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
6. Place warning signs correctly at each entrance/exit point to the area
7. If floor sockets are being used, put a warning sign over the floor socket that is being used
8. Select, check, and wear correct PPE
9. Thoroughly and systematically vacuum the synthetic head, removing all dust and fluff
10. Ensure the appearance of the finished Dust Mop Sweeper head is satisfactory after completion of the task
11. Safely remove plug from power socket and recoil cable correctly
12. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
13. Re-attach the Dust Mop Sweeper heads and store away upright
14. Wash hands thoroughly, rinse and dry upon completion of task



## **Method Statement Number: 46a**

**Microfibre Dry Mop Sweeping**

### Associated Risk Assessments

46: Dust Mop Sweeping

### Associated Method Statements

46: Dust Mop Sweeping

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 6: Slips, Trips and Falls
- 8: PPE
- 11: Machinery – Maintenance

- 2: COSHH 12 Golden Rules
- 7: Safety Signage
- 9: Manual Handling

### Personal Protective and Safety Equipment Requirement

- 1. Chemical Protection Gloves EN374-2/3



- 2. Warning/Safety Sign



- 3. Face Mask



### Small Tools / Materials

- 1. Trolley or Holding Device
- 2. Colour Coded Mop Handle
- 3. Colour Coded Mop Frame
- 4. Laundry Bag





- 5. Net Laundry Bag with Impervious Outer
- 6. Colour Coded Microfibre Dry Mops (sufficient for area)


- 7. Colour Coded Microfibre Cloths (dry)
- 8. Dustpan and Brush
- 9. Plastic Sacks

### Machinery

None

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
N/A	N/A	N/A	N/A

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Failure to Adhere to Colour Coding Resulting in Cross Contamination	
 	<ul style="list-style-type: none"> <li>• Employees to use the correct colour coding for materials used in the area to carry out the task</li> <li>• ID Lanyards have colour coding info for reference</li> </ul>
Brush and Wiping Movement Causing Musculo-skeletal Disorders and Strains and Sprains to Upper Limbs	
	<ul style="list-style-type: none"> <li>• Restriction in duration at any given time (max 15 minutes)</li> <li>• Rotation of jobs as much as possible within the restraints of method statement/procedure</li> <li>• Intersperse tasks to provide variety and a change in posture and muscular effort if available</li> </ul>
Manual Handling with Movement of General Items Causing Sprains and Strains to Arms and Back	
	<ul style="list-style-type: none"> <li>• Only move items that you are comfortable and able to move safely</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> <li>• Break download for ease of movement were applicable</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Slips, Trips and Falls Including Wet and Uneven Floors	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or task completed</li> <li>• Mop to be thoroughly wrung out</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Carry out work when least amount of personnel around</li> <li>• Always mop up any laying pools of water as the work commences, never leave any pools of water on completion of work area</li> </ul>

Additional Safety Controls
Preparation
<ul style="list-style-type: none"> <li>• Ensure warning signs are displayed at all entrances</li> <li>• Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task</li> <li>• Ensure staff carrying out the task have the correct training and that a record of their training is held on central system</li> <li>• Ensure mop heads are laundered in line with manufacturer's instructions</li> <li>• Trained personnel only to deal with sharps</li> </ul>
Chemicals
<ul style="list-style-type: none"> <li>• Do not splash chemical solutions</li> <li>• No cleaning agents are to be used on microfibre materials throughout the duration of the task</li> <li>• Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)</li> <li>• Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)</li> </ul>

## Task Procedure

### Preparation

1. Select, check, and safely assemble correct equipment
2. Place warning signs correctly at each entrance/exit point to the area
3. Select, check, and wear personal protective equipment
4. Ventilate the area (where appropriate)
5. Check the floor for large debris, sharps, chewing gum etc.
6. Adjust the mop handle where necessary to suit your height

### Cleaning of Area

1. Sweep using a continuous stroke (straight or S type action) with overlapping passes
2. Ensure mop head is in contact with floor at all times and a leading edge is maintained
3. Check mop head for soiling
4. Carry out task systematically to ensure all areas are cleaned effectively and efficiently
5. Remove the mop head safely from the mop frame and place in the laundry bag
6. Remove any soil left with a dustpan and brush
7. Ensure appearance of the floor and surrounding area is satisfactory after completion of
8. the task
9. Check, clean and store equipment, materials, and PPE
10. Segregate mop heads and cloths and place in the appropriate laundry bag
11. Seal the laundry bags and take to the collection point
12. Complete the task without damage or risk to people, furniture, or furnishings
13. Remove warning signs and close ventilation (as appropriate)
14. Wash hands thoroughly, rinse and dry upon completion of task





## **Method Statement Number: 47**

**Machine Sweeping Vacuuming with Electric Petrol  
Powered Garden Vacuum**

### Associated Risk Assessments

47: Machine Sweeping, Vacuuming with Electric/Petrol Powered Garden Vacuum

### Associated Method Statements

None

### Associated Toolbox Talks

1: Health and Safety for Everyone  
 8: PPE  
 11: Machinery – Maintenance

2: COSHH 12 Golden Rules  
 9: Manual Handling  
 15: Vacuuming

### Personal Protective and Safety Equipment Requirement

1. Warning/Safety Sign



2. Ear Defenders (110db Rated)



3. Protective footwear



4. Cut Resistant L3 Gloves  
 Visibility Vest



5. Safety Goggles/Glasses



6. High Visibility Vest



7. Full face protective shield



### Small Tools / Materials

1. Unleaded petrol and 2/4 Stroke oil (for petrol engines)

2. RCD (For electric vac)



3. Waste bags




### Machinery


1. Petrol/Electric Garden Vacuum

2. Billy Goat Vacuum (Regents University)

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
N/A	N/A	N/A	N/A

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Collision with Other Personnel and/or Vehicle Movement Resulting in Crushing of Feet/Bruising/Loss of Control of Billy Goat Machine and Turning Over	
	<ul style="list-style-type: none"> <li>Machine will not run without reverse brake pressed</li> <li>Requires two steps to activate machine:               <ol style="list-style-type: none"> <li>Area to be clear of bystanders while machine in operation, usually operated first thing in the morning</li> <li>Safety boots are to be worn by operator</li> </ol> </li> <li>Reverse brake must not to be secured by string or other objects</li> </ul>
Emptying Bag Exposure to Foreign Objects Resulting in Inhalation of Dust/Cigarette Ends etc.	
	<ul style="list-style-type: none"> <li>Always switch the engine OFF before removing any outside cover</li> <li>Replace bag in a well-ventilated area only (outside)</li> <li>Wear suitable gloves (cut resistant L3)</li> </ul>
Equipment Use/Machinery Hazards Resulting in Entrapment, Injection, Shear Point, Pinch Point etc./Vibration and Noise	

Identified Risks and Safety Controls	
Identified Risk	Mitigation
	<ul style="list-style-type: none"> <li>• Check PAT date</li> <li>• Visual user check prior to work commencing</li> <li>• Any defects then fix red tag and report to Contract Manager</li> </ul>
<b>Use of Machinery, Vibration and Noise/Manual Handling/Awkward Posture (Reaching, Bending and Twisting) Resulting in Musculo-skeletal Disorders</b>	
	<ul style="list-style-type: none"> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> <li>• Rotate operators every 30 minutes</li> <li>• Use a light grip and maintain neutral postures</li> </ul>
<b>Flying Debris/Ejection of Debris from Machine</b>	
	<ul style="list-style-type: none"> <li>• Safety goggles to be worn by operator</li> <li>• Everyone else kept away from machine when in operation</li> </ul>
<b>Exposure to Noise 110db A rated Causing Loss of Hearing and/or Temporary Tinnitus or Permanent</b>	

Identified Risks and Safety Controls	
Identified Risk	Mitigation
	<ul style="list-style-type: none"> <li>• Ear defenders to be provided</li> <li>• Area to be cleared of bystanders while machine in operation, usually operated first thing in the morning and for no longer than 1.5 hours</li> </ul>

Additional Safety Controls
<p><b>Preparation</b></p> <ul style="list-style-type: none"> <li>• Ensure warning signs are displayed at all entrances</li> <li>• Ensure that all staff have been issued with the correct PPE, are wearing fitted clothing throughout the task and appropriate clothing whilst using the machine, during autumn/winter wearing warm clothing and during warmer months wearing sun protection</li> <li>• Ensure staff carrying out the task have the correct training and that a record of their training is held on central system</li> </ul>
<p><b>Machinery</b></p> <ul style="list-style-type: none"> <li>• Ensure the machine is switched off and the ignition key is removed before checking the machine for any damage</li> <li>• Check collection tube and collection sack is clear of debris before starting the task</li> <li>• Depending on the type of machine used, ensure the correct RCD is available or that the correct 2/4 stroke fuel mix is available and is under 2 months old (25 parts to 1)</li> <li>• Do not leave machinery unattended and do not leave running</li> <li>• Always check for fuel spillage around the machine and clean before use</li> <li>• Use machine for only one hour at a time</li> </ul>
<p><b>Task Procedure</b></p>

### Preparation

1. Select, check, and wear correct PPE
2. Thoroughly check all parts of the equipment for wear, damage and that they work properly - including plugs, pipes, wheels, and cables
3. Check if you have enough fuel in the machine
4. Consider the area the machine is to be used in, assess potential traffic at the start and during the task, plan a route and note any potential trip hazards during the operation
5. Ensure all control levers are free moving and set in the right position to start the machine
6. Keep the machine under control at all times during the task and keep any trailing cables to a minimum and behind the area of works
7. As a general rule, try to operate your machine at the lowest throttle setting necessary to get the job done; use low throttle settings when clearing lightweight materials from around lawns or shrubbery, use medium to higher throttle settings to move lightweight grass or leaves from parking lots or walkways and use full throttle when moving heavy loads such as dirt

### Cleaning of Area

1. Place warning signs correctly at each entrance/exit point to the area
2. Ensure that there are no pedestrians in surrounding areas where machine is in use
3. Carry out the start-up procedure in a safe and controlled manner in accordance with the manufacturer's guidelines
4. Never start if any part of the machine is damaged ensuring to check any cables and potential fuel leakages
5. Take/drive the machine to where you need to use it
6. Sweep the floor using a systematic overlapping pattern
7. Carry out sweeping with regards to edges, immovable obstacles and people (never point the blower/vac discharge towards people, animals, or objects other than those which need to be cleared)
8. Check fuel levels and trail on a regular basis
9. Check the collection sack regularly and empty as necessary
10. Complete the task without damage or risk to people or surrounding fixtures
11. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
12. Switch off the equipment when stopped
13. Remove and empty the bag carefully into the waste bags

**END EACH TASK WITH THE FOLLOWING:**

14. Remove warning signs
15. Check, clean and store equipment, materials, and PPE correctly

16. Ensure that there is no spillage of fuel around the machine
17. Wash and dry hands thoroughly after completing the task
18. Dispose of waste bag to the appropriate bin
19. Report any faults to Supervisor/Manager



## **Method Statement Number: 50**

**Skyvac – High Level Cleaning**



### Associated Risk Assessments

- 02: Vacuuming Suction Cleaning
- 09: High Level Cleaning
- 50: SkyVac – High Level Cleaning
- 06: Damp Dusting and Polishing of Multi Surfaces

19: Window Cleaning by Water Fed Pole

### Associated Method Statements

- 02: Vacuuming Suction Cleaning
- 19: Window Cleaning by Water Fed Pole
- 06: Damp Dusting and Polishing of Multi Surfaces

50: High Level Cleaning

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 8: PPE
- 11: Machinery – Maintenance

- 2: COSHH 12 Golden Rules
- 9: Manual Handling
- 15: Vacuuming

### Personal Protective and Safety Equipment Requirement

- 1. Chemical Protection Gloves EN374-2/3



- 2. Warning/Safety Sign



- 3. Safety Goggles



- 4. Dust Mask



- 5. Hard Hat



- 6. High Visibility Vest/Jacket



- 7. Safety Shoes



### Small Tools / Materials




- 1. Colour coded cloths and mops

- 2. Refuse disposal bags


## Machinery

1. 110 v step down and extension lead provided with unit
2. Generator if outside
3. Circuit breaker – if plugged into mains
4. Skyvac and indoor or outdoor poles kit
5. Skyvac inspection pole and Camera

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
2 Pure – OdorBac Tec4 - liquid	Odour Eliminator and Cleaner	None Product is not deemed to have any adverse effects on human health or the environment	89
Premiere Products - Screen	Disinfectant	<p>H226: Flammable liquid and vapour</p> <p>H302: Harmful if swallowed</p> <p>H304: May be fatal if swallowed and enters airways</p> <p>H314: Causes severe skin burns and eye damage</p> <p>H315: Causes skin irritation</p> <p>H318: Causes serious eye damage</p> <p>H319: Causes serious eye irritation</p> <p>H336: May cause drowsiness or dizziness</p> <p>H400: Very toxic to aquatic life</p> <p>H410: Very toxic to aquatic life with long lasting effects</p> <p>H411: Toxic to aquatic life with long lasting effects</p>	62

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with Items Falling from Height	
	<ul style="list-style-type: none"> <li>• Area should be safely cordoned off before operation commences preventing anyone but the operators from entering the area</li> <li>• Operations should be carried out in such a way that the operatives are not standing directly under the immediate cleaning area</li> <li>• Hard hats, goggles, safety shoes and dust masks should be worn at all times</li> <li>• High visibility clothing must be worn</li> <li>• Second operative to check tools and camera are secure before each extension and prior to any changing of duties</li> </ul>
Over Reaching Causing Musculo-skeletal Disorders/Sprains/Strains to Upper Limbs	
	<ul style="list-style-type: none"> <li>• Mechanise the operation using extension pole for the higher areas</li> <li>• Specific manual handling training on kinetic lifting for all employees</li> <li>• No standing on furniture</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• Restriction in duration of using extension pole at any given time (max 15 minutes)</li> <li>• Rotation of jobs</li> </ul>
Uneven Surfaces, Equipment, Cables or Machinery in the Area of Work or Wet/Dusty/Contaminated Surfaces Resulting in Slips, Trips and Falls	
	<ul style="list-style-type: none"> <li>• Areas should be assessed and a walk through completed prior to operation</li> <li>• Areas should be closed off in maximum of 10 meters squared to assist with controlling access</li> <li>• All tools not in use should be contained within the appropriate bag and stores safely behind the work area</li> <li>• Slippery or wet floors should be dried before operation continues</li> <li>• Work should be carried out when least amount of personnel around</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Burns and Associated Injuries with Electrocutation Due to Contact with Exposed Cables, Faulty Machinery or Overloading of Equipment	
	<ul style="list-style-type: none"> <li>• Areas should be assessed and a walk through completed prior to operation</li> <li>• Areas should be closed off in maximum of 10 meters squared to assist with controlling access</li> <li>• All tools not in use should be contained within the appropriate bag and stores safely behind the work area</li> <li>• Slippery or wet floors should be dried before operation continues</li> <li>• Work should be carried out when least amount of personnel around</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- Refer to the relevant risk assessment especially if using a generator
- Report any faults to the Supervisor/Manager

### Machinery

- Do not plug in machinery until fully assembled using an RCD if required
- Do not leave machinery unattended
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height
- When not in use machinery should be left in the correct position
- Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe, protected and test TCD report any faults to be reported to a supervisor or manager
- Put any electrical socket covers back

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. Cordon off any area of work and area where generator may be operational (follow RAMS for generator use)
5. Walk area and assess task
6. Connect the inspection camera to inspection pole and check for any potential hazards and assess likely tools for use
7. Operation should not commence in inclement weather or if inclement weather sets in operations should cease
8. If internal floor sockets are being used, put a warning sign over the floor socket that is being used
9. Ventilate area if indoor cleaning is taking place
10. Select, check and wear correct PPE
11. If using an extension lead, ensure it is fully uncoiled and correct 110V step down box is in use
12. Position cable behind line of work to reduce trip hazard and ensure it doesn't get caught or lie in the water
13. Firmly connect poles to ensure height is reached resting head tool against the vertical surface as pipes are added; please note they should be rechecked after fitting to ensure they are tight, until tool reaches desired height and the operative can safely move the head without straining to reach up and the pole should be supported by the dominant hand whilst guided with the other hand approximately 60 cm below
14. The second operator should continue to provide inspection via camera, jobs should be alternated at regular intervals to avoid fatigue
15. Ensure you are not directly below the area of cleaning by adding additional poles as required

## Cleaning of Area

1. Activate machine by turning on main motor before switching on secondary motors
2. Larger objects should be broken up in situ to allow machine to remove through pipes; where this is not possible the object may be lifted out of situ and safely lowered to ground level using the continuous suction of the machine to provide grip
3. If machine becomes blocked then it should be turned off and dismantled; blockages can be removed by hand with appropriate gloves and or by using the suction from another pole to release the blockage
4. Activity should be completed in one direction clearing and removing debris in a methodical line
5. Consider safety at all times when using the machines
6. Items and tools not in use should be placed back in their correct storage
7. Regularly empty and the machine/poles by disconnecting the machine, tipping out the loose debris into a bag and then vacuuming 10 litres of clean water from a bucket through the used equipment
8. A tub vacuum should be used to remove debris from the main filter
9. Remove plugs safely from the power sockets and recoil the cables correctly
10. If the floor requires cleaning afterwards due to the nature of the liquid being removed, please follow the method statement for damp mopping if you are trained to do so
11. Safely remove the plug from the power step down unit and recoil the cable safely
12. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task and free from debris
13. As areas become completed the full process to this point should be repeated
14. Complete the task without damage or risk to people, furniture and fittings
15. Check, clean and store equipment, materials and PPE correctly
16. Remove warning signs and close ventilation (as appropriate), only removing signage and barriers when floor is completely dry and all equipment is away
17. Wash and dry hands thoroughly after completing the task
18. Remove warning signs and close ventilation (as appropriate)
19. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 51**

**Use of Small Battery Powered Ride on Site Collection  
Vehicles and Tugs**

### Associated Risk Assessments

51: Use of Small Battery Powered Vehicle for Bin Towing

### Associated Method Statements

None

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

9: Manual Handling

15: Vacuuming

### Personal Protective and Safety Equipment Requirement

1. Gloves Suitable for Handling



2. High Visibility Outdoor Workwear



3. Protective Footwear



### Small Tools / Materials

None




### Machinery

1. Ride on Tug/Collection Vehicle



### Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
N/A	N/A	N/A	N/A





Identified Risks and Safety Controls	
Identified Risk	Mitigation
Waste Unloading	
	<ul style="list-style-type: none"> <li>• Switch off machine and ensure brake is located in park position before waste unloading starts</li> <li>• Containers requiring to be lifted to have handles fitted</li> <li>• Specific manual handling training on Kinetic Lifting for all employees</li> </ul>
Exposed to Outside Weather Conditions	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personnel protective equipment (wet weather gear, thermal clothing and High Vis Jacket as required)</li> </ul>
Collision with Other Personnel and/or Vehicle Movement	
	<ul style="list-style-type: none"> <li>• Clear coloured conspicuous work wear with reflective strips to be provided</li> <li>• Clear coloured rainwear with reflective strips to be provided</li> <li>• Nviro employees to be aware of traffic routes</li> <li>• Additional mirrors to the truck so that the driver has no blind spots</li> <li>• Horn to be provided for warning</li> <li>• Site speed limits, warnings, signals and roadway restrictions must be adhered to</li> <li>• Where possible movements should take place at times where there are the least number of site users present</li> <li>• Vehicle must never be parked on an incline</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Impact with Stationary Objects and/or Tipping of Vehicle	
	<ul style="list-style-type: none"> <li>• Ride-on vehicles can only be used for the number of occupants it was designed to carry and by those authorised to do so</li> <li>• There must be a maximum of 2 occupants at all times and ABSOLUTELY no standing on the back or in loading parts of vehicle</li> <li>• Always consider the terrain, existing vehicular and pedestrian traffic conditions, as well as environmental factors that may affect your ability to operate the vehicle safely</li> <li>• Drive the vehicle only as fast as the terrain and safety considerations allow</li> <li>• To avoid tipping over, drive straight up and down slopes</li> <li>• Slow down before corners</li> <li>• All turns must be executed at reduced speeds</li> <li>• Avoid sudden stops or change of direction that may result in loss of control</li> <li>• Vehicles must never be driven in inclement weather including; Snow/Ice/Frost, excessive Surface water/Waterlogging/Heavy rain or where conditions have created unsuitable or uneven ground</li> <li>• Driver must stick to designated roadways</li> </ul>
Towing	
	<ul style="list-style-type: none"> <li>• Where a vehicle is being used as a tug for towing the weight restrictions should never be exceeded</li> <li>• All safety coupling should be checked prior to start</li> <li>• Attached trailers/bins should be at a maximum length where the operative is able to visibly monitor the load safety</li> <li>• Corners should be taken at a wider width into account in order the tracking load avoiding collisions</li> <li>• Towing operations should always take place at lower speeds</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Risk Through Unauthorised Use	
	<ul style="list-style-type: none"> <li>• Keys should never be left in the vehicle</li> <li>• Vehicle should be parked in secure area</li> <li>• Vehicle should never be left unattended in public area</li> <li>• Any additional locks provided (for example doors) should be used</li> <li>• The parking brake must always be applied when stationary</li> </ul>
Equipment use Machinery Hazards (Entrapment, Injection, Shear Point, Pinch Point etc.), Vibration, Noise/Awkward Posture (Reaching, Bending, Twisting) Musculoskeletal Disorders (Strains/Sprains to Back, Legs, Arms, Neck and Fingers)	
	<ul style="list-style-type: none"> <li>• Visual user check prior to work commencing checking that all guarding are in place</li> <li>• Mandatory checking of lights, indicators, horn, brakes (individual to machine)</li> <li>• Use of lap belt where supplied</li> <li>• Vehicle fitted with padded/shock resistant seats</li> <li>• All Nviro employees are trained in the safe operation of vehicle</li> </ul>

## Additional Safety Controls

Preparation
<ul style="list-style-type: none"> <li>• Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task</li> <li>• Ensure staff carrying out the task have the correct training and that a record of their training is held on central system</li> <li>• Only specifically trained authorised personnel are to use this equipment</li> </ul>

## Safety

- A pre-use check system should be implemented using the check sheet supplied
- The towing pin should have a retaining pin to prevent it jumping up during the towing operation
- As the operators are using their hands to connect and disconnect the tow bars, they should be issued with heavy duty gloves that are more suitable for the tasks
- Wheels from bins should be replaced when required - it is good practice to number all of the bins, so if a wheel is faulty, it can be removed from use until it has been repaired
- Just as the truck needs to be checked, the bins should also, and a monthly check could be implemented

## Machinery

- Do not leave machinery and equipment unattended
- When not in use machinery should be left in the correct position
- Vehicle checks must be completed
- When charging the battery, the cab should be open and the battery cover raised to allow free gassing

## Task Procedure

### Preparation

1. Obtain keys and follow key sign out procedure
2. Select, check and wear the correct PPE
3. Avoid using vehicle at times of high site traffic or People movement
4. Perform vehicle daily/weekly check as appropriate to specific machine and record findings
5. Check brake is engaged prior to any loading
6. Unplug from charging point
7. Assess weather conditions are suitable for use

### Use of vehicle

1. Load vehicle taking into account any manual handling requirements, making sure loads are secure and within vehicle
2. Never overload or have items protruding past vehicle limits
3. Where attaching additional trailing items ensure coupling on each item is securely fastened and that fall back safety chains are in place where supplied
4. Do not attempt to tow a weight greater than the manufactures guidelines or attempt any towing length which is longer than a field of vision or unsuitable for the route - If unsure then the route should be assessed on foot prior to any attempt
5. Ensure all control levers are free moving and set in the right position to start the machine
6. Insert key and check for warning lights
7. Turn on vehicle lighting including headlights and warning lights (for all journeys)
8. Perform brake check
9. Perform visual check of mirrors and road ahead prior to setting off for people or obstacles
10. Never carry more than the recommended number of passengers, passengers must be seated prior to setting off and belts must be fastened if provided
11. Keep the machine under control at all times during the task, reducing speeds if towing or carrying loads
12. Slow for corners, when obstacles are in vision and or when other route users including pedestrians are within vicinity
13. Never attempt steep inclines or inclines where the vehicle is not on a direct climb and take into account loads and towing loads when attempting inclines
14. Always follow designated routes and site instructions and adhere to warnings
15. Complete the task without damage or risk to people or property
16. Unloading should be completed in line with manual handling guidelines
17. Parking brake should be engaged and keys removed
18. Never leave vehicle unattended and unsecured
19. Return vehicle to an area secure form the public
20. Never park on an incline
21. Ensure parking brake is engaged prior to any disembarkation
22. Clean vehicle as appropriate
23. Complete vehicle inspection and document
24. Report any damage/defect to person responsible for maintenance
25. Plug back into charging point
26. Sign key back according to process



## **Method Statement Number: 54**

**Bains Marie Cleaning**

### Associated Risk Assessments

54: Bains Marie Cleaning  
56: Deep Fat Fryer Cleaning

55: Canopies, Hoods and Filter Cleaning  
57: Dishwasher Cleaning

### Associated Method Statements

55: Canopies, Hoods and Filter Cleaning  
57: Dishwasher Cleaning

56: Deep Fat Fryer Cleaning

### Associated Toolbox Talks

1: Health and Safety for Everyone  
8: PPE  
11: Machinery – Maintenance

2: COSHH 12 Golden Rules  
9: Manual Handling

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign



3. Safety Glasses/Goggles



4. Heavy Duty/Gauntlet Gloves



5. Safety Shoes



### Small Tools / Materials

1. Colour Coded Cloths
2. Colour Coded Bucket
3. Scrubbing Brush
4. Scraper
5. Hand Pads
6. Refuse Sacks
7. Clean Container for Drained Oil
8. Trigger Spray Bottle and Measuring jug
9. Steel Wool Scourers



### Machinery




None

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Lance	Descaler	<p><b>H314:</b> Causes severe skin burns and eye damage</p> <p><b>H315:</b> Causes skin irritation</p> <p><b>H318:</b> Causes serious eye damage</p>	20
UBIK 2000	Floor Cleaner	<p><b>H302:</b> Harmful if swallowed</p> <p><b>H314:</b> Causes severe skin burns and eye damage</p> <p><b>H315:</b> Causes skin irritation</p> <p><b>H318:</b> Causes serious eye damage</p> <p><b>H319:</b> Causes serious eye irritation</p>	22
Diversey LTD - Bryta Oven and Grill Foam Cleaner (Formerly Brillo)	Over Cleaner	<p><b>H222:</b> Extremely flammable aerosol</p> <p><b>H229:</b> Pressurised container: May burst if heated</p> <p><b>H314:</b> Causes severe skin burns and eye damage</p> <p><b>H290:</b> May be corrosive to metals</p>	25
PP Caterclean Spray RTU Catering Clean	Kitchen Cleaner/Degreaser	<p><b>H318:</b> Causes serious eye damage</p> <p><b>H315:</b> Causes skin irritation</p> <p><b>H400:</b> Very toxic to aquatic life</p>	47



Premiere Products - PP Ovenforce RTU Spray Oven Cleaner	Oven Cleaner	<p>H319: Causes serious eye irritation</p> <p>H314: Causes severe skin burns and eye damage</p> <p>H315: Causes skin irritation</p> <p>H332: Harmful if inhaled</p> <p>H302: Harmful if swallowed</p> <p>H312: Harmful in contact with skin</p> <p>H335: May cause respiratory irritation</p>	57
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Identified Risks and Safety Controls	
Identified Risk	Mitigation
Use of Cleaning Equipment/Awkward Posture (Reaching, Bending and Twisting) Resulting in Musculo-skeletal Disorders, Strains and Sprains	
	<ul style="list-style-type: none"> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> <li>• Rotation of jobs, moving in various directions to spread out the workload to various muscles, use a light grip and maintain neutral postures</li> <li>• Neck flexion may be static for viewing counter with stretching in opposite direction</li> <li>• Items should be cleaned in position where possible</li> </ul>
Faulty Cables/Equipment Resulting in Electrocution and Electrical Fires	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug and entire cable)</li> <li>• Extension lead RCD tested prior to use</li> <li>• Any faults found reported immediately to the supervisor to attach Red Tag to prevent use</li> <li>• No stretching of cable</li> <li>• Bains Marie should be isolated prior to commencement of cleaning</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Instructions and training in the safe use of chemicals, only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing and limit the time using chemical</li> <li>• Appropriate PPE to be worn, mandatory wearing of gloves 'Rubber or Neoprene'</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Continuation of identifying safest agents that can be used to reduce long term occupational safety to a minimum, no agents used recorded under the EH 40 list 2007 (work place exposure limits)</li> </ul>
Slips, Trips and Falls Including Wet Floors and Trailing Cables	
	<ul style="list-style-type: none"> <li>• Cordon off area, place warning signs before work commences with warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or work completed, store signage away safely when completed and carry out work when least amount of personnel around</li> <li>• Leads to be placed behind line of work and keep trailing cables to a minimum</li> <li>• Appropriate footwear to be worn</li> <li>• Battery operated equipment should be used where available</li> </ul>
Manual Handling of Machines and Loads/Repetitive Strain Injuries Causing Sprains/Strains to Backs, Legs, Arms and Fingers	
	<ul style="list-style-type: none"> <li>• All machinery, attachments and chemical containers to weigh below 25 Kilos</li> <li>• Specific Manual Handling training on kinetic lifting for all employees</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task – gloves and goggles must be worn
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system

### Safety

- Do not leave equipment unattended
- Make sure that client has removed all food items and equipment in and around all areas of cleaning
- Ensure ventilation prior to commencement and throughout the task, taking regular fresh-air breaks as needed

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Select, check and safely assemble the correct equipment
2. Place warning signs
3. Select, check and wear the correct PPE
4. Ventilate Area
5. Switch off Bains Marie and isolate or disconnect
6. Read detergent product label

7. Measure detergent and add to water in bucket or trigger spray at recommended dilution
8. Replace detergent container cap
9. Remove food containers
10. Drain Bain Marie

### Cleaning of Area

1. Remove all food debris from inside unit with damp cloth or brush
2. Wipe all inner surfaces applying solution with cloth or trigger spray
3. Repeat for all outer surfaces
4. Work from top to bottom and ensure passes overlap
5. Rinse cloth frequently and wring out
6. Check cleaning solution frequently and change when dirty
7. Dry wipe all cleaned surfaces
8. Read descaler product label, measure product and add to water in bowl at recommended dilution
9. Replace container cap
10. Apply solution with cloth to inner surfaces
11. Allow 7 – 8 minutes contact time
12. Remove scale deposits with brush, hand pad or scraper
13. Rinse thoroughly with fresh clean water and drain
14. Refill with hot clean water to operating level
15. Refit food containers
16. Check Bain Marie for correct operation
17. Wipe any splashes off skirtings, walls and fixtures
18. Visually inspect task on completion and clean and check all equipment
19. Remove warning signs when area dry and safe for other building users
20. Return equipment to secure store



## **Method Statement Number: 55**

**Canopies Hoods and Filter Cleaning**

### Associated Risk Assessment

- 55: Canopies, Hoods, and Filter cleaning
- 3: Steam Cleaning
- 20: Damp Mopping

### Associated Method Statements

- 3: Steam Cleaning
- 20: Damp Mopping

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 2: COSHH 12 Golden Rules
- 3: Chemical Safe Dilution
- 8: PPE
- 11: Machinery/Maintenance/Checking for Damage/Reporting Faults

### Personal Protective and Safety Equipment Requirement

1. Gloves Cut Resistant L3 and Nitrile Gloves



2. Safety Glasses EN166



3. Protective Footwear



4. Warning/Safety Signs (Double Sided)



5. Coveralls





### Small Tools / Materials

- 1. Abrasive Pad (Green Scourers)
- 2. Colour Coded Cloths
- 3. Colour Coded Buckets and Mops
- 4. Blue Roll
- 5. Magic Sponges
- 6. Refuse Sacks
- 7. Scraper
- 8. Dust Sheets
- 9. Broom
- 10. Dustpan and Brush
- 11. Scrubbing Brush
- 12. Hand Pads
- 13. Step Ladders
- 14. Trigger Spray

### Machinery

1. Steam Cleaner

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Clover UBIK 2000 Liquid	Multipurpose	<p>H302: Harmful if swallowed</p> <p>H314: Causes severe skin burns and eye damage</p> <p>H315: Causes skin irritation</p> <p>H318: Causes serious eye damage</p> <p>H319: Causes serious eye irritation</p>	22

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Slips, Trips and Falls from Wet/Greasy Floors and Trailing Cables	
	<ul style="list-style-type: none"> <li>Warning signs to be placed before work commences</li> <li>Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>Signage displayed until floor dry and/or completed</li> <li>Store signage away safely when completed</li> <li>Appropriate footwear to be worn (good grip on soles)</li> <li>All employees trained in safety procedure</li> <li>Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> </ul>
Injuries Caused by Use of Step Ladders in Populated Areas/Falls from Step Ladders	
	<ul style="list-style-type: none"> <li>Cordon off area in which the step ladder is being used</li> <li>Warning signs to be placed before work commences</li> <li>Training in correct use of ladder/step ladder and working at height</li> <li>Undertake the tasks involved in using step ladders when least amount of personnel are around</li> <li>Check step ladder thoroughly before use</li> <li>Spread the step ladder to its fullest extent</li> <li>Ensure that all four stiles are on firm, level ground</li> <li>Must have a secure handhold no less than 1.06m above the highest level reached by fee</li> </ul>



## Additional Safety Controls

### Preparation

- Make sure that client has removed all food items and equipment in and around all areas of cleaning
- Ventilate area
- Place warning signs and cordon off area in which step ladders are to be used
- Select, check, and wear the correct PPE
- Select and assemble equipment
- Carry out safety checks for step ladder
- Switch off ventilation system (isolate or disconnect)
- Allow equipment to cool
- Cover all equipment below work area
- Erect and secure access equipment

### Machinery

- Visual user check on equipment prior to use (sockets, plug and cables)
- Any faults found is reported immediately to the supervisor and not used
- RCD tested prior to use; no stretching of cable
- Annual PA testing of all electrical appliances

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

1. Work in pairs
2. Do not overreach
3. Select correct chemical and read label
4. Measure chemical and add to water in hot soak, bowl, and trigger spray at recommended dilution
5. Replace chemical container cap
6. Remove filters and drip trays
7. Place removable equipment in hot soak; use industrial dishwasher if appropriate
8. Scrape off heavy fat from canopy and hood
9. Wipe up loose fat particularly from channels of canopy and hood
10. Wipe all surfaces applying solution with cloth, paper towel or trigger spray
11. Steam cleaners may be used where appropriate - please refer to the steam cleaner method and risk assessment
12. Work from top to bottom and ensure passes overlap
13. Rinse cloth frequently and wring out
14. Check cleaning solution frequently and change when dirty
15. Rinse and dry filters and drip trays
16. Refit filters and drip trays
17. Dry wipe all cleaned surfaces
18. Check ventilation system for correct operation
19. Dismantle access equipment
20. Remove dust covers
21. Wipe any splashes off floors, walls, and fixtures
22. Visually inspect task
23. On completion clean and check all equipment used
24. Remove warning signs when area dry and safe for other building users
25. Return equipment to secure store



## **Method Statement Number: 56**

**Deep Fat Fryer Cleaning**

### Associated Risk Assessment

- 56: Deep Fat Fryer Cleaning
- 20: Damp Mopping

### Associated Method Statements

- 20: Damp Mopping

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 2: COSHH 12 Golden Rules
- 3: Chemical Safe Dilution
- 8: PPE
- 11: Machinery/Maintenance/Checking for Damage/Reporting Faults

### Personal Protective and Safety Equipment Requirement

- 1. Gloves



- 2. Goggles



- 3. Protective Footwear



- 4. Warning/Safety Signs (Double Sided)



- 5. Long sleeved gauntlet





### Small Tools / Materials



- 1. Abrasive Pad (Green Scourers)
- 2. Colour Coded Cloths
- 3. Colour Coded Buckets and Mops
- 4. Blue Roll
- 5. Magic Sponges
- 6. Refuse Sacks
- 7. Scraper
- 8. Dustpan and Brush
- 9. Scrubbing Brush
- 10. Hand Pads
- 11. Trigger spray
- 12. Clean container for drained oil




### Machinery


None

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Caterclean 50 Liquid	Degreaser	<p>H318: Causes serious eye damage</p> <p>H315: Causes skin irritation</p> <p>H400: Very toxic to aquatic life</p>	47

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Slips, Trips and Falls from Wet/Greasy Floors and Trailing Cables	
	<ul style="list-style-type: none"> <li>Warning signs to be placed before work commences</li> <li>Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>Signage displayed until floor dry and/or completed</li> <li>Store signage away safely when completed</li> <li>Appropriate footwear to be worn (good grip on soles)</li> <li>All employees trained in safety procedure</li> <li>Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> </ul>
Release of Gas Causing Burns/Inhalation Causing Poisoning	
	<ul style="list-style-type: none"> <li>Operative to have specific site training from building owner on safe use of that particular model of fryer</li> <li>Gas must be isolated before cleaning</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Overreaching/Brush and Wiping Movement Causing Musculo-skeletal Disorders	
	<ul style="list-style-type: none"> <li>• Restriction in duration at any given time (max 15 minutes)</li> <li>• Rotation of jobs as much as possible within the restraints of method statement/procedure</li> <li>• Maintain neutral postures</li> <li>• Neck flexion and stretching in opposite directions</li> <li>• Intersperse tasks to provide variety and a change in posture and muscular effort if available</li> </ul>
Manual Handling Machines and Loads Causing Strains/Sprains to Back, Legs, Arms and Fingers	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty Cables/Equipment (Electrocution, Electrical Fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, and equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Dust and Liquids Entering Electrical Sockets/Making Contact with Electrics	
	<ul style="list-style-type: none"> <li>• Cover surfaces beneath area being cleaned with dust covers/masking tape to protect electrical sockets</li> <li>• No overuse of water/cleaning agents (do not over wet the walls)</li> <li>• Clear away excess immediately</li> </ul>
Contact with Hot Parts or Hot Liquids within the Fryer Causing Burns to Face/Body/Arms	
	<ul style="list-style-type: none"> <li>• System to be isolated and cooled for at least 1 hour 30 minutes prior to draining of oil</li> <li>• Cleaning liquid to be cooled for 1 hour after boiling prior to commencing clean</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with Cleaning Chemical Through Spills and Splashes Causing Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals; follow COSHH risk assessment on safe use of chemicals and appropriate PPE worn</li> <li>• First aid facilities to be known in case of emergency</li> </ul>

Additional Safety Controls
<p><b>Preparation</b></p> <ul style="list-style-type: none"> <li>• Prior to starting this clean the operative must have had suitable instruction and authorisation from the site manager on how to turn on/ignite this equipment safely</li> <li>• Make sure that client has removed all food items and equipment in and around all areas of cleaning</li> <li>• Select, check, and wear the correct PPE</li> <li>• Ventilate the area</li> <li>• Select and assemble equipment</li> <li>• Switch off deep fat fryer and allow to cool if it has been in use</li> </ul>
<p><b>Machinery</b></p> <ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug and cables)</li> <li>• Any faults found is reported immediately to the supervisor and not used</li> </ul>
<p><b>Chemicals</b></p> <ul style="list-style-type: none"> <li>• Do not splash chemical solutions</li> <li>• Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)</li> <li>• Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)</li> </ul>



## Task Procedure

1. Drain all oil into clean container remember to close drain tap after
2. Remove food debris from filter
3. Select correct chemical and read label
4. Measure chemical and add to water in fryer at recommended dilution
5. Replace chemical container cap
6. Switch on fryer and allow to simmer for 20 minutes
7. Switch off fryer, Isolate or disconnect, and allow to cool for 1 hour
8. Drain fryer again into container
9. Clean outer surfaces of fryer with scrubbing brush or hand pad using hot solution
10. Steam cleaning may be used where appropriate (please refer to steam cleaning method)
11. Work from top to bottom
12. Ensure passes overlap
13. While draining fryer, clean inner surfaces including basket and filter with scrubbing brush or hand pad
14. Prepare fresh water in a bucket
15. Rinse inner surfaces
16. Rinse outer surfaces



## **Method Statement Number: 57**

**Dish Washer Cleaning**

### Associated Risk Assessment

57: Dishwasher Cleaning Risk Assessment

### Associated Method Statements

None

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 2: COSHH 12 Golden Rules
- 3: Chemical Safe Dilution

- 8: PPE
- 11: Machinery/Maintenance/Checking for Damage/Reporting Faults

### Personal Protective and Safety Equipment Requirement

- 1. Suitable protection EN166 goggles or Safety glasses



- 2. Warning/Safety Signs (double sided)



- 3. Gloves EN374



### Small Tools / Materials

- 1. Abrasive Pad (Green Scourers)
- 2. Colour Coded Cloths
- 3. Colour Coded buckets and mops
- 4. Magic Sponges
- 5. Refuse Sacks
- 6. Scraper
- 7. Trigger spray
- 8. Scrubbing brush

- 9. Hand Pads

### Machinery

- 1. None

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Finish Dishwasher Cleaning Original	Cleaner and odour eliminator	H302 Harmful if swallowed. H315 Causes skin irritation. H318 Causes serious eye damage. H319 Causes serious eye irritation.	129
Neutral Detergent	Cleaner	N/A	N/A

## Identified Risks and Safety Controls

Identified Risk	Mitigation
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### Slips, Trips and Falls from wet/greasy floors and trailing cables




- Carry out work when least amount of personnel around or lock down Kitchen area where possible
- Warning signs displayed before work commences in a suitable position to give other users sufficient time to absorb the information before entering hazard area
- Signage displayed until floor dry and/or completed
- Store signage away safely when completed
- Appropriate footwear to be worn (good grip on soles)
- Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area
- Staff to be vigilant to contaminants which are substances such as water, oil and dust that cause a floor surface to become slippery

### Awkward Posture (Overreaching, Bending, Twisting) causing sprains/strains to upper limbs



- Rotation of jobs
- Moving in various directions to spread out the workload to various muscles. Use a light grip
- Maintain neutral postures
- Neck flexion and stretching in opposite directions

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with cleaning chemicals (spills/splashes causing irritation of skin and respiratory problems)	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene'</li> <li>• Instructions and training in the safe use of chemicals</li> <li>• Follow COSHH risk assessment on safe use of chemicals and appropriate use of PPE</li> <li>• First aid facilities to be known in case of emergency</li> <li>• No mixing of chemicals</li> <li>• Chemicals are not left unattended</li> </ul>

Additional Safety Controls
<b>Preparation</b> <ul style="list-style-type: none"> <li>• Select, check, and wear the correct PPE</li> <li>• Make sure that client has removed all food items and equipment in and around all areas of cleaning</li> <li>• Select, check, and safely assemble the correct equipment</li> <li>• Ensure warning signs are displayed at all entrances</li> <li>• Select correct chemical and read label</li> <li>• Ensure staff carrying out the task have the correct training and have a read the method statement and a record of their training is held on central system</li> </ul>
<b>Machinery</b> <ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables)</li> <li>• Any faults found is reported immediately to the supervisor and not used</li> </ul>
<b>Chemicals</b> <ul style="list-style-type: none"> <li>• Do not splash chemical solutions</li> <li>• Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)</li> <li>• Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)</li> </ul>

## Task Procedure

1. Select either 1 cleaning solution container or 1 cleaning solution tablet
2. Remove lid of cleaning solution container and place upside down in plate holder or cutlery tray or place 1 dishwasher solution tablet at the bottom in the inside of the dishwasher
3. Switch the dishwasher on and select a 60-degree wash cycle
4. Once dishwasher cycle has finished, allow inside of machine to cool
5. Remove food trap and empty contents into black bag
6. Rinse food trap in cold water
7. Working from top to bottom rinse and wipe the interior of the dishwasher, paying special attention to rubber seal which runs around the inner front of the dishwasher
8. Close the dishwasher door
9. Dilute neutral diluted detergent in a bucket
10. Wipe around the outside casing of the dishwasher using green cloth with diluted neutral detergent
11. Dry wipe all cleaned surfaces
12. Visually inspect task
13. Wipe any splashes off skirtings, walls, and floor
14. On completion clean and check all equipment
15. Remove warning signs when area dry and safe for other building users
16. Return equipment to secure store



## **Method Statement Number: 59**

**Ovens and Grill Cleaning**

## Associated Risk Assessment

- 3: Steam Cleaning
- 20: Damp Mopping

## Associated Method Statements

- 3: Steam Cleaning
- 20: Damp Mopping

## Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 2: COSHH 12 Golden Rules
- 3: Chemical Safe Dilution

- 8: PPE
- 11: Machinery/Maintenance/Checking for Damage/Reporting Faults

## Personal Protective and Safety Equipment Requirement

1. Gloves EN374, 2-3



2. Mask



3. Goggles



4. Protective Footwear



5. Warning/Safety Signs (double sided)



6. Coveralls



7. Gauntlet – Glove



## Small Tools / Materials

- 1. Abrasive Pad (Green Scourers)
- 2. Colour Coded Cloths
- 3. Colour Coded Buckets and Mops
- 4. Blue Roll

- 5. Magic Sponges
- 6. Refuse Sacks
- 7. Scraper
- 8. Trigger Spray

- 9. Broom
- 10. Dustpan and Brush
- 11. Scrubbing Brush
- 12. Stainless Steel Balls



## Machinery

### 1. Steam Cleaner

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Diversey Brillo Oven and Grill Foam Cleaner	Oven Cleaner/Degreaser	H220: Extremely flammable gas H280: Contains gas under pressure; may explode if heated H290: May be corrosive to metals H302: Harmful if swallowed H314: Causes severe skin burns and eye damage H318: Causes serious eye damage	25
MI Care	Oven Cleaner	H314: Causes severe skin burns and eye damage	85

## Identified Risks and Safety Controls

### Identified Risk

### Mitigation

#### Slips, Trips and Falls from Wet/Greasy Floors and Trailing Cables



- Warning signs to be placed before work commences
- Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area
- Signage displayed until floor dry and/or completed
- Store signage away safely when completed
- Appropriate footwear to be worn (good grip on soles)
- All employees trained in safety procedure
- Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area

#### Awkward Posture (Overreaching, Bending and Twisting) Causing Sprains/Strains to Upper Limbs






- Rotation of jobs, moving in various directions to spread out the workload to various muscles and use a light grip
- Maintain neutral postures
- Neck flexion and stretching in opposite directions

#### Manual Handling Machines and Loads Causing Strains/Sprains to Back, Legs, Arms and Fingers



- All machinery/attachments/chemical containers weigh below 25 Kilos
- Rotation of jobs (frequent breaks in pattern of work)
- Specific Manual Handling training on Kinetic Lifting for all employees

## Identified Risks and Safety Controls

Identified Risk	Mitigation
Faulty Cables/Equipment (Electrocution, Electrical Fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables and equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Gas Explosion Causing Burns/Inhalation Poisoning	
	<ul style="list-style-type: none"> <li>• Operative conducting cleaning must have specific site training from the building owner on the safe use of isolation of gas to that appliance</li> <li>• The supervisor in charge of the clean must also have this training in case of emergency and for cross checking purposes</li> </ul>
Contact with Boiling Water/Steam Causing Burns and Scalding to Skin	
	<ul style="list-style-type: none"> <li>• Operatives trained in the use of steamer machine</li> <li>• Appropriate PPE provided and worn</li> </ul>

## Identified Risks and Safety Controls

### Identified Risk

### Mitigation

Contact with Cleaning Chemicals (Spills/Splashes Causing Irritation of Skin and Respiratory Problems)



- Only use approved chemicals
- Refer and follow required COSHH assessment on safe use of chemicals
- When using oven cleaner ensure that natural ventilation is used prior to work commencing, with the opening of windows and/or use of extractor system
- Limit the use of oven cleaning to 15 minutes
- Place racking trays in large, airtight, plastic oven equipment cleaning bags for 7 to 8 minutes contact time
- Mandatory wearing of gloves 'Rubber or Neoprene'
- Instructions and training in the safe use of chemicals
- Follow COSHH risk assessment on safe use of chemicals and appropriate use of PPE
- First aid facilities to be known in case of emergency

Contact with Hot Parts within the Oven or Grill Causing Burns to Skin



- System to be isolated and cooled for at least 1 hour 30 minutes prior to cleaning

## Additional Safety Controls

### Preparation

- Select, check, and wear the correct PPE
- Select, check and safely assemble the correct equipment
- Ensure warning signs are displayed at all entrances
- Ventilate area
- Switch off oven and/or grill (isolate or disconnect)
- Allow equipment to cool
- Make sure that the client has removed all food items and equipment in and around all areas of cleaning
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- Ensure all staff have read method statement

### Machinery

- Visual user check on equipment prior to use (sockets, plug and cables)
- Any faults found is reported immediately to the supervisor and not used
- RCD tested prior to use; no stretching of cable
- Annual PA testing of all electrical appliances

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Inner Surfaces

1. Select oven cleaning chemical and read label
2. Place all removable shelves and racking in a large sink and apply product
3. Place racking trays in large airtight plastic bag, allow 7 to 8 minutes contact time
4. Steam cleaning of inner and outer surfaces where appropriate - please refer to steam cleaning method statement
5. Starting on furthest surface, apply product to all inner surfaces of oven or grill
6. Replace oven cleaning chemical container cap
7. Scrub inner surfaces with stainless steel balls/green pads whilst wearing gauntlet gloves
8. Scrape/wipe clean all shelves and racking
9. Rinse thoroughly with fresh water and wipe dry
10. Repeat for all inner surfaces starting on the nearest section
11. Refit shelves and racking

### Outer Surfaces

1. Select chemical and read label
2. Measure product and add to warm water in bucket or trigger spray at recommended dilution
3. Replace chemical container cap
4. Wipe outer surfaces applying solution with cloth, paper towel or trigger spray
5. Work from top to bottom ensuring passes overlap
6. Rinse cloth frequently and wring out
7. Check cleaning solution frequently and change when dirty
8. Dry wipe all cleaned surfaces
9. Check oven and grill for correct operation
10. Wipe any splashes off floors, walls, and fixtures
11. Visually inspect task on completion clean and check all equipment
12. Remove warning signs when area dry and safe for other building users
13. Return equipment to secure store



## **Method Statement Number: 60**

**Refrigerators Freezers and Cold Rooms Cleaning**

### Associated Risk Assessments

- 3: Steam Cleaner
- 9: High Level Dusting
- 10: Refuse Rubbish Collection – Internal
- 20: Damp Mopping
- 27: Step Ladder

### Associated Method Statements

- 3: Steam Cleaner
- 9: High Level Cleaning Dusting
- 10: Refuse Rubbish Collection – Internal
- 20: Damp Mopping
- 20: Use of Step Ladder

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 2: COSHH 12 Golden Rules
- 3: Chemical Safe Dilution
- 8: PPE



### Personal Protective and Safety Equipment Requirement

1. Gloves (Level 3 - cut resistant)



2. Mask



3. Goggles



4. Protective Footwear



5. Warning/Safety Signs (double sided)



6. Coveralls



### Small Tools / Materials

1. Abrasive Pad (Green Scourers)
2. Colour Coded Cloths
3. Colour Coded buckets and mops
4. Blue Roll
5. Magic Sponges



6. Refuse Sacks
7. Scraper
8. Neutral detergent
9. Trigger spray
10. Broom

11. Dustpan and brush
12. Scrubbing brush
13. Extension pole


### Machinery


Steam Cleaner




Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
2 PURE OdorBac Tec4 Liquid	Odour eliminator and cleaner	None – Product is not deemed to have any adverse effects on human health or the environment.	89
Neutral Detergent	Cleaner	N/A	N/A
Identified Risks and Safety Controls			
Identified Risk		Mitigation	
Exposure to toxic gases and poisons from leaking refrigeration units causing injury			
		<ul style="list-style-type: none"> <li>• Certification tickets to be checked and visual inspection carried out prior to clean</li> </ul>	
Chemicals, contact with chemical via spills/splashes causing irritation of skin and respiratory problems			
		<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• When using oven cleaner ensure that natural ventilation is used prior to work commencing with the opening of windows and/or use of extractor system.</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene.' If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing. Instructions and training in the safe use of chemicals.</li> <li>• Follow COSHH risk assessment on safe use of chemicals</li> </ul>	




## Identified Risks and Safety Controls

Identified Risk	Mitigation
Slips, Trips and Falls including wet floors and trailing cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> </ul>
Awkward Posture (Reaching, Bending, Twisting) causing sprains/strains to upper limbs	

	<ul style="list-style-type: none"> <li>• Rotation of jobs</li> <li>• Moving in various directions to spread out the workload to various muscles. Use a light grip</li> <li>• Maintain neutral postures</li> <li>• Neck flexion and stretching in opposite directions</li> <li>• Mechanise the operation by the use of extension pole for the higher areas to avoid overreaching (limited to use at any given time 15 minutes maximum)</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> </ul>
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### Manual Handling machines/loads and repetitive strain injuries

	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>
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Identified Risks and Safety Controls	
Identified Risk	Mitigation
Falls from step ladders causing injury	
	<ul style="list-style-type: none"> <li>• Training in correct use of ladder / step ladder and working at height</li> <li>• Cordon off area in which the step ladder is being used</li> <li>• Warning signs to be placed before work commences</li> <li>• Check step ladder thoroughly before use</li> <li>• Spread the step ladder to its fullest extent</li> <li>• Ensure that all four stiles are on firm, level ground</li> <li>• Must have a secure handhold not less than 1.06m above the highest level reached by your feet</li> <li>• Following manual handling training as per health and safety induction training</li> <li>• 2 persons to carry ladder from storage to work area</li> </ul>
Burns from hot or cold parts of the refrigeration units	
	<ul style="list-style-type: none"> <li>• Refrigeration system to be isolated and cooled at least 30 minutes prior to commencement of the clean</li> </ul>
Contact with Boiling Water/Steam	
	<ul style="list-style-type: none"> <li>• Operatives trained in the use of machinery and appropriate PPE provided and worn</li> <li>• Carry out work when least amount of personnel around</li> </ul>

## Additional Safety Controls

### Preparation

- Prior to commencing the clean, ensure it is communicated to the customer that unit needs to be empty
- Select, check, and wear the correct PPE
- Place warning signs.
- Select, check, and safely assemble the correct equipment
- Switch off unit. Isolate or disconnect
- If unit is walk in open and secure the door open so that it cannot be changed
- Make sure that the client has removed all food items and equipment in and around all areas of cleaning
- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- All staff have read method statement

### Machinery

- None in use

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>1. Prior to commencing clean ensure communicated to customer that unit needs to be empty</li> <li>2. Select, check, and wear the correct PPE</li> <li>3. Place warning signs.</li> <li>4. Select, check, and safely assemble the correct equipment</li> <li>5. Switch off unit. Isolate or disconnect</li> <li>6. If unit is walk in, open, and secure the door open so that it cannot be changed</li> <li>7. Select correct chemical and read label</li> <li>8. Measure chemical and add to water in hot soak and bowl or trigger spray at recommended dilution</li> <li>9. Replace chemical container cap</li> <li>10. Remove all food debris from inside unit with damp cloth or brush.</li> <li>11. Remove all shelves and racking and clean in hot soak</li> <li>12. Wipe all inner surfaces, applying solution with cloth or trigger spray</li> <li>13. Pay particular attention to ledges, corners, and door seals</li> <li>14. Work from top to bottom</li> <li>15. Ensure passes overlap</li> <li>16. Rinse cloth frequently and wring out</li> <li>17. Check cleaning solution frequently</li> <li>18. When using Steamer in cleaning areas follow all instructions detailed in Method Statement 3: Steam Cleaning</li> <li>19. Change when dirty</li> <li>20. Rinse and dry wipe all cleaned surfaces</li> <li>21. Repeat for all outer surfaces</li> </ol> | <ol style="list-style-type: none"> <li>22. Rinse, dry and refit shelves, and racking</li> <li>23. Unsecure door if walk in unit</li> <li>24. Check unit for correct operation</li> <li>25. Return contents to unit</li> <li>26. Wipe any splashes off skirtings, walls, and fixtures</li> <li>27. Visually inspect task.</li> <li>28. On completion clean and check all equipment.</li> <li>29. Remove warning signs when area is dry and safe for other building users</li> <li>30. Return equipment to secure store</li> </ol> |
|---|--|



## **Method Statement Number: 63**

**Ensure Touch ATP Testing**

### Associated Risk Assessments

### Associated Method Statements

### Associated Tool Box Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

### Personal Protective and Safety Equipment Requirement

### Small Tools / Materials (Refer to folder as to what they need)

1. Ensure UltraSnap Swabs

### Machinery

1. Ensure ATP Testing kit

**Ensure that all machinery is thoroughly cleaned and decontaminated after use and before storing away**

### Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
None			



Identified Risks and Safety Controls	
Identified Risk	Mitigation
No identified risks	

Additional Safety Controls
<p><b>Preparation</b></p> <ul style="list-style-type: none"> <li>For additional protection, we recommend using the complimentary protective case which comes inside the box along with the Velcro hand strap for easy carrying. To install the hand strap, thread it through the openings on the back of the case and attach the Velcro together on the inside. To put the case on, start by inserting the top portion of Ensure Touch where the power button is into the top of the case before inserting the bottom half.</li> <li>Plug your Ensure Touch into a wall outlet using the cables included in the box and let it charge for 15 minutes. Tap the power button once on the top left of the screen to power it on. If you see the screen illuminate slightly, then the instrument is powering on and you do not need to press the power button again. If it's not turning on, long hold the power button for 15 seconds.</li> </ul> <p><b>Ensure Ultrasnap swabs have been chilled (They should always be kept in a fridge when not in use)</b></p>
<p><b>Machinery</b></p> <ul style="list-style-type: none"> <li>Do not leave machinery unattended</li> <li>Check electrical equipment in particular plugs, exposed wiring, broken body, buttons, and cables to ensure they are safe and test RCD report any faults to a supervisor or manager</li> </ul>

## Task Procedure

### Preparation

Log on to <https://www.hygiena.com/hygiena/setupet.html> SureTrend cloud doesn't operate very well with Internet Explorer, please use Edge or Chrome to run SureTrend

1. Follow set up instructions, on action 6, Select Sanitation and Remediation as Industry.
2. Connect machine to office or home wi-fi as instructed on set up
3. Contact account owner for invite to user account. Please don't set up a separate account. SureTrend Cloud will email you a link to set up your password. After you've set up your password, navigate back to the [login screen](#) and login
4. SureTrend cloud is the software you will be using to display ATP results.

### Carrying out the task

1. Once machine is correctly set up and registered, use Quick test option on machine for verification. Follow instructions on machine.
2. Pull swab from protective cover and wipe gently (stick shouldn't visibly bend) on area selected roughly the size of a 50p coin.
3. Replace swab in protective cover and snap blue end and shake
4. Insert swab with snapped end at top into machine and close lid ensuring to keep machine upright and not tilted. Machine will prompt if it tilts.
5. Machine will click twice on countdown which means internal shutter is working and calibrating.
6. After countdown, reading will be given. Current scale used is: <50 = pass, <75= Caution and > 100=Fail. This scale can be changed according to client needs.
7. Remove swab and dispose, move to new location and open swab and swipe area to repeat process.



## Method Statement Number: 65

Use of John Deere Gator ATV

**Associated Risk Assessments**

65: Use of John Deere Gator ATV

**Associated Method Statements**

**Associated Toolbox Talks**

- 1: Health and Safety for Everyone
- 8: PPE
- 11: Machinery – Maintenance

- 2: COSHH 12 Golden Rules
- 9: Manual Handling

**Personal Protective and Safety Equipment Requirement**

- 1. Appropriate Weather Gear



- 2. Safety Shoes



**Small Tools / Materials**





None




**Machinery**


- 1. John Deere Gator ATV

**Approved Chemicals**

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
N/A	N/A	N/A	N/A

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Collision with Other Personnel and/or Vehicle Movement Resulting in Impact from Vehicle Crash/Broken Bones/Cuts	
	<ul style="list-style-type: none"> <li>• Speed limited on site is walking speed</li> <li>• Remain aware of people moving around especially during reversing manoeuvres</li> <li>• Seat belts are provided and to be worn</li> <li>• On blind corners of buildings always make a wide turn</li> <li>• Turn Lights on during fading light levels</li> <li>• Use of indicators to inform third parties of route of travel</li> <li>• Use mirrors where available</li> <li>• No passengers allowed to be carried except where passenger seats are provided</li> </ul>
Poor Driver Competency Resulting in Injuries/Damage to People/Equipment/Infrastructure	
	<ul style="list-style-type: none"> <li>• Only drivers who hold a valid UK driving licence are authorised to drive company vehicles</li> <li>• People who are under the influence of drug or alcohol or unwell should not drive</li> <li>• Drivers who have been advised by a medical practitioner not to drive must inform their supervisor immediately</li> </ul>
Poor Visibility Resulting in Injuries/Damage to People/Equipment/Infrastructure	
	<ul style="list-style-type: none"> <li>• Lights to be used</li> <li>• Speed limit to be adhered to</li> <li>• Restrict use of vehicles in poor weather conditions</li> </ul>
Vehicle Malfunction Resulting in Injuries/Damage to People/Equipment/Infrastructure	
	<ul style="list-style-type: none"> <li>• Visual user check prior to work commencing</li> <li>• Mandatory checking of lights, indicators, horn and brakes</li> <li>• Check sheet to be completed</li> <li>• Use of lap belt when using vehicle</li> <li>• All Nviro employees are trained in the safe operation of ATV</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Vehicle Turning Over Resulting in Impact from Vehicle Roll/Broken Bones/Cuts	
	<ul style="list-style-type: none"> <li>• Speed limit to be maintained</li> <li>• Seat belts are provided and to be worn</li> <li>• Avoid slopes and/or any steep gradients</li> <li>• DO NOT go up or down any kerbs</li> <li>• Vehicles to only be driven on the lawns in special circumstances</li> </ul>
Exposed to Outdoor Weather Conditions Resulting in Hypothermia/Heat Stroke/Dehydration/Cold Weather Injuries	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personnel protective equipment (wet weather gear, thermal clothing and High Vis Jacket)</li> <li>• Operatives to be regularly monitored during extreme weather conditions</li> </ul>
Unauthorised Use by Others Resulting in Injuries	
	<ul style="list-style-type: none"> <li>• Keys should never be left in the vehicle</li> <li>• Vehicle should be parked in secure area</li> <li>• Vehicle should never be left unattended in public area</li> <li>• Any additional locks provided (for example doors) should be used</li> <li>• The parking brake must always be applied when stationary</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Towing Due to Increased Weight and Length of Vehicle from Towing Waste Bins	
	<ul style="list-style-type: none"> <li>• Where a vehicle is being used as a tug for towing the weight restrictions should never be exceeded</li> <li>• All safety coupling should be checked prior to start</li> <li>• Attached trailers/bins should be at a maximum length where the operative is able to visibly monitor the load safety</li> <li>• Corners should be taken at a wider width into account in order the tracking load avoiding collisions</li> <li>• Towing operations should always take place at lower speeds</li> </ul>
#Additional Controls	
Preparation	
<ul style="list-style-type: none"> <li>•</li> <li>• Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task and while using the machine</li> <li>• Wear appropriate weather gear and do not wear headphones while operating the Gators</li> <li>• Ensure staff carrying out the task have the correct training and that a record of their training is held on central system</li> <li>• All drivers are required to have a valid UK Driving license</li> <li>• Any convictions or exemptions must be declared to the university insurance company to avoid the policy being made invalid</li> <li>• All drivers should complete a driving induction before driving the university's vehicles</li> <li>• Copy of Nviro Training record to be sent to <a href="mailto:Training@Nviro.co.uk">Training@Nviro.co.uk</a></li> <li>•</li> </ul>	
Machinery	
<ul style="list-style-type: none"> <li>•</li> <li>• Report any defects to Gator ATV immediately</li> <li>• Always use seatbelt when driving vehicle</li> <li>• Not to be driven on public highway</li> <li>•</li> </ul>	

## Task Procedure

### Preparation

1. If vehicle needs fuel then contact Gardening Team to fuel vehicle - do not fuel vehicle yourself
2. Visual inspection of the Gator ATV for defects before use to ensure it is in good condition
3. Warm Glow plugs for 20 seconds before starting vehicle

### Cleaning of Area

1. Start vehicle and perform visual check before setting off
2. Keep to walking speed at all times and avoid driving on grass areas
3. Always be aware of your surroundings and students/staff on site when operating ATV
4. When emptying bins, turn engine off and remove key from ignition
5. Make sure load in rear of vehicle is secure before moving off again - use straps to secure load
6. Sound horn when approaching corners of buildings
7. Before leaving vehicle, stop engine, set park brake and remove key





## **Method Statement Number: 66**

**Commercial Kitchen Deep Clean**

### Associated Risk Assessments

- 4: Floor Scrubber Dryer Machines
- 9: High Level Dusting
- 10: Refuse Rubbish Collection – Internal
- 20: Damp Mopping
- 27: Step Ladder
- 44: Wet Pick-Up Machine
- 54: Kitchen Deep Clean –Bains Marie
- 55: Kitchen Deep Clean – Canopies, Hoods, and Filter Cleaning
- 56: Deep Fat Fryer Cleaning
- 57: Dishwasher Cleaning
- 58: Gully Cleaning
- 59: Oven and Grill Cleaning
- 60: Refrigerator Cleaning
- 68: Commercial and Domestic Kitchen General Cleaning

### Associated Method Statements

- 4: Floor Scrubber Dryer Machines
- 9: High Level Cleaning Dusting
- 10: Refuse Rubbish Collection – Internal
- 20: Damp Mopping
- 27: Step Ladder
- 44: Wet Pick-Up Machine
- 54: Bains Marie
- 55: Canopies, Hoods, filters
- 56: Deep Fat Fryers
- 57: Dishwashers
- 58: Gully Channels, Drains
- 59: Oven and Grill Cleaning
- 60: Refrigerators, Freezers and Cold rooms
- 68: Commercial and Domestic Kitchen General Cleaning

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 2: COSHH 12 Golden Rules
- 3: Chemical Safe Dilution
- 8: PPE

## Personal Protective and Safety Equipment Requirement

### 1. Gloves



### 2. Mask



### 3. Goggles



### 4. Protective Footwear



### 5. Warning/Safety Signs (double sided)



### 6. Coveralls



### 7. Glove - Gauntlet





## Small Tools / Materials




- |                                  |                                      |                       |
|----------------------------------|--------------------------------------|-----------------------|
| 1. Abrasive Pad (Green Scourers) | 7. Refuse Sacks                      | 13. Trigger spray     |
| 2. Colour Coded Cloths           | 8. Scraper                           | 14. Broom             |
| 3. Colour Coded buckets and mops | 9. Stainless Steel Balls             | 15. Dustpan and brush |
| 4. Blue Roll                     | 10. Degreaser                        |                       |
| 5. Dust Control Mop              | 11. Oven cleaner                     |                       |
| 6. Magic Sponges                 | 12. Odourless bactericidal detergent |                       |

## Machinery


1. Floor Machine Scrubber with drive disk and black scrubbing pad i.e. I-Mop and black pads
2. Wet Pick-Up Machine

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Diversey Brillo Oven and Grill Foam Cleaner	Oven Cleaner	<p><b>H220</b> Extremely flammable gas</p> <p><b>H280</b> Contains gas under pressure; may explode if heated</p> <p><b>H290</b> May be corrosive to metals.</p> <p><b>H302</b> Harmful if swallowed.</p> <p><b>H314</b> Causes severe skin burns and eye damage.</p> <p><b>H318</b> Causes serious eye damage</p>	25
MI Care	Oven Cleaner	<p><b>H314</b> Causes severe skin burns and eye damage</p>	85
Premiere Products: Cater Clean	Kitchen Cleaner and Degreaser	<p><b>H318</b> Causes serious eye damage</p> <p><b>H315</b> Causes skin irritation</p> <p><b>H400</b> Very toxic to aquatic life</p>	47
Premiere Products: Ecoforce Window and Glass Cleaner	Window and Glass Cleaner	<p><b>H225</b> Highly Flammable liquid and vapour</p> <p><b>H226</b> Flammable liquid and vapour</p> <p><b>H315</b> Causes skin irritation</p> <p><b>H317</b> May cause an allergic skin reaction</p> <p><b>H319</b> Causes serious eye irritation</p> <p><b>H336</b> May cause drowsiness or dizziness</p>	54
Clover Lance Liquid spray	Descaler	<p><b>H314</b> Causes severe skin burns and eye damage</p> <p><b>H315</b> Causes skin irritation</p> <p><b>H318</b> Causes serious eye damage</p>	20
Clover Breaker	Floor Cleaner	<p><b>H302</b> Harmful if swallowed</p> <p><b>H314</b> Causes severe skin burns and eye damage</p> <p><b>H318</b> Causes serious eye damage</p>	18
Clover UBIK 2000	Floor Cleaner	<p><b>H302</b> Harmful if swallowed.</p> <p><b>H314</b> Causes severe skin burns and eye damage</p> <p><b>H315</b> Causes skin irritation</p> <p><b>H318</b> Causes serious eye damage</p> <p><b>H319</b> Causes serious eye irritation</p>	22

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty cables/equipment (electrocution, electrical fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, Equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Chemicals, Contact with chemical via spills/splashes causing irritation of skin and respiratory problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• When using oven cleaner ensure that natural ventilation is used prior to work commencing with the opening of windows and/or use of extractor system.</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene.' If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing. Instructions and training in the safe use of chemicals. Follow COSHH risk assessment on safe use of chemicals</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Slips, Trips and Falls including wet floors and trailing cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> </ul>
Awkward Posture (Reaching, Bending, Twisting)	
	<ul style="list-style-type: none"> <li>• Rotation of jobs</li> <li>• Moving in various directions to spread out the workload to various muscles. Use a light grip</li> <li>• Maintain neutral postures</li> <li>• Neck flexion and stretching in opposite directions</li> </ul>
Manual Handling machines/loads and repetitive strain injuries	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
<p data-bbox="188 284 436 319">Safe Use of Ladders</p> 	<ul style="list-style-type: none"> <li>● Check the ladder for missing, loose or damage rungs</li> <li>● Check that there are no splinters of metal or wood on the rungs that could cause you harm</li> <li>● Ensure that all ropes and cables are attached</li> <li>● Make sure there are no missing or loose rubber feet, rivets, nuts, bolts, or hinges</li> <li>● Check that the extension locks and is not loose, damaged, or broken</li> <li>● Ensure the ladder locks and sits correctly when extended</li> <li>● Check that metal ladders have no twisting, splitting or damage to the stiles and rungs should not be painted</li> <li>● Ladders should only be use of for short duration of work</li> <li>● Always use a safety man to the foot of the ladder</li> <li>● Always seek advice from your supervisor before using a ladder or working at height</li> <li>● Employee must be trained, and the employee's signed of training record held on company training data base</li> </ul>

## Additional Safety Controls

### Preparation

1. Make sure that Client has cut off Gas/Electricity and that the cooker is pulled out to the safe distance required and safety chain in place
2. Make sure that the Client has removed all food items and equipment in and around all areas of cleaning
3. Ensure warning signs are displayed at all entrances
4. Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
5. Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
6. Staff undertaking training as part of the kitchen deep clean must be assigned a designated trained supervisor
7. All staff have read method statement

### Machinery

8. Do not plug in machinery until fully assembled using an RCD (Residual Current Device)
9. Do not leave machinery unattended
10. Cables should be kept behind machinery and away from water
11. Do not allow the cable to become taut at ankle height
12. When not in use machinery should be left in the correct position and unplugged
13. Check electrical equipment in particular plugs and cables to ensure they are safe and test RCD. Report any faults to the supervisor or manager and do not use

### Chemicals

14. Do not splash chemical solutions
15. Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
16. Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)



## Task Procedure

### Commercial and Domestic Kitchen General Cleaning – Method Statement 68

#### Equipment and PPE

- Warning/Safety signs (double sided)
- Gloves (heavy duty/gauntlets)
- Mask
- Goggles
- Protective footwear
- Coveralls
- Abrasive Pad (Green Scourers)
- Colour Coded Cloths
- Colour Coded buckets and mops
- Blue Roll
- Dust Control Mop
- Magic Sponges
- Refuse Sacks
- Scraper
- Stainless Steel Balls
- Degreaser
- Odourless bactericidal detergent
- Trigger spray
- Broom
- Dustpan and brush
- Floor Machine Scrubber with drive disk and black scrubbing pad i.e. I-Mop and black pads (RCD if required)
- Wet Pick-Up Machine

#### Safety and Control

- Make sure that the Client has removed all food items and equipment in and around all areas of cleaning
- Refer to relevant method statements for other tasks - scrubbing/buffing
- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- All staff have read method statement
- Do not plug in machinery until fully assembled using an RCD (Residual Current Device)
- Do not leave machinery unattended
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height
- When not in use machinery should be left in an upright position and unplugged
- Check electrical equipment in particular plugs and cables to ensure they are safe and test RCD. Report any faults to the supervisor or manager and do not use
- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

Procedure	Procedure Continued
<ol style="list-style-type: none"> <li>1. Select, check, and wear correct PPE</li> <li>2. Check PA test date</li> <li>3. Thoroughly check all parts of the electrical equipment for wear, damage and they work properly – including plugs, pipes, wheels, and cables</li> <li>4. Place warning signs correctly at each entrance/exit point to the area</li> <li>5. If floor sockets are being used, put a warning sign over the floor socket that is being used</li> <li>6. Ventilate area (as appropriate)</li> <li>7. Prepare the cleaning solutions using the correct ratios and to manufacturer’s directions, adding the cleaning agent to the water</li> <li>8. Pre spray any heavy stains (to allow contact time)</li> <li>9. Wash tiles with warm water and cloth changing water when necessary - buff to dry with cloth</li> </ol>	<ol style="list-style-type: none"> <li>10. Wash counters/surfaces with warm water and cloth changing water when necessary – buff to dry with cloth</li> <li>11. Wash walls with cloth rinsing cloth when necessary – buff to dry</li> <li>12. Wash skirting boards with cloth rinsing when necessary – buff to dry</li> <li>13. De-scale stainless steel sink making sure you rinse thoroughly</li> <li>14. Hard floor deep cleaning, refer to floor scrubbing method statement number 4 for general floor scrubber dryer machines and 4a for specific use of an I-Mop</li> <li>15. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task</li> <li>16. Check, clean and store equipment, materials, and PPE correctly</li> <li>17. Remove warning signs and close ventilation (as appropriate)</li> <li>18. Wash and dry hands thoroughly after completing the task</li> </ol>

## Oven and Grill Cleaning – Method Statement 59

### Equipment and PPE

- Mop and colour coded buckets
- Colour coded cloths
- Paper towel
- Scrubbing brush
- Scraper
- Stainless steel balls or greed pads
- Warning / Safety Signs
- Gloves - Heavy duty
- Gloves - Gauntlet
- Goggles
- Refuse sacks
- Over cleaner, odourless bactericidal detergent and measure

### Procedure

1. Select, check, and wear the correct PPE
2. Select, check, and safely assemble the correct equipment
3. Place warning signs.
4. Ventilate area
5. Switch off oven and/or grill. Isolate or disconnect
6. Allow equipment to cool

### Inner Surfaces

7. Select oven cleaning chemical and read label.
8. Place all removable shelves and racking in a large sink
9. Scrub inner surfaces with stainless steel balls/green pads whilst wearing gauntlets
10. Steam cleaning of inner and outer surfaces may be used where appropriate. Please refer to steam cleaning method statement

### Safety and Control

- Ensure warning signs are displayed
- Make sure that client has removed all food items and equipment in and around all areas of cleaning
- Gloves and goggles must be worn
- Suitable Google Must be worn
- Suitable respiratory mask must be worn
- Area must be well ventilated
- Do not splash solution
- When not in use leave handle in an upright position
- Follow COSHH instructions on safe use of chemicals
- Staff must be suitably trained

11. Starting on furthest surface, apply product to all inner surfaces of oven or grill.
12. Replace oven cleaning chemical container cap
13. Scrape / wipe clean all shelves and racking
14. Place racking and trays in large airtight specialist oven equipment cleaning bags. Allow a minimum of 7 to 8 minutes contact time
15. Rinse thoroughly with fresh water and wipe dry
16. Repeat for all inner surfaces starting on the nearest section
17. Refit shelves and racking

#### Outer Surfaces

18. Select chemical and read label.
19. Measure product and add to warm water in bucket or trigger spray at recommended dilution
20. Replace chemical container cap.
21. Wipe outer surfaces applying solution with cloth, paper towel or trigger spray.
22. Work from top to bottom ensuring passes overlap
23. Rinse cloth frequently and wring out.
24. Check cleaning solution frequently. Change when dirty.
25. Dry wipe all cleaned surfaces
26. Wipe any splashes off floors, walls, and fixtures.
27. Visually inspect task.
28. On completion clean and check all equipment
29. Remove warning signs when area dry and safe for other building users
30. Return equipment to secure store

## Deep Fat Fryer Cleaning- Method Statement 56

### Equipment and PPE

- Colour coded cloths
- Colour coded bucket
- Scrubbing brush
- Scraper
- Stainless steel balls or greed pads
- Warning / Safety Signs
- Gloves – heavy duty
- Gloves – Gauntlets
- Goggles
- Refuse sacks
- Clean container for dirty solution / chemical
- Odourless bactericidal detergent and measure or degreasing detergent powder

### Procedure

1. Select, check, and wear the correct PPE
2. Select, check, and safely assemble the correct equipment.
3. Place warning signs.
4. Ventilate Area
5. Remove food debris from filter
6. Select correct chemical and read label
7. Scrub inner surfaces with stainless steel balls/green pads whilst wearing gauntlets
8. Measure chemical and add to water in fryer at recommended dilution.
9. Replace chemical container cap
10. Drain fryer into container and dispose of safely
11. Clean outer surfaces of fryer with scrubbing brush or steel balls/ green pad using hot solution
12. Steam cleaning may be used where appropriate. Please refer to steam cleaning method
13. Work from top to bottom

14. Ensure passes overlap
15. Prepare fresh water in a bucket.
16. Rinse inner surfaces.
17. Rinse outer surfaces.
18. Dry wipe all cleaned surfaces.
19. Wipe any splashes off skirtings, walls, and fixtures
20. Return basket and filter
21. Visually inspect task
22. On completion clean and check all equipment.
23. Remove warning signs when area dry and safe for other building users
24. Return equipment to secure store

### Safety and Control

- **Prior to starting this clean the operative must have had suitable instruction and authorisation from the site manager on how to turn on / ignite this equipment safely**
- Ensure warning signs are displayed
- Do not leave equipment unattended
- Make sure that client has removed all food items and equipment in and around all areas of cleaning
- Gloves and goggles must be worn
- Do not splash solution
- Follow COSHH instructions on safe use of chemicals

## Dishwasher cleaning - Method Statement 57

### Equipment and PPE

- Colour coded cloths
- Colour coded bucket
- Scrubbing brush
- Scraper
- Hand pads
- Warning / Safety Signs
- Gloves (Heavy duty)
- Goggles
- Refuse sacks
- Odourless bactericidal detergent and measure, descaler and measure

### Procedure

1. Select, check, and wear the correct PPE
2. Select, check, and safely assemble the correct equipment
3. Place warning signs
4. Ventilate Area
5. Switch off dishwasher. Isolate or disconnect.
6. Select correct chemical and read label
7. Measure chemical and add to water in hot soak and bowl or trigger spray at recommended dilution
8. Replace chemical container cap
9. Remove all trays and flaps and clean in hot soak
10. Remove all food debris from inside unit with damp cloth or brush
11. Wipe all inner surfaces, applying solution with cloth or trigger spray
12. Work from top to bottom
13. Ensure passes overlap
14. Rinse cloth frequently and wring out
15. Check cleaning solution frequently
16. Change when dirty
17. Repeat for all outer services

18. Rinse all surfaces
19. Dry wipe all cleaned surfaces
20. Descale with Lance – refer to method statement
21. Visually inspect task
22. Wipe any splashes off skirtings, walls, and fixtures
23. On completion clean and check all equipment
24. Replace container cap
25. Apply solution with cloth to inner surfaces.
26. Allow a minimum of 7 to 8 minutes contact time
27. Remove scale deposits with brush, steel balls or scraper
28. Rinse thoroughly with fresh water. Rinse and refit trays and flaps
29. Check unit for correct operation and run with correct daily use chemicals
30. Remove warning signs when area dry and safe for other building users
31. Return equipment to secure store

### Safety and Control

- Ensure warning signs are displayed
- Do not leave equipment unattended
- Make sure that client has removed all food items and equipment in and around all areas of cleaning
- Gloves and goggles must be worn
- Do not splash solution
- Follow COSHH instructions on safe use of chemicals
- Staff must be suitably trained

## Canopies, Hoods and Filter Cleaning Method Statement 55

### Equipment and PPE

- Colour coded cloths
- Colour coded bucket
- Scrubbing brush
- Scraper
- Steel balls / Green Pads
- paper towel
- Dust sheets
- Warning / Safety Signs
- Gloves (Heavy duty)
- Goggles
- Refuse sacks
- Odourless bactericidal detergent and measure

### Procedure

1. Select, check, and wear the correct PPE.
2. Select and assemble equipment. Carry out safety checks for step ladder
3. Switch off ventilation system. Isolate or disconnect.
4. Cover all equipment below work area
5. Erect and secure access equipment
6. **ONLY TRAINED PERSONEL SHOULD USE ACCESS STEP LADDERS**
7. Work in pairs
8. Do not overreach
9. Select correct chemical and read label.
10. Measure chemical and add to water in hot soak, bowl, and trigger spray at recommended dilution.
11. Replace chemical container cap.
12. Remove filters and drip trays
13. Place removable equipment in hot soak. Use industrial dishwasher if appropriate
14. Scrape off heavy fat from canopy and hood.

15. Wipe up loose fat particularly from channels of canopy and hood.
16. Wipe all surfaces applying solution with cloth, paper towel or trigger spray
17. Steam cleaners may be used where appropriate. Please refer to steam clean in method and risk assessment
18. Work from top to bottom
19. Ensure passes overlap
20. Rinse cloth frequently and wring out
21. Check cleaning solution frequently. Change when dirty.
22. Rinse and dry filters and drip trays
23. Refit filters and drip trays
24. Dry wipe all cleaned surfaces
25. Check ventilation system for correct operation.
26. Dismantle access equipment
27. Remove dust covers
28. Wipe any splashes off floors, walls, and fixtures
29. Visually inspect task
30. On completion clean and check all equipment used
31. Remove warning signs when area dry and safe for other building users
32. Return equipment to secure store

### Safety and Control

- Work in pairs
- Ensure warning signs are displayed
- Do not leave equipment unattended
- Make sure that client has removed all food items and equipment in and around all areas of cleaning
- Gloves and goggles must be worn
- Do not splash solution
- Follow COSHH instructions on safe use of chemicals
- Staff must be suitably trained
- Staff must not use step ladders unless suitably trained

## Gully Channels and Drains Cleaning – Method Statement 58

### Equipment and PPE

- Mop bucket unit with gear wringer and mop
- Wet pick-up machine
- Colour coded mops
- Colour coded cloths
- Colour coded bucket
- Hose for rinsing
- Scrubbing brush
- Scraper
- Steel balls / greed pads
- Warning / Safety Signs
- Gloves
- Goggles
- Refuse sacks
- Odourless bactericidal detergent and measure

### Procedure

1. Select, check, and wear the correct PPE
2. Select, check, and safely assemble the correct equipment.
3. Place warning signs.
4. Select correct chemical and read label.
5. Measure chemical and add to water in hot soak and mop bucket at recommended dilution.
6. Replace chemical container cap.
7. Remove gully covers and drain traps and clean in hot soak.
8. Remove all food debris from gullies and drains with scraper or scrubbing brush.
9. Use steam cleaning if appropriate or refer to 10 - 12
10. Apply solution to gully. Agitate with mop to loosen soiling.
11. Wring out mop into empty bucket.
12. Mop up dirty solution or use wet pick-up machine.
13. Repeat the mopping operation to clean all gully channel
- 14.

14. Check cleaning solution frequently. Change when dirty
31. Rinse gully channels with fresh water using mopping unit or hose.
32. Use mopping unit or wet pick-up to remove water from surrounding floor area. Rinse and refit gully covers and drain traps.
33. Wipe any splashes off floors, walls, and fixtures.
34. Visually inspect task
35. On completion clean and check all equipment
36. Remove warning signs when area dry and safe for other building users.
37. Return equipment to secure store

### Safety and Control

- Ensure warning signs are displayed
- Do not leave equipment unattended
- Make sure that client has removed all food items and equipment in and around all areas of cleaning
- Gloves and goggles must be worn
- Do not splash solution
- Follow COSHH instructions on safe use of chemicals
- Staff must be suitably trained



## Refrigerators, Freezers and Cold Rooms Cleaning – Method Statement 60

### Equipment and PPE

- Colour coded cloths
- Colour coded bucket
- Scrubbing brush
- Trigger Spray
- Warning / Safety Signs
- Gloves
- Goggles
- Refuse sacks
- Odourless bactericidal detergent and measure
- Green pads

### Procedure

1. Prior to commencing clean ensure communicated to customer that unit needs to be empty
2. Select, check, and wear the correct PPE
3. Place warning signs.
4. Select, check, and safely assemble the correct equipment
5. Switch off unit. Isolate or disconnect
6. If unit is walk in open and secure the door open so that it cannot be changed
7. Select correct chemical and read label
8. Measure chemical and add to water in hot soak and bowl or trigger spray at recommended dilution
9. Replace chemical container cap
10. Remove all food debris from inside unit with damp cloth or brush.
11. Remove all shelves and racking and clean in hot soak
12. Wipe all inner surfaces, applying solution with cloth or trigger spray
13. Pay particular attention to ledges, corners, and door seals

14. Work from top to bottom
15. Ensure passes overlap
16. Rinse cloth frequently and wring out
17. Check cleaning solution frequently
18. Change when dirty
19. Rinse and dry wipe all cleaned surfaces
20. Repeat for all outer surfaces
21. Rinse, dry and refit shelves, and racking
22. Unsecure door if walk in unit
23. Check unit for correct operation
24. Return contents to unit
25. Wipe any splashes off skirtings, walls, and fixtures
26. Visually inspect task.
27. On completion clean and check all equipment.
28. Remove warning signs when area dry and safe for other building users
29. Return equipment to secure store

### Safety and Control

- Ensure warning signs are displayed
- Do not leave equipment unattended
- Make sure that client has removed all food items and equipment in and around all areas of cleaning
- Gloves and goggles must be worn
- Do not splash solution
- Follow COSHH instructions on safe use of chemicals
- Staff must be suitably trained



## **Method Statement Number: 67**

**Wall Washing**

### Associated Risk Assessments

67: Wall Washing

### Associated Method Statements

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 3: Chemical Safe Dilution
- 7: Safety Signage

- 8: PPE
- 16: Colour Coding
- 17: General Cleaning

### Personal Protective and Safety Equipment Requirement

- 1. Chemical Resistant Gloves EN374-2/3
- 2. Warning/Safety Signs
- 3. Disposable Mask
- 4. Goggles



### Small Tools / Materials (Refer to folder as to what they need)



- 1. Colour coded buckets
- 2. Colour coded cloths
- 3. Measuring jug
- 4. Waterproof masking tape
- 5. Non-abrasive pad
- 6. Flat mop
- 7. Waterproof protective sheet (for floor)



### Machinery

None

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
2PURE Odorbac Tec 4	Multi Cleaner, Disinfectant	None – Product is not deemed to have any adverse effects on human health or the environment	89

### Identified Risks and Safety Controls

Identified Risk	Mitigation
Manual Handling machines/loads and repetitive strain injuries	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>
Awkward Posture (Reaching, Bending, Twisting)	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>
Slips, Trips and Falls including wet floors and trailing cables	

Identified Risks and Safety Controls	
Identified Risk	Mitigation
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• </li> </ul>
Contact with chemical via inhalation/spills/splashes causing irritation of skin and respiratory problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves and mask</li> <li>• Natural ventilation to be used prior to work commencing. Instructions and training in the safe use of chemicals. Follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> </ul>

Additional Safety Controls
<p>Preparation</p> <ul style="list-style-type: none"> <li>• Use appropriate PPE</li> <li>• Warning signs must be in place</li> <li>• Complete visual risk assessment on the wall prior to washing – Checking light switches/plugs/wall lights are not damaged and no wires are showing</li> </ul>

## Task Procedure

### Preparation

1. Carry out a dynamic risk assessment on arrival at the work area – this means you are checking the area is free from immediate risks to ensure the area is safe to work in
2. Place warning signs correctly at each entrance/exit point to the area that you are cleaning
3. Complete the task following this method statement (all method statements can be accessed in the H&S Manual by scanning the QR code on the Guide to Using Chemicals Safely poster)
4. When using chemicals, you must follow the relevant COSHH Assessment which can be accessed in the H&S Manual as above which details PPE, and what to do in respect of a spillage and first aid requirements
5. Ventilate area (as appropriate)
6. Wash hands and check for any cuts and abrasions, (if any found, cover with waterproof dressing)
7. Select, check, and wear correct PPE
8. Complete visual risk assessment of wall, checking for any damage to light switches, plug sockets and any wall lights – **Do not attempt to carry out the task if there is any damage to any electrical fittings and inform your line manager**
9. Cover light switches, plug sockets and any wall lights with waterproof tape to prevent any moisture getting through
10. Lay waterproof protective sheet on the floor to minimise the risk of any drips
11. Prepare the chemical, fill bucket halfway with warm water and add the Odorbac

## Method

1. Starting at the bottom of the allocated area, wash the wall using circular motions being sure to rinse the cloth in the bucket regularly
2. Use a flat mop in the same way as the cloth for areas that are out of reach
3. Once completed, empty the solution from the bucket into the sink, rise the bucket and dry with a hand towel
4. Place used cloths into a bag for laundry washing
5. Remove the tape and plastic protective sheet from the floor
6. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
7. Complete the task without damage or risk to people, furniture, and fittings
8. Check, clean and store equipment and materials
9. Remove and dispose of PPE
10. Remove warning signs and close ventilation (as appropriate)
11. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 68**

**Commercial and Domestic Kitchen General Cleaning**



### Associated Risk Assessments

- 4: Floor Scrubber Dryer Machines
- 9: High Level Dusting
- 10: Refuse Rubbish Collection – Internal
- 20: Damp Mopping
- 27: Step Ladder

- 44: Wet Pick-Up Machine
- 68: Commercial and Domestic Kitchen General Cleaning

### Associated Method Statements

- 4: Floor Scrubber Dryer Machines
- 9: High Level Cleaning Dusting
- 10: Refuse Rubbish Collection – Internal
- 20: Damp Mopping
- 27: Step Ladder
- 44: Wet Pick-Up Machine

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 2: COSHH 12 Golden Rules
- 3: Chemical Safe Dilution
- 8: PPE

### Personal Protective and Safety Equipment Requirement

1. Gloves (Heavy duty)



2. Mask



3. Goggles



4. Protective Footwear



5. Warning/Safety Signs (double sided)



6. Coveralls



7. Glove – Gauntlet



### Small Tools / Materials




- |                                  |                                      |                       |
|----------------------------------|--------------------------------------|-----------------------|
| 1. Abrasive Pad (Green Scourers) | 7. Refuse Sacks                      | 13.                   |
| 2. Colour Coded Cloths           | 8. Scraper                           | 14. Broom             |
| 3. Colour Coded buckets and mops | 9. Stainless Steel Balls             | 15. Dustpan and brush |
| 4. Blue Roll                     | 10. Degreaser                        |                       |
| 5. Dust Control Mop              | 11. Odourless bactericidal detergent |                       |
| 6. Magic Sponges                 | 12. Trigger spray                    |                       |




### Machinery

- |  |                        |
|--|------------------------|
| 1. Floor Machine Scrubber with drive disk and black scrubbing pad<br>i.e. I-Mop and black pads | 2. Wet Pick-Up Machine |
|--|------------------------|

### Approved Chemicals

Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Premiere Products: Cater Clean	Kitchen Cleaner and Degreaser	H318 Causes serious eye damage H315 Causes skin irritation H400 Very toxic to aquatic life	47
Premiere Products: Ecoforce Window and Glass Cleaner	Window and Glass Cleaner	H225 Highly Flammable liquid and vapour H226 Flammable liquid and vapour H315 Causes skin irritation H317 May cause an allergic skin reaction H319 Causes serious eye irritation H336 May cause drowsiness or dizziness	54
Clover UBIK 2000	Floor Cleaner	H302 Harmful if swallowed. H314 Causes severe skin burns and eye damage H315 Causes skin irritation H318 Causes serious eye damage H319 Causes serious eye irritation	22
Clover Lance Liquid spray	Descaler	H314 Causes severe skin burns and eye damage H315 Causes skin irritation H318 Causes serious eye damage	20

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty cables/equipment (electrocution, electrical fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables, Equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Chemicals, Contact with chemical via spills/splashes causing irritation of skin and respiratory problems	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• When using oven cleaner ensure that natural ventilation is used prior to work commencing with the opening of windows and/or use of extractor system.</li> <li>• Limit the time using chemical</li> <li>• Mandatory wearing of gloves 'Rubber or Neoprene.' If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'</li> <li>• Natural ventilation to be used prior to work commencing. Instructions and training in the safe use of chemicals. Follow COSHH risk assessment on safe use of chemicals</li> </ul>
Slips, Trips and Falls including wet floors and trailing cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> </ul>

Identified Risk and Safety Controls	
Identified Risk	Mitigation
Awkward Posture (Reaching, Bending, Twisting)	
	<ul style="list-style-type: none"> <li>• Rotation of jobs</li> <li>• Moving in various directions to spread out the workload to various muscles Use a light grip</li> <li>• Maintain neutral postures</li> <li>• Neck flexion and stretching in opposite directions</li> </ul>
Manual Handling machines/loads and repetitive strain injuries	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>
Safe Use of Ladders	
	<ul style="list-style-type: none"> <li>• Check the ladder for missing, loose or damage rungs</li> <li>• Check that there are no slivers of metal or wood on the rungs that could cause you harm</li> <li>• Ensure that all ropes and cables are attached</li> <li>• Make sure there are no missing or loose rubber feet, rivets, nuts, bolts, or hinges</li> <li>• Check that the extension locks and is not loose, damaged, or broken</li> <li>• Ensure the ladder locks and sits correctly when extended</li> <li>• Check that metal ladders have no twisting, splitting or damage to the stiles and rungs should not be painted</li> <li>• Ladders should only be use of for short duration of work</li> <li>• Always use a safety man to the foot of the ladder</li> <li>• Always seek advice from your supervisor before using a ladder or working at height</li> <li>• Employee must be trained, and the employee’s signed of training record held on company training data base</li> </ul>

## Additional Safety Controls

### Preparation

1. Make sure that the Client has removed all food items and equipment in and around all areas of cleaning
2. Refer to relevant method statements for other tasks – scrubbing/buffing
3. Ensure warning signs are displayed at all entrances
4. Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
5. Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
6. All staff have read method statement

### Machinery

7. Do not plug in machinery until fully assembled using an RCD (Residual Current Device)
8. Do not leave machinery unattended
9. Cables should be kept behind machinery and away from water
10. Do not allow the cable to become taut at ankle height
11. When not in use machinery should be left in an upright position and unplugged
12. Check electrical equipment in particular plugs and cables to ensure they are safe and test RCD. Report any faults to the supervisor or manager and do not use

### Chemicals

13. Do not splash chemical solutions
14. Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
15. Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

1. Select, check, and wear correct PPE
2. Check PA test date
3. Thoroughly check all parts of the electrical equipment for wear, damage and they work properly – including plugs, pipes, wheels, and cables
4. Place warning signs correctly at each entrance/exit point to the area
5. If floor sockets are being used, put a warning sign over the floor socket that is being used
6. Ventilate area (as appropriate)
7. Prepare the cleaning solutions using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
8. Pre spray any heavy stains (to allow contact time)
9. Wash tiles with warm water and cloth changing water when necessary - buff to dry with cloth
10. Wash counters/surfaces with warm water and cloth changing water when necessary – buff to dry with cloth
11. Wash walls with cloth rinsing cloth when necessary – buff to dry
12. Wash skirting boards with cloth rinsing when necessary – buff to dry
13. De-scale stainless steel sink making sure you rinse thoroughly
14. Hard floor deep cleaning, refer to floor scrubbing method statement number 4 for general floor scrubber dryer machines and 4a for specific use of an I-Mop
15. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
16. Check, clean and store equipment, materials, and PPE correctly
17. Remove warning signs and close ventilation (as appropriate)
18. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 69**

**Bin Shed Cleaning**

### Associated Risk Assessments

69: Bin Shed Cleaning

12: Litter Picking

### Associated Method Statements

12: Litter Picking

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

11: Machinery – Maintenance

2: COSHH 12 Golden Rules

9: Manual Handling

18: Bodily Fluids and Sharps – Hypodermic Needles

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3  
(Or Suitable Gloves)



2. Warning/Safety Sign



3. Outdoor Clothing as Required



4. Safety Shoes



5. Safety Goggles/Glasses



6. Face Mask



### Small Tools / Materials

1. Broom

2. Litter Picker

3. Plastic Refuse Sacks (Colour Coded if Necessary)

4. Dustpan and Brush



5. Shovel




### Machinery


None



Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Jeyes LTD – Jeyes Fluid	Disinfectant	<p>H225: Highly flammable liquid and vapour</p> <p>H302: Harmful if swallowed</p> <p>H312: Harmful in contact with skin</p> <p>H317: May cause an allergic skin reaction</p> <p>H318: Causes serious eye damage</p> <p>H319: Causes serious eye irritation</p> <p>H336: May cause drowsiness or dizziness</p> <p>H400: Very toxic to aquatic life</p>	33

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Brush and Wiping Movement causing Musculo-skeletal Disorders	
	<ul style="list-style-type: none"> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> <li>• Restriction in duration of using brush at any given time and ensuring a rotation of jobs</li> </ul>
Exposed to Outside Weather Conditions Resulting in Hypothermia/Heat Stroke/Dehydration/Cold Weather Injuries	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personnel protective equipment (wet weather gear, thermal clothing High Vis Jacket)</li> <li>• Operatives to be regularly monitored during extreme weather conditions</li> </ul>
Contact with Cleaning Chemical Resulting in Spills/Splashes Causing Irritation of Skin and Respiratory Problems	

Identified Risks and Safety Controls	
Identified Risk	Mitigation
	<ul style="list-style-type: none"> <li>• Natural ventilation to be used prior to work commencing</li> <li>• Instructions and training in the safe use of chemicals; follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn</li> <li>• First aid facilities to be known in case of emergency</li> <li>• Operatives to read and understand Jeyes Fluid COSHH assessment</li> </ul>
<b>Contact with Sharps and Razors Causing Puncture Wound Resulting in Biohazard/Possible Infections such as HIV/Hepatitis</b>	
	<ul style="list-style-type: none"> <li>• Visually check area prior to commencing cleaning, taking particular care in areas of low light and ensuring non-physical contact with items by using litter picker/tweezers</li> <li>• Place in UN approved sharps container and inform Police on scene</li> <li>• If needle stick injury occurs allow puncture to bleed, wash area with warm water and attend the nearest A&amp;E department at hospital</li> <li>• In the event of an injury, employee to undergo health surveillance</li> </ul>
<b>Contact with Foreign Objects such as Glass/Sharps (Metal) etc. Resulting in Cuts/Infection (Hepatitis)</b>	
	<ul style="list-style-type: none"> <li>• Rubber gloves to be worn</li> <li>• Hold/carry bags away from legs/torso</li> <li>• Use of clear refuse sacks so waste items are visible</li> <li>• Look for any protruding items</li> <li>• Specific training on Nviro sharps/needle procedure</li> <li>• If found, report immediately to a supervisor</li> </ul>
<b>Movement of Wheelie Bins from Area Resulting in Sprains/Strains to Upper Limbs and Crush Injuries</b>	

Identified Risks and Safety Controls	
Identified Risk	Mitigation
	<ul style="list-style-type: none"> <li>• Two people required for movement of bin to outside area and ensuring the path is clear</li> <li>• Apply brake to bin to ensure no movement</li> </ul>

Additional Safety Controls	
Preparation	
<ul style="list-style-type: none"> <li>• Ensure warning signs are displayed at all entrance/exit points to the area</li> <li>• Ensure that all staff have been issued with the correct PPE for weather conditions and that it is worn throughout the task</li> <li>• Gloves should be worn</li> <li>• Ensure staff carrying out the task have the correct training and that a record of their training is held on central system</li> </ul>	
Safety	
<ul style="list-style-type: none"> <li>• Follow manual handling procedures, assistance must be found for heavy or awkward items</li> <li>• Be aware of weather conditions</li> <li>• Be aware of roads, curbs and other outdoor hazards</li> <li>• Further advice must be sought for hazardous or unknown items</li> <li>• Should ensure keen observation of area to make sure that there aren't any sharps, however if sharps are found it should be reported to a line manager straight away to arrange for removal</li> </ul>	
Chemicals	
<ul style="list-style-type: none"> <li>• Do not splash chemical solutions</li> <li>• Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)</li> <li>• Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)</li> </ul>	

## Task Procedure

### Preparation

1. Collect all the required items of equipment
2. Select, check and wear correct PPE
3. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water if required
4. Place warning signs correctly at each entrance/exit point to the area as appropriate
5. Remove large items of litter from all surfaces prior to sweeping

### Cleaning of Area

1. Start the sweeping in correct position i.e., at furthest point
2. Safely place collected dust and debris in the appropriate sack and tie securely
3. Using the cleaning solution, use the broom to brush wash the area, again starting from the furthest point
4. Repeat until the area is clean and there is no standing water in the area
5. Ensure the appearance of the surrounding areas are satisfactory after completion of the task
6. Complete the task without damage or risk to people or property
7. Check, clean and store equipment, materials and PPE correctly
8. Remove warning signs and close ventilation (as appropriate)
9. Wash and dry hands thoroughly after completing the task
10. Report evidence of infestation or damage to your line manager



## **Method Statement Number: 71**

**Builder's Deep Clean and Basic Void Clean**

### Associated Risk Assessments

- |  |   |
|--|---|
| 1: Toilet Cleaning                           | 20: Damp Mopping                        |
| 2: Vacuuming                                 | 27: Step Ladders                        |
| 3: Cleaning Glass and Mirrors to Hand Height | 32: Carpet Cleaning                     |
| 6: Damp Dusting and Polishing                | 43: Stain Removal                       |
| 7: Staircase Cleaning                        | 46: Mop Sweeping                        |
| 9: High Level Dusting                        | 50: Skyvac                              |
| 10: Refuse Rubbish Collection – Internal     | 71: Builder’s Deep Clean and Void Clean |

If work assignment includes fatality or crime scene cleaning/decontamination, please refer to risk assessment 37

### Associated Method Statements

- |   |                                   |
|---|-----------------------------------|
| 1: Cleaning Toilets                     | 10: Refuse and Rubbish Collection |
| 2: Vacuuming                            | 20: Damp Mopping                  |
| 5: Glass and Window Cleaning            | 27: Use of Step Ladders           |
| 6: Damp Dusting and Polishing           | 32: Carpet Cleaning               |
| 7: Staircase Cleaning                   | 43: Stain Removal                 |
| 8A: Carpet Cleaning using Cimex Machine | 46 & 46A: Dust Mop Sweeping       |
| 9: High Level Cleaning and Dusting      | 50: Skyvac                        |

If work assignment includes fatality or crime scene cleaning/decontamination, please refer to method statement 37

### Associated Tool Box Talks

- |                                   |                        |
|-----------------------------------|------------------------|
| 1: Health and Safety for Everyone | 3: Safe use of Ladders |
| 2: COSHH 12 Golden Rules          | 8: PPE                 |
| 3: Chemical Safe Dilution         |                        |

## Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Face Mask



3. Safety Glasses/Goggles



4. Protective Footwear



5. Warning/Safety Signs



6. Tyvek Suits (Disposable)



## Small Tools / Materials

- |   |  |   |
|---|--|---|
| <ol style="list-style-type: none"> <li>1. Abrasive Pad</li> <li>2. Colour Coded Cloths</li> <li>3. Colour Coded Buckets and Mops</li> <li>4. Blue Roll</li> </ol> | <ol style="list-style-type: none"> <li>5. Dust Control Mop</li> <li>6. Magic Sponges</li> <li>7. Refuse Sacks</li> <li>8. Wire Brush with Handle Loop</li> </ol> | <ol style="list-style-type: none"> <li>9. Scraper and Handle Loop</li> <li>10. Masking Tape</li> <li>11. Yellow Biohazard Bags</li> </ol> |
|---|--|---|

## Machinery



1. Vacuum Cleaner and Floor Tools
2. Floor Machine Scrubber with Drive Disc and Black Scrubbing Pad i.e. I-Mop and Black Pads
3. Cimex Machine

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Cleanline Daily Toilet Cleaner	Toilet Cleaning	<p>H315: Causes skin irritation</p> <p>H317: May cause an allergic skin reaction</p> <p>H318: Causes serious eye damage</p> <p>H319: Causes serious eye irritation</p> <p>H413: May cause long lasting harmful effects to aquatic life</p>	14
Clover Lance	De-scaler	<p>H314: Causes severe skin burns and eye damage</p> <p>H315: Causes skin irritation</p> <p>H318: Causes serious eye damage</p>	20
2PURE Odorbac Tec 4	Multi Cleaner, Disinfectant	<p>None: Product is not deemed to have any adverse effects on human health or the environment</p>	89
Premiere Products: Ecoforce Window and Glass Cleaner	Window and Glass Cleaner	<p>H225: Highly flammable liquid and vapour</p> <p>H226: Flammable liquid and vapour</p> <p>H315: Causes skin irritation</p> <p>H319: Causes serious eye irritation</p> <p>H336: May cause drowsiness or dizziness</p>	54
Clover UBIK 2000	Floor Cleaner	<p>H302: Harmful if swallowed</p> <p>H314: Causes severe skin burns and eye damage</p> <p>H315: Causes skin irritation</p> <p>H318: Causes serious eye damage</p> <p>H319: Causes serious eye irritation</p>	22
Premiere Products Break Up	Chewing Gum Remover	<p>H225: Highly flammable liquid and vapour</p> <p>H226: Flammable liquid and vapour</p> <p>H315: Causes skin irritation</p> <p>H317: May cause an allergic skin reaction</p> <p>H319: Causes serious eye irritation</p> <p>H336: May cause drowsiness or dizziness</p> <p>H400: Very toxic to aquatic life</p> <p>H410: Very toxic to aquatic life with long lasting effects</p>	45



Premiere Products Carpet Mousse	Carpet Cleaner	H302: Harmful if swallowed H314: Causes severe skin burns and eye damage H315: Causes skin irritation H318: Causes serious eye damage H319: Causes serious eye irritation	46
Premiere Products Release	Carpet Shampoo	None	61
Prochem Extraction Pro/Plus	Carpet Shampoo	H319: Causes serious eye irritation H314: Causes severe skin burns and eye damage H315: Causes skin irritation H226: Flammable liquid and vapour H332: Harmful if inhaled H302: Harmful if swallowed H312: Harmful in contact with skin H304: May be fatal if swallowed and enters airways H317: May cause an allergic skin reaction H335: May cause respiratory irritation H411: Toxic to aquatic life with long lasting effects	68
Prochem Multipro	Carpet Pre-spray (wet extraction machines)	H290: May be corrosive to metals H302: Harmful if swallowed H314: Causes severe skin burns and eye damage H315: Causes skin irritation H318: Causes serious eye damage H319: Causes serious eye irritation H335: May cause respiratory irritation	70
Prochem Procaps	Carpet Cleaner	H315: Causes skin irritation H318: Causes serious eye damage H319: Causes serious eye irritation	71
Prochem Extraction Plus Liquid	Carpet Cleaner	H225: Highly flammable liquid and vapour H319: Causes serious eye irritation H336: May cause drowsiness or dizziness	94

Cleanline – Liquid	Chewing Gum Remover	<p>H226: Flammable liquid and vapour</p> <p>H302: Harmful if swallowed</p> <p>H314: Causes severe skin burns and eye damage</p> <p>H315: Causes skin irritation</p> <p>H317: May cause an allergic skin reaction</p> <p>H318: Causes serious eye damage</p> <p>H319: Causes serious eye irritation</p> <p>H400: Very toxic to aquatic life</p> <p>H410: Very toxic to aquatic life with long lasting effects</p> <p>H411: Toxic to aquatic life with long lasting effects</p>	95
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Identified Risks and Safety Controls	
Identified Risk	Mitigation
Awkward Posture (Reaching, Bending and Twisting)	
	<ul style="list-style-type: none"> <li>• Rotation of jobs</li> <li>• Moving in various directions to spread out the workload to various muscles</li> <li>• Use a light grip</li> <li>• Maintain neutral postures</li> <li>• Ensure neck flexion and stretching in opposite directions when required</li> </ul>
Faulty Cables/Equipment (Electrocution and Electrical Fires)	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug, cables and equipment)</li> <li>• Any faults found are reported immediately to the supervisor and not used</li> <li>• Any RCD used to be tested prior to use</li> <li>• No stretching of cables</li> <li>• Annual PA testing of all electrical appliances</li> </ul>
Manual Handling of Machines/Loads and Repetitive Strain Injuries	



- All machinery/attachments/chemical containers weigh below 25 Kilos
- Rotation of jobs (frequent breaks in pattern of work)
- Specific Manual Handling training on Kinetic Lifting for all employees

### Cleaning Ovens Using Chemicals/Contact with Chemical via Spills/Splashes Causing Irritation of Skin and Respiratory Problems



- Only use approved chemicals
- Refer and follow required COSHH assessment on safe use of chemicals
- When using oven cleaner ensure that natural ventilation is used prior to work commencing by opening windows and/or use of extractor system
- Limit the time using chemical
- Mandatory wearing of gloves 'Rubber or Neoprene'
- If there is insufficient ventilation wear suitable respiratory equipment 'Dust Mask'
- Natural ventilation to be used prior to work commencing
- Instructions and training in the safe use of chemicals; follow COSHH risk assessment on safe use of chemicals
- Appropriate PPE to be worn
- First aid facilities to be known in case of emergency

### Slips, Trips and Falls Including Wet Floors and Trailing Cables



- Warning signs to be placed before work commences
- Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area
- Signage displayed until floor dry and/or completed
- Store signage away safely when completed
- Appropriate footwear to be worn (good grip on soles)
- All employees trained in safety procedure
- Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area

### Safe Use of Ladders



- Check the ladder for missing, loose or damage rungs
- Check that there are no splinters of metal or wood on the rungs that could cause you harm
- Ensure that all ropes and cables are attached
- Make sure there are no missing or loose rubber feet, rivets, nuts, bolts or hinges
- Check that the extension locks and is not loose, damaged or broken
- Ensure the ladder locks and sits correctly when extended
- Check that metal ladders have no twisting, splitting or damage to the stiles, and rungs should not be painted
- Ladders should only be in use for short duration of work
- Always obtain a second operative to support the foot of the ladder
- Always seek advice from your supervisor before using a ladder or working at height

## Additional Safety Controls

### Preparation

- Make sure that the building equipment has been removed by the contractor before starting any cleaning task
- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task
- Ensure staff carrying out the task have the correct training and that a record of their training is held on the central system
- Staff undertaking training as part of the builders deep clean must be assigned a designated trained supervisor

### Machinery

- Do not plug in machinery until fully assembled using an RCD
- Do not leave machinery unattended
- Cables should be kept behind machinery and away from water
- Do not allow the cable to become taut at ankle height
- When not in use machinery should be left in the correct position and upright
- Check electrical equipment in particular plugs and cables to ensure they are safe and test TCD report any faults to be reported to a supervisor or manager

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Washroom Procedure

1. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
2. Place warning signs correctly at each entrance/exit point to the area
3. Select, check and wear correct PPE
4. Ventilate area (as appropriate)
5. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water

### Toilet Bowls

1. Flush toilet and using a toilet brush, pump out the water below the waterline
2. Apply toilet cleaner to the inside of toilet bowl including under the rim and leave for designated time (check manufacturer's instructions)
3. With hot water and cleaning solution, damp wipe outside and around the toilet including toilet seat (top and bottom of seat and lid), hinges, cistern handle, toilet roll holder, pipes, surrounding walls and door handles (always start with the cleanest area first)
4. Scrub the inside of the toilet bowl, under the rim and U-bend using a toilet brush
5. Flush toilet holding the toilet brush under the running water and replace toilet brush in holder
6. Dry toilet seat with cloth or a disposable wipe and close the lid
7. Replenish supplies
8. Mop around floor area and dry the floors

### Urinals

1. Flush the urinal (if possible)
2. If applicable check the urinal channel for any debris and dispose of in refuse sack
3. Apply cleaning solution to entire face of the urinal and leave to work for manufacturer's recommended time
4. Wring cloth out well in hot water and cleaning solution and wipe surrounding surfaces including cistern and pipework, starting at highest point and working clean to dirty
5. Ensure under lip of urinal is cleaned and scrub floor tiles if necessary
6. Use a toilet brush to thoroughly clean the face of the urinal
7. Rinse the whole area using clean hot water, repeat until thoroughly clean

8. Mop clean surrounding floor area (see mopping method)
9. Clean equipment and return to store

#### Basins, Bath and Showers

1. Rinse the item to be cleaned, carefully removing any debris inc. from plughole
2. Apply cleaning solution to entire surface of the item (taps and underside – where appropriate) and leave to work
3. Wring cloth out well in hot water and wipe surrounding surfaces including pipework, starting at highest point and working clean to dirty
4. Thoroughly clean the all the surfaces with a cloth removing stubborn dirt with an abrasive pad
5. Rinse the whole area using clean hot water, repeat until thoroughly clean
6. Mop clean surrounding floor area

#### De-scaling (Extra Equipment)

1. Use a mask and chemical acid based de-scaler scraper/abrasive pad
2. Flush toilet or rinse round the area to be descaled to ensure there is no chemical residues from prior cleaning
3. If it is a toilet to be descaled, pump water out of bowl to enable the area below the waterline to be cleaned
4. Apply de-scaler using small hand mop applicator, or direct from bottle if in container with directional nozzle, leave for a short time to enable the limescale to dissolve (follow manufacturer's instructions as times vary)
5. Using brush, scraper or abrasive pad (as suitable, depending on item to be descaled) scrub around area of built-up scale, (i.e., base of taps, under rims and toilet bowl)
6. Rinse/flush the area thoroughly with clean water ensuring that no residue has been left
7. Wipe around area with clean cloth removing any splashes from surrounding areas
8. Remove warning signs and close ventilation (as appropriate)
9. Wash and dry hands thoroughly after completing the task

#### Vacuuming Procedure

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly – including plugs, pipes, wheels and cables
3. Check filters are in place and are clean, check the dust collection bag is clean and in place
4. Place warning signs correctly at each entrance/exit point to the area
5. If floor sockets are being used, put a warning sign over the floor socket that will be used
6. Select, check and wear correct PPE



7. Ventilate area (as appropriate)
8. Remove large pieces of debris and sharp items using dustpan and brush and dispose of in the correct container
9. Adjust brushes to suit the surface to be cleaned, or if using tub vac fit the appropriate tool
10. Start at furthest point from the door with machine behind (if cleaning stairs, start at the top with the machine three steps down)
11. Using push/pull method, overlap each stroke moving further as you go, or with stairs use a crosswise movement
12. Keep flex away from traffic areas changing sockets as you go
13. Clean under heavy items of furniture, edges, etc. with an edging tool or removing the floor tool
14. Should tool or pipe become blocked visually inspect after switching off and unplugging machine - do not attempt to place fingers into the parts to remove debris as this may be sharp, so in this instance, replace with spare tool and report blocked item to supervisor
15. Safely remove the plug from the power socket and recoil the cable safely
16. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
17. Complete the task without damage or risk to people, furniture and fittings
18. Check, clean and store equipment, materials and PPE correctly
19. Remove warning signs and close ventilation (as appropriate)
20. Wash and dry hands thoroughly after completing the task

#### Mirror and Glass Cleaning Procedure

1. Assemble and check equipment
2. Place warning signs correctly at each entrance/exit point to the area
3. Select, check and wear correct PPE
4. Ventilate area (as appropriate)
5. Spray glass cleaner either directly onto larger surfaces or onto the cloth for smaller areas, do not use excessive cleaning solution
6. Clean the glass with the cloth, wiping away the cleaning solution and polish the edges
7. Wipe sills and frames with dry cloth and remove any splash marks and spillages from surrounding area
8. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
9. Complete the task without damage or risk to people, furniture and fittings
10. Check, clean and store equipment, materials and PPE correctly
11. Remove warning signs and close ventilation (as appropriate)
12. Wash and dry hands thoroughly after completing the task
13. Report any faults found to your line manager

### Damp Dusting and Polishing Procedure

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Select, check and wear correct PPE
6. Ventilate area (as appropriate)
7. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
8. Do not remove any items from desks, window ledges or cabinet tops
9. Suction method - fit correct tool on the vacuum cleaner, this method is to be used for soft furnishings and ensure that the nozzle of the suction cleaner gets into all of the crevices and cracks and under cushions etc.
10. Damp dusting - ensure the area about to be cleaned is clear, use the cloth to remove dirt by wiping the surface from top to bottom using smooth strokes with the damp cloth (rinse the cloth and change the water frequently)
11. Ensure the area has been completely wiped clean and all of the dirt/dust has been removed
12. Polishing - ensure the area has been completely cleaned and dried
13. Ensure the appearance of the areas are satisfactory after completion of the task
14. Complete the task without damage or risk to people, furniture and fittings
15. Check, clean and store equipment, materials and PPE correctly
16. Remove warning signs and close ventilation (as appropriate)
17. Wash and dry hands thoroughly after completing the task

### Staircase Cleaning

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at the top and bottom as well as entrance/exit points to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Select, check and wear correct PPE
6. Ventilate area (as appropriate)
7. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
8. Begin vacuuming stairs working from top to bottom
9. Keep vacuum cleaner 3 stairs down, keep flex behind operative and to the side of the staircase

10. Use a cross wise movement and a use crevice tool to get into corners and around edges
11. When completed remove the vacuum cleaner from the staircase area
12. Prepare cleaning solution in a bucket
13. Mop staircase from top to bottom, and if in a public area, leave obvious walkways
14. Keep bucket on each landing/staircase alongside wall behind line of work
15. Rinse mops out regularly and change water as required
16. Remove chewing gum with scraper and any stubborn marks with the abrasive pad
17. Wipe skirting or rails with a damp cloth
18. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
19. Complete the task without damage or risk to people, furniture and fittings
20. Check, clean and store equipment, materials and PPE correctly
21. Remove warning signs and close ventilation (as appropriate), however do not remove warning signs until the staircase is completely dry
22. Wash and dry hands thoroughly after completing the task

#### High Level Dusting

1. Check PA test date on any equipment used
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that will be used
5. Select, check and wear correct PPE
6. Ventilate area (as appropriate)
7. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
8. Use dust covers to protect surfaces below a high area that is to be cleaned (if appropriate)
9. Cover electrical services to prevent entry of water (if applicable)
10. Inspect the area, ledges and items to be cleaned must be inspected to ensure no previously unseen objects can be disturbed which may fall
11. Remove all breakable items from area, however check with Supervisor/Manager before moving papers etc.
12. Suction method - fit correct tools on suction cleaner, this method to be used for soft furnishings and small ledges to prevent particles falling down
13. Ensure that the nozzle of the suction cleaner gets into all of the crevices and cracks under cushions etc.
14. Dry dusting – ensure area about to be cleaned is clear, wipe all surfaces and clean the area below to remove any dust from the area - if suspected or known that small particles may be dislodged, then wear eye protection to prevent irritation
15. Frequently clean the dusting tool to improve the effect of the clean and minimise airborne dust in the area
16. Use dry cleaning equipment correctly e.g., dusting tools, suction cleaner tools and use them systematically in straight strokes so as not to stir up dust

17. Safely remove plugs from power sockets and recoil cables correctly
18. Prepare the cleaning solution using correct ratios and to manufacturer's directions, adding the cleaning agent to the water
19. Ensure the appearance of the area is satisfactory after completion of the task
20. Carry out task without risk or damage to people, equipment and surrounding areas
21. Remove masking tape from electrical sockets (if applicable)
22. Replace any items that have been moved during the cleaning process
23. Check, clean and store equipment, materials and PPE correctly
24. Remove warning signs and close ventilation (as appropriate)
25. Wash and dry hands thoroughly after completing the task

### Using a Skyvac

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. Cordon off any area of work and area where a generator may be operational (follow RAMS for generator use)
5. Walk area and assess task, connect the inspection camera to inspection pole and check for any potential hazards and assess likely tools for use
6. Operation should not commence in inclement weather or if inclement weather sets in, operations should cease
7. If internal floor sockets are being used, put a warning sign over the floor socket that is to be used
8. Ventilate area if indoor cleaning is taking place
9. Select, check and wear correct PPE
10. If using an extension lead, ensure it is fully uncoiled and correct 110V step down box is in use
11. Position cable behind line of work to reduce trip hazard and ensure it doesn't get caught or lie in the water
12. Firmly connect poles to ensure height is reached, resting head tool against the vertical surface as pipes are added
13. Poles should be rechecked after fitting to ensure they are tight, until tool reaches desired height and the operative can safely move the head without straining to reach up
14. The pole should be supported by the dominant hand whilst guided with the other hand approximately 60 cm below
15. Second operative should continue to provide inspection via camera
16. Jobs should be alternated at regular intervals to avoid fatigue
17. Ensure you are not directly below the area of cleaning by adding additional poles as required
18. Activate machine by turning on main motor before switching on secondary motors
19. Larger objects should be broken up in situ to allow machine to remove through pipes, however where this is not possible, the object may be lifted out of situ and safely lowered to ground level using the continuous suction of the machine to provide grip

20. If machine becomes blocked then it should be turned off and dismantled - blockages can be removed by hand with appropriate gloves and or by using the suction from another pole to release the blockage
21. Activity should be completed in one direction clearing and removing debris in a methodical line
22. Consider safety at all times when using the machines, by ensuring items and tools not in use are placed back in their correct storage
23. Regularly empty and the machine/poles by disconnecting the machine, tipping out the loose debris into a bag and then vacuuming 10 litres of clean water from a bucket through the used equipment
24. A tub vacuum should be used to remove debris from the main filter
25. Remove plugs safely from the power sockets and recoil the cables correctly
26. If the floor requires cleaning afterwards due to the nature of the liquid being removed, please follow the method statement for damp mopping if you are trained to do so
27. Safely remove the plug from the power step down unit and recoil the cable safely
28. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task and are free from debris
29. As areas become completed the full process to this point should be repeated
30. Complete the task without damage or risk to people, furniture and fittings
31. Check, clean and store equipment, materials and PPE correctly
32. Remove warning signs and close ventilation (as appropriate), however only remove signage and barriers when floor is completely dry and all equipment is away
33. Wash and dry hands thoroughly after completing the task

#### Refuse Rubbish Collection - Internal

1. Collect all the required items of equipment
2. Place warning signs correctly at each entrance/exit point to the area or toilet closed as appropriate
3. Select, check and wear correct PPE
4. Identify wastes correctly
5. Collect wastes safely from bins, place in correct plastic sacks, avoid spillage and tie off
6. Remove the bin liner and contents from the bin, if the bin is thought to be heavy, test it by gently trying to move the bin, seek assistance for heavy loads
7. Place the liner and contents in a black bin liner
8. Put a clean liner in the bin ensuring it is secure over the edge of the bin
9. Repeat this for several bins until the liner is full
10. Tie a knot in the liner and take it to the designated area, carrying the bags away from the legs and body
11. Dirty or soiled bins should be removed to the wash area and cleaned by scraping debris from the inside, spraying with detergent disinfectant solution and wiping with a cloth

12. Remove large items of litter from all surfaces prior to sweeping
13. Check the floor for chewing gum
14. Start the sweeping in correct position i.e., at furthest point from entrance
15. Give attention to corners and edges as appropriate
16. Carry out sweeping systematically using overlapping passes as appropriate
17. Safely place collected dust and debris in the appropriate sack and tie securely
18. Safely remove all refuse to the correct point
19. Re-position bins correctly
20. Ensure the surrounding areas are satisfactory after completion of the task
21. Complete the task without damage or risk to people, furniture and fitting
22. Check, clean and store equipment, materials and PPE correctly
23. Remove warning signs and close ventilation (as appropriate)
24. Wash and dry hands thoroughly after completing the task
25. Report damaged bins
26. Report evidence of infestation

#### Damp Mopping Procedure

1. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
2. Place warning signs correctly at each entrance/exit point to the area
3. Select, check and wear correct PPE
4. Ventilate area (as appropriate)
5. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
6. Sweep up any loose debris
7. Remove chewing gum with scraper
8. Begin mopping at furthest point from door
9. Start around edges working around the skirting board
10. Mop the floor using a figure of eight or overlapping line movement
11. Ensure buckets are always kept behind the line of work
12. Rinse mop out regularly
13. Change cleaning solution when required
14. Wipe skirting with clean damp cloth if necessary
15. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task

16. Complete the task without damage or risk to people, furniture and fittings
17. Check, clean and store equipment, materials and PPE correctly
18. Wash mop heads and hang out to dry as required
19. Remove warning signs once the floor is completely dry and close ventilation (as appropriate)
20. Wash and dry hands thoroughly after completing the task

### Stain Removal Procedure

1. Thoroughly check all parts of the equipment for wear, damage and that they work properly
2. Place warning signs correctly at each entrance/exit point to the area
3. Select, check and wear correct PPE
4. Ventilate area (as appropriate)
5. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
6. Pre spray any heavy stains (to allow contact time)
7. Attempt to identify and/or categorise the stain (sight and smell), however if unsure consult a Supervisor/Manager:
  - Liquid/wet stain
  - Dry stain
  - Stain with solid matter
  - Chewing Gum
8. Give due regard to potential hazards associated with: Solvents, Freezing agents and Aerosols
9. Use water or neutral detergent first in preference to other agents
10. Clean working from the outside towards the centre of the stain
11. Test a small area of surface for colour fastness BEFORE using cleaning chemical
12. Treat and remove the stain according to type and category
13. Ensure no damage is caused to surfaces being cleaned

#### **Wet Stain Procedure:**

- a) Using paper towelling, working from the outside of the stain to the centre and blot excess liquid from the stained area
- b) With a well wrung out cloth and blot stain until removed

- c) If stain persists, spray stain remover directly onto stain, leave for recommended time (follow manufacturer's instructions) then agitate with a soft brush
- d) Once stain is removed, rinse with clean fresh water and blot dry with paper towels/clean cloth
- e) Allow to dry naturally

**Dry Stain Procedure:**

- a) With a well wrung out cloth, blot stain until removed
- b) If stain persists, spray and stain remover directly onto stain, leave for recommended time (follow manufacturer's instructions) then agitate with soft towels/clean cloth
- c) Allow to dry naturally

**Stain with Solid Matter Procedure:**

- a) Using scraper remove solid material from stained area and place in waste sack then follow method for 'Dry Stain'

**Chewing Gum Procedure:**

- a) 'Roughen' surface of gum with edge of plastic scraper
- b) Spray area with chewing gum remover
- c) Allow to 'freeze'
- d) Tap frozen chewing gum until it cracks
- e) Use scraper to remove chewing gum and deposit in waste sack
- f) Treat any residual stain following method for 'Dry Stain'

- 14. Once surface is completely dry vacuum all residue and surrounding area
- 15. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
- 16. Complete the task without damage or risk to people, furniture and fittings
- 17. Check, clean and store equipment, materials and PPE correctly
- 18. Remove warning signs and close ventilation (as appropriate)
- 19. Wash and dry hands thoroughly after completing the task



### Mop Sweeping Procedure – For Dry Floors Only

1. Place warning signs correctly at each entrance/exit point to the area
2. Select, check and wear correct PPE
3. Ventilate area (as appropriate)
4. Remove any chewing gum with scraper
5. Sweep using a continuous stroke (straight or figure eight) with overlapping passes
6. Ensure mop head is in contact with floor at all times and a leading edge is maintained
7. Sweep under heavy furniture, move lighter furniture and replace
8. Use dust pan and brush in corners
9. When sweeping large areas, collect dirt with dust pan several times and place into plastic sack
10. Cover all areas systematically
11. When finished, remove soil from floor with dust pan and brush and place into plastic sack
12. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
13. Complete the task without damage or risk to people, furniture and fittings
14. Check, clean and store equipment, materials and PPE correctly
15. Remove warning signs and close ventilation (as appropriate)
16. Wash and dry hands thoroughly after completing the task

### Carpet Cleaning Using a Cimex Encapsulating Machine

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is being used
5. Select, check and wear correct PPE
6. Ventilate area (as appropriate)
7. Prepare the cleaning solution using the correct ratios and to manufacturer's directions, adding the cleaning agent to the water
8. Fill tank correctly so that no splashing occurs (if appropriate)
9. Pre spray any heavy stains (to allow contact time)
10. Test small area of surface for colour fastness BEFORE using cleaning chemical
11. Vacuum carpet thoroughly – refer to separate method statement
12. Treat any stains and remove chewing gum – refer to separate method statement

13. Spray all edges and corners as well as any difficult to reach areas of the carpet and agitate with a soft brush
14. With the machine running, apply solution to the carpet working in straight lines (do not over wet)
15. Repeat pass without applying solution, to work the foam into the carpet
16. Repeat 14 and 15 with overlapping passes
17. Allow carpet to dry thoroughly to 'encapsulate' the soilage (for 24 hours)
18. Complete the task without damage or risk to people, furniture and fittings
19. Clean and return all equipment to storage, ensuring brushes are rinsed in fresh warm water and allowed to dry, and that drive plate is left in the upright position
20. Remove warning signs and close ventilation (as appropriate)
21. Wash and dry hands thoroughly after completing the task
22. After 24 hours, thoroughly vacuum carpet
23. Note: Regular vacuuming will continue to remove soilage

#### Carpet Extraction Cleaning

1. Check PA test date
2. Thoroughly check all parts of the electrical equipment for wear, damage and that they work properly - including plugs, pipes, wheels and cables
3. Place warning signs correctly at each entrance/exit point to the area
4. If floor sockets are being used, put a warning sign over the floor socket that is to be used
5. Check carpet for any signs of damage, wear etc. (report damage before you start work)
6. Remove dirt and debris using suction cleaner and appropriate tool
7. Remove any chewing gum with scraper or appropriate cleaning product
8. Check colour fastness of carpet using neat cleaning agent on cloth in an inconspicuous place (see supervisor first)
9. Prepare cleaning solution according to manufacturer's instructions
10. Pre-treat heavily soiled areas or stains
11. Using machine with appropriate tool, work from furthest point from the door (clean thoroughly and do not over wet)
12. Carry out the task systematically using overlapping passes and covering all parts of the carpet, keeping the machine under control at all times
13. Ensure the appearance of the carpet and surrounding areas are satisfactory after completion of the task
14. Ensure carpet is left as dry as possible after cleaning
15. Check, clean and store equipment, materials and PPE correctly
16. Remove warning signs (once the area is safe) and close ventilation (as appropriate)
17. Wash and dry hands thoroughly after completing the task



## **Method Statement Number: 73**

**Surface Enhancement Coatings**

### Associated Risk Assessments

06: Damp Wiping and Polishing  
73: Surface Enhancement Coatings

06A: Microfibre Dry Dusting, Damp Wiping, Drying and Polishing Buffing

### Associated Method Statements

06: Damp Wiping and Polishing

06A: Microfibre Dry Dusting, Damp Wiping, Drying and Polishing Buffing

### Associated Toolbox Talks

1: Health and Safety for Everyone  
8: PPE  
11: Machinery – Maintenance

2: COSHH 12 Golden Rules  
9: Manual Handling

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning/Safety Sign



3. Portwest Eagle FFP3 Dolomite Fold Flat – Respirator Mask



4. Safety Glasses/Goggles



### Small Tools / Materials




1. Colour Coded Cloths


2. Nordic Chem – Power Mister Trigger Spray Bottle (this is the preferred tool for hard surfaces)

### Machinery

1. Electrostatic Sprayer (this is the preferred method for soft surfaces)

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Nordic Chem Surface Enhancer	Surface Enhancer	H319: Causes serious eye irritation	125

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty Cables/Equipment Resulting in Electrocution and Electrical Fires	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug and entire cable)</li> <li>• Extension lead RCD tested prior to use</li> <li>• Any faults found reported immediately to the supervisor to attach a Red Tag to prevent use</li> <li>• No stretching of cable</li> <li>• Low voltage charging unit, machine runs on batteries</li> </ul>
Water/Mist Egress onto Electrics Resulting in Electrocution/Damage to Electrical Equipment	
	<ul style="list-style-type: none"> <li>• Ensure that the nozzle is pointed away from any electrical equipment</li> <li>• Ensure Sprayer machine is double insulated</li> </ul>
Manual Handling of Machines and Use of Wand/Nozzle Resulting in Musco-skeletal Disorders and Strains/Sprains to Back, Legs, Arms and Fingers	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers must weigh below 25 kg (2kgs)</li> <li>• Regular breaks to be taken</li> </ul>

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with Chemical or Aerosol Resulting in Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personal protective equipment including safety goggles to EN166:2001, FFP3 level masks to be worn and latex free gloves</li> <li>• To reduce risk of chemical splash, concentrated chemical is poured into the unit with water added afterwards</li> <li>• Ensure that the sprayer is not pointed towards anyone</li> <li>• Trigger lock should be on when not in use</li> <li>• The sprayer should be held away from the body and operative should not walk forward into spray until it has bonded with a surface</li> <li>• Where rooms are in 24/7 operation, there is to be no Electrostatic Spraying, apply with cloth only</li> <li>• Cordon off area and place warning signs before work commences, any staff not directly involved in the delivery will be asked to leave the area prior to work commencing</li> <li>• Signage displayed until surfaces are dry</li> </ul>
Additional Safety Controls	
Preparation	
<ul style="list-style-type: none"> <li>• Ensure warning signs are displayed at all entrances</li> <li>• Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task – PPE and RPE must always be worn whilst spraying is in operation</li> <li>• Ensure staff carrying out the task have the correct training and that a record of their training is held on central system</li> <li>• Prior to work commencement, confirm with the customer what plans are in place regarding the control of entrance points and security of the area whilst being sprayed</li> <li>• Decide whether to use a Nordic Chem Power Mister or an Electrostatic Sprayer, please note the Power Mister is more cost effective delivery method for hard surfaces as it uses less chemical</li> </ul>	
Safety	
<ul style="list-style-type: none"> <li>• Where rooms are in 24/7 operation, there should be no Electrostatic Spraying, only apply by cloth - refer to relevant method statement</li> <li>• Equipment used should not then be used for any other task</li> <li>• Ventilated areas should not be used for 30 minutes after delivery and for unventilated areas, this is 60 minutes</li> </ul>	
Chemicals	
<ul style="list-style-type: none"> <li>• Do not splash chemical solutions</li> <li>• Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)</li> <li>• Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)</li> </ul>	

## Task Procedure

### Preparation

1. Select, check, and safely assemble the correct equipment
2. Place warning signs correctly at each entrance/exit to the area
3. Select, check and wear correct new set of PPE and RPE
4. Correctly dilute the approved chemical; the chemical should be decanted directly into the unit prior to adding cold water, so as to dilute to manufacturer's instructions and stow away chemical safely when not in use
5. If using a battery powered power mister spray bottle, ensure it is fully charged with a USB cable
6. If using an Electrostatic Sprayer check it is in the finest mist setting, if not use key to adjust
7. Click chemical tank on, lock into position and lock in battery to base of Electrostatic Sprayer
8. Unlock the trigger safety switch, turn machine on

### Cleaning of Area

1. When using either the power mister or the electrostatic sprayer, hold it away from the body, a swooping motion should be used to evenly distribute the chemical over the surface you wish to spray making sure the Electrostatic sprayer or power mister is around 70 cm away from the surface being sprayed
2. Logically move around the room spraying all surfaces, that have been identified in the cleaning specification, lightly but evenly - the electro spray will attach underneath items (i.e., chairs)
3. Once the chemical is on a hard surface (not required on soft surfaces such as carpets or upholstery), using a microfibre cloth, buff the chemical into the surface going with the grain
4. The operative should make sure to avoid saturation by constantly moving the Electrostatic Sprayer or power mister as if spray-painting objects
5. The spray should always be directed away from the body and the other operatives
6. For comfort PPE can be changed at any time, regular breaks should be sought
7. Once all areas have had an even distribution the operatives should wait for around 20 minutes for the surfaces to dry
8. Ventilated areas should not be used for 30 minutes after delivery and for unventilated areas, this is 60 minutes
9. Dry hands thoroughly after completing the task
10. Thoroughly clean all equipment after use – the Electrostatic Sprayer should be emptied of all water from the tank and then spray into the the sink to clear any water that is still inside the tube system and then the nozzle should be removed and rinsed off with warm water
11. Remove all disposable protective and respiratory equipment correctly
12. Remove warning signs



## **Method Statement Number: 74**

**Surface Protective Coatings**



### Associated Risk Assessments

06: Damp Wiping and Polishing  
74: Surface Protective Coatings

06A: Microfibre Dry Dusting, Damp Wiping, Drying and Polishing Buffing

### Associated Method Statements

06: Damp Wiping and Polishing

06A: Microfibre Dry Dusting, Damp Wiping, Drying and Polishing Buffing

### Associated Toolbox Talks

1: Health and Safety for Everyone  
8: PPE  
11: Machinery – Maintenance

2: COSHH 12 Golden Rules  
9: Manual Handling

### Personal Protective and Safety Equipment Requirement

1. Chemical Protection Gloves EN374-2/3



2. Warning / Safety Sign



3. Portwest Eagle FFP3 Dolomite Fold Flat – Respirator Mask



4. Safety Glasses/Goggles



5. Protective Coveralls






### Small Tools / Materials

None


### Machinery

1. Electrostatic Sprayer

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
Zoono Bio	Antimicrobial Coating	H412: Harmful to aquatic life with long lasting effects	108
Nordic Chem	Antimicrobial Coating	H225: Highly flammable liquid and vapour H301: Toxic if swallowed H311: Toxic in contact with skin H315: Causes skin irritation H318: Causes serious eye damage H331: Toxic if inhaled H370: Causes damage to organs H371: May cause damage to organs H400: Very toxic to aquatic life H410: Very toxic to aquatic life with long lasting effects H411: Toxic to aquatic life with long lasting effects	110

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Faulty Cables/Equipment Resulting in Electrocution and Electrical Fires	
	<ul style="list-style-type: none"> <li>• Visual user check on equipment prior to use (sockets, plug and entire cable)</li> <li>• Extension lead RCD tested prior to use</li> <li>• Any faults found reported immediately to the supervisor to attach a Red Tag to prevent use</li> <li>• No stretching of cable</li> <li>• Low voltage charging unit, machine runs on batteries</li> </ul>
Water/Mist Egress onto Electrics Resulting in Electrocution/Damage to Electrical Equipment	
	<ul style="list-style-type: none"> <li>• Ensure that the nozzle is pointed away from any electrical equipment</li> <li>• Ensure Sprayer machine is double insulated</li> </ul>
Manual Handling of Machines and Use of Wand/Nozzle Resulting in Musco-skeletal Disorders and Strains/Sprains to Back, Legs, Arms and Fingers	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers must weigh below 25 kg (2kgs)</li> <li>• Regular breaks to be taken</li> </ul>

## Identified Risks and Safety Controls

Identified Risk	Mitigation
<p data-bbox="179 288 1249 323">Contact with Chemical or Aerosol Resulting in Irritation of Skin and Respiratory Problems</p> 	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personal protective equipment including safety goggles and/ or visor to EN166:2001, FFP3 level Portwest Eagle FFP3 Valved Dolomite mask to be worn and latex free gloves</li> <li>• All users of the FFPE mask will undertake a mask fit test before use</li> <li>• To reduce risk of chemical splash, concentrated chemical is poured into the unit with water added afterwards</li> <li>• Ensure that the sprayer is not pointed towards anyone</li> <li>• Trigger lock should be on when not in use</li> <li>• The sprayer should be held away from the body and operative should not walk forward into spray until it has bonded with a surface</li> <li>• Where rooms are in 24/7 operation, there is to be no electrostatic spraying, only touchpoint cleaning</li> <li>• Cordon off area and place warning signs before work commences, any staff not directly involved in the delivery will be asked to leave the area prior to work commencing</li> <li>• Signage displayed until surfaces are dry</li> </ul>

## Additional Safety Controls

### Preparation

- Ensure warning signs are displayed at all entrances
- Ensure that all staff have been issued with the correct PPE and that it is worn throughout the task – PPE and RPE must always be worn whilst spraying is in operation
- Ensure staff carrying out the task have the correct training and that a record of their training is held on central system
- Prior to work commencement, confirm with the customer what plans are in place regarding the control of entrance points and security of the area whilst being sprayed

### Safety

- Where rooms are in 24/7 operation, there should be no electrostatic spraying, only touchpoint cleaning – refer to relevant method statement
- Equipment used should not then be used for any other task
- Ventilated areas should not be used for 30 minutes after delivery and for unventilated areas, this is 60 minutes

### Chemicals

- Do not splash chemical solutions
- Ensure chemicals are diluted correctly (See Toolbox Talk 3. Chemical- Safe Dilution)
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)

## Task Procedure

### Preparation

1. Select, check, and safely assemble the correct equipment
2. Place warning signs correctly at each entrance/exit to the area
3. Select, check and wear correct new set of PPE and RPE
4. Correctly dilute the approved chemical; the chemical should be decanted directly into the unit prior to adding cold water, so as to dilute to manufacturer's instructions and stow away chemical safely when not in use
5. Check sprayer is in finest mist setting, if not use key to adjust
6. Click chemical tank on and lock into position
7. Lock in battery to base of sprayer
8. Unlock the trigger safety switch, turn machine on

### Hygienic Cleaning of Area

1. Whilst holding the sprayer away from the body, a swooping motion should be used to evenly distribute the chemical over the surface you wish to spray making sure the sprayer is around 70 cm away from the surface being sprayed
2. Logically move around the room spraying all surfaces, which have been identified in the cleaning specification, lightly but evenly - the electro spray will attach underneath items (i.e., chairs)
3. The operative should make sure to avoid saturation by constantly moving the sprayer as if spray painting objects
4. The spray should always be directed away from the body and the other operatives
5. For comfort PPE can be changed at any time, regular breaks should be sought
6. Once all areas have had an even distribution the operatives should wait for around 20 minutes for the surfaces to dry
7. Ventilated areas should not be used for 30 minutes after delivery and for unventilated areas, this is 60 minutes
8. Dry hands thoroughly after completing the task
9. Thoroughly clean all equipment after use – the electrostatic sprayer should be emptied of all water from the tank, then spray into the sink to clear any water that's still inside the tube system and then the nozzle should be removed and rinsed off with warm water
10. Remove all disposable protective and respiratory equipment correctly
11. Remove warning signs



## Method Statement Number: 76a

Touchpoint Cleaning

### Associated Risk Assessments

76a: Touchpoint Cleaning

### Associated Method Statements

### Associated Toolbox Talks

1: Health and Safety for Everyone

8: PPE

16: Colour Coding

17: General Cleaning

### Personal Protective and Safety Equipment Requirement

1. Chemical Resistant Gloves EN374-2/3
2. Warning/Safety Signs



### Small Tools / Materials


1. Colour coded bucket
2. Colour coded microfibre cloths
3. Odorbac spray bottle

### Machinery

None



Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
2PURE Odorbac Tec 4	Multi Cleaner, Disinfectant	None – Product is not deemed to have any adverse effects on human health or the environment	89

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Manual Handling machines/loads and repetitive strain injuries	
	<ul style="list-style-type: none"> <li>• All machinery/attachments/chemical containers weigh below 25 Kilos</li> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

Additional Safety Controls
<ul style="list-style-type: none"> <li>• Use appropriate PPE</li> <li>• Ensure cloths are laundered in line with manufacturer’s instructions</li> </ul>

## Task Procedure

### Preparation

1. Select, check, and safely assemble correct equipment
2. Place warning signs correctly at each entrance/exit point to the area
3. Select, check, and wear personal protective equipment
4. Ventilate the area (where appropriate)
5. Fill the appropriate spray bottle with the appropriate dilution ratio:  
**Blue, Red, and Green bottles 10:1 ratio**  
**Or**  
**Purple bottle 50:50 ratio (virus control)**

### Procedure

1. Fold the cloth in half and half again to give eight separate cleaning surfaces.
2. Spray cleaning chemical directly on the cloth
3. Carry out the damp wiping to touch point (railings, lift buttons, handles, push plates etc.)
4. Check the cloth and use a fresh side when necessary
5. Place dirty cloth in washing area
6. Clean equipment and return to correct storage place



## Method Statement Number: 78

Portering

### Associated Risk Assessment

- 11: Refuse Collection, Emptying Bins and Fly Tip Removal – Outside Buildings
- 27: Use of Step Ladders
- 33: Use of Hand Tools
- 78: Portering

### Associated Method Statements

- 33: Use of Hand Tools

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 8: PPE
- 11: Machinery – Maintenance
- 2: COSHH 12 Golden Rules
- 9: Manual Handling

### Personal Protective and Safety Equipment Requirement

- 1. L3 Cut Resistant Gloves
- 2. Warning/Safety Signs
- 3. Safety Shoes
- 4. Hi-Vis Vest



### Small Tools/Materials




- 1. Heavy Duty Tapered Bottle Skips
- 2. Handling dollies
- 3. Retaining Straps
- 4. Roll Cage Container
- 5. Flatbed Trolley
- 6. Trolley
- 7. Step Ladders
- 8. Litter Picker







### Machinery/Handtools

- 1. Battery Operated Drills
- 2. Battery Operated Screwdrivers

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
None			

Identified Risks and Safety Controls	
Identified Risk	Mitigation
Contact with Foreign Objects such as Glass/Sharps (Metal) etc. Resulting in Cuts/Infection (Hepatitis)	
	<ul style="list-style-type: none"> <li>• Wear Cut Resistant (L3-L5) Gloves/Rubber Gloves</li> <li>• Hold/carry bags away from legs and torso</li> <li>• Use clear refuse sacks so waste items are visible</li> <li>• Look for any protruding items</li> <li>• Specific training on Nviro sharps/needle procedure</li> <li>• If found, report immediately to a supervisor</li> </ul>
Exposed to Outdoor Weather Conditions Resulting in Hypothermia/Heatstroke/Dehydration/Cold Weather Injuries	
	<ul style="list-style-type: none"> <li>• Mandatory wearing of appropriate personal protective equipment (wet weather gear, thermal clothing, and high visibility jacket)</li> <li>• Operatives to be regularly monitored during extreme weather conditions</li> </ul>
Collision with Other Personnel and/or Vehicle Movement Resulting in Being Struck by Vehicles Moving Around Site	
	<ul style="list-style-type: none"> <li>• Nviro employees to be aware of traffic routes</li> </ul>

Falling Items Resulting in Crush Injuries to Feet	
	<ul style="list-style-type: none"> <li>• Safety shoes with steel toe caps must be worn by all operatives during completion of task</li> </ul>
Contact with Cleaning Chemical Resulting in Irritation of Skin and Respiratory Problems	
	<ul style="list-style-type: none"> <li>• Instructions and training in the safe use of chemicals; follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE worn and first aid facilities to be known in case of emergency</li> <li>• No agents used recorded under the EH 40 list (workplace exposure limits)</li> </ul>
Slips, Trips and Falls from Wet Floors and Trailing Cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences, displayed until the floor is dry and/or completed and placed away safely once complete</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• All employees trained in safety procedure</li> </ul>
Falls from Step Ladders Resulting in Fatalities, Broken Bones or Bruising	
	<ul style="list-style-type: none"> <li>• Training in correct use of ladder/step ladder and working at height</li> <li>• Check step ladder thoroughly before use</li> <li>• Spread the step ladder to its fullest extent, and ensure that all four stiles are on firm, level ground</li> <li>• Must have a secure handhold no less than 1.06m above the highest level reached by your feet</li> <li>• Two people required while step ladder is in use (with one person to secure the ladder)</li> </ul>

## Manual Handling – Resulting in Strains/Sprains to Back, Legs, arms and Fingers



- Follow manual handling guidelines as part of health and safety induction training
- Assistance to be obtained if items are heavy or awkward with two people required to lift bulky/heavy items
- Empty waste regularly to avoid over filling refuse sacks and reduce the overall weight
- Use mechanised operations as much as is reasonable
- Ensure you have the trolley specifically designed for the task at hand
- Check if the load can be moved safely without risk of injury or damage to the load or property
- Check the proposed route is clear of obstructions
- Loading the trolley: ensure the goods are secure when placing items onto the trolley
- Unloading the trolley: after reaching your destination, gently unload the goods from a low height to keep you and your items safe and secure
- Never attempt to lift a load you don't think you or your equipment can manage – get help or split the load
- Always wear suitable loose-fitting clothing, safety footwear and personal protective equipment when required
- Where applicable, ensure the brakes are on when the trolley is stationary, particularly on sloping ground
- Never intentionally create large loads when several small loads are a safer alternative
- **Caring for the trolley:**
- Keep your trolley in the best possible condition by keeping it safe in a clean and dry location
- Check for cracked or damaged welds before every use
- Never load your trolley above the recommended weight capacity
- Check the quality of the wheels and replace them straight away if worn out or damaged

## Additional Safety Controls

### Preparation

- Gloves should be worn
- Ensure warning signs are displayed at all entrance/exit points to the area
- Ensure that all staff have been issued with the correct PPE for weather conditions and that it is worn throughout the task
- Ensure staff conducting the task have the correct training and that a record of their training is held on central system

### Safety

- Follow manual handling procedures, assistance must be found for heavy or awkward items
- Be aware of weather conditions (hot, cold and wet) and pay attention to traffic and pedestrians
- Be aware of roads, curbs, pavements, uneven surfaces and other outdoor hazards, ensuring warning/traffic cones are on clear display
- Ensure a keen observation of area to make sure there are no sharps, however if sharps are found it should be reported to a line manager straight away to arrange for removal
- Ensure any fridge/freezers are completely empty of food waste and/or bagged separately

### Chemicals

- Distribution only
- Follow COSHH instructions on safe use of chemicals (Toolbox Talk 2: 12 Golden Rules)



## Task Procedure

### Preparation

1. Collect all the required items of equipment
2. Place warning signs and cones correctly at each entrance/exit point to the area as appropriate
3. Select, check, and wear correct PPE
4. Conduct a thorough check of site before commencing task to look for dangerous materials and if any are found, report to client and line manager and do not touch
5. Identify wastes correctly
6. Ensure a thorough visual inspection of areas to ensure there is no hidden risks i.e., no needles or sharps hidden in mattresses etc.

### Clearing of Areas and Set Up of Classrooms

1. Collect personal items left by students in the accommodation areas (items may be broken)
2. Remove all items as directed to the correct designated points including personal items, broken pieces of furniture and electrical items
3. Ensure the surrounding areas are left in a satisfactory condition after completion of the task
4. Complete the task without damage to the area
5. Check, clean and store equipment, materials and PPE correctly
6. Remove warning signs
7. Wash and dry hands thoroughly after completing the task
8. Report any items you are unable to remove due to weight to your line manager

### Moving Furniture; Desks, Cupboards, Beds, Chairs/Cleaning the Area After Reverting to Classrooms Post Event REGENTS UNIVERSITY ONLY

1. Collect personal items left by students and lecturers in classrooms and offices (items may be broken)
2. Remove all items as directed to the correct designated points including personal items, broken pieces of furniture and electrical items
3. Clean and sanitise area using appropriate products
4. Ensure the surrounding areas are left in a satisfactory condition after completion of the task
5. Complete the task without damage to the area
6. Check, clean and store equipment, materials, and PPE correctly
7. Remove warning signs
8. Wash and dry hands thoroughly after completing the task
9. Report any items you are unable to remove due to weight to your line manager

### Bedding Laundry REGENTS UNIVERSITY ONLY

1. Collect personal items left by students in the accommodation areas (items may be broken)
2. Using the trolley collect and deliver clean bedding to areas
3. Remove dirty laundry to designated collection areas using trolleys
4. Ensure the surrounding areas are left in a satisfactory condition after completion of the task
5. Complete the task without damage to the area
6. Remove warning signs
7. Wash and dry hands thoroughly after completing the task
8. Report any items you are unable to remove due to weight to your line manager

### Events Set Up REGENTS UNIVERSITY ONLY

1. Report any items you are unable to remove due to weight to your line manager
2. Open the marquee at the beginning of the event
3. Deliver all required furniture to the event area (chairs, tables, stage flooring etc. and clothing i.e. graduation gowns)
4. Help catering to set up the bar area and tablecloths
5. Set up decorations as directed by the Conferencing Manager
6. Clean and sanitise area using appropriate products
7. Complete the task of setting up without damage to the area
8. Ensure the surrounding areas are left in a satisfactory condition after completion of the task
9. Remove all contents of marquee as required and directed
10. Check, clean and store equipment, materials, and PPE correctly
11. Wash and dry hands thoroughly after completing the task
12. Close marquee



## **Method Statement Number: 79**

**Cleaning in Pottery Studios**

### Associated Risk Assessments

- 06: Damp Wiping and Polishing
- 79: Cleaning in Pottery Studios
- 20: Damp Mopping

### Associated Method Statements

- 06: Damp Wiping and Polishing
- 20: Damp Mopping

### Associated Toolbox Talks

- 1: Health and Safety for Everyone
- 2: COSHH 12 Golden Rules
- 6: Slips, Trips and Falls
- 3: Chemical Safe Dilution
- 8: PPE
- 9: Manual Handling
- 16: Colour Coding

### Personal Protective and Safety Equipment Requirement

- 1. FFP2 Mask
- 2. Warning / Safety Sign
- 3. Chemical Protection Gloves EN374-2/3







### Small Tools / Materials (Refer to folder as to what they need)

- 1. Colour Coded Mop and Bucket
- 2. Sponges
- 3. Dustpan and brush
- 4 Colour codes clothes
- 5 Colour coded trigger spray

### Machinery

Vacuum fitted with HEPA filter

Approved Chemicals			
Chemical	Use	Hazardous Classifications	COSHH Assessment Number
2PURE Odorbac Tec 4	Multi Cleaner, Disinfectant	None – Product is not deemed to have any adverse effects on human health or the environment	89

Identified Risks and Safety Controls	
Inhalation of silica dust	
	<ul style="list-style-type: none"> <li>• FFP2 Mask to be worn</li> <li>• Damp mopping only</li> <li>• Damp wiping only</li> <li>• No dry sweeping / dusting</li> <li>• Dustpan and damp sponge to be used to collect lumps of pottery</li> <li>• HEPA vacuum only</li> <li>• Pottery studio cleaning equipment not to be used anywhere else</li> </ul>
Contact with chemical via spills/splashes causing irritation of skin	
	<ul style="list-style-type: none"> <li>• Only use approved chemicals</li> <li>• Refer and follow required COSHH assessment on safe use of chemicals</li> <li>• Limit the time using chemical</li> <li>• Natural ventilation to be used prior to work commencing. Instructions and training in the safe use of chemicals. Follow COSHH risk assessment on safe use of chemicals</li> <li>• Appropriate PPE to be worn, first aid facilities to be known in case of emergency</li> </ul>
Slips, Trips and Falls including wet floors and trailing cables	
	<ul style="list-style-type: none"> <li>• Warning signs to be placed before work commences</li> <li>• Warning signs displayed in a suitable position to give other users sufficient time to absorb the information before entering hazard area</li> <li>• Signage displayed until floor dry and/or completed</li> <li>• Store signage away safely when completed</li> <li>• Appropriate footwear to be worn (good grip on soles)</li> <li>• Always mop up any lying pools of water as the work commences, never leave any pools of water on completion of work area</li> </ul>
Manual Handling machines/loads and repetitive strain injuries	
	<ul style="list-style-type: none"> <li>• Rotation of jobs (frequent breaks in pattern of work)</li> <li>• Specific Manual Handling training on Kinetic Lifting for all employees</li> </ul>

## Identified Risks and Safety Controls

### Awkward Posture (Reaching, Bending, Twisting)



- Rotation of jobs
- Moving in various directions to spread out the workload to various muscles. Use a light grip
- Maintain neutral postures
- Neck flexion and stretching in opposite directions

### Faulty Cables/Equipment (Electrocution, Electrical Fires)



- Visual user check on equipment prior to use (sockets, plug and entire cable)
- Any faults found reported immediately to the supervisor to attach Red Tag to prevent use
- No stretching of cable
- Annual PA testing of all electrical appliances

## Task Procedure

### Preparation

1. Carry out a dynamic risk assessment on arrival at work – this means you are checking the area is free from immediate risks to ensure the area is safe to work in
2. Place warning signs correctly at each entrance/exit point to the area
3. Complete the task following this method statement (all method statements can be accessed in the H&S Manual by scanning the QR code on the Guide to Using Chemicals Safely poster)
4. Wash hands and check for any cuts and abrasions, (if any found, cover with waterproof dressing)
5. Thoroughly check all parts of equipment for wear, damage and that they work properly
6. Prepare the cleaning solution using the correct ratios and to manufacturer’s directions, adding the cleaning agent to the water
7. Wear FFP2 mask

## Task Procedure

### Vacuuming

1. Use a damp sponge and dustpan to collect lumps of pottery from the floor
2. Using a vacuum with a HEPA filter only - vacuum up the pottery dust
3. Remove large pieces of debris and sharp items using dustpan and brush. Dispose of in the correct container
4. Adjust brushes to suit the surface to be cleaned
5. Start at furthest point from the door with machine behind.
6. Using push/pull method overlaps, each stroke moving further as you go.
7. Keep flex away from traffic areas, changing sockets as you go
8. Should pipe become blocked visually inspect after switching off and unplugging machine. Do not attempt to place fingers into the parts to remove debris if this cannot as this may be sharp. Please replace with spare tool and report blocked item to supervisor.
9. Safely remove the plug from the power socket and recoil the cable safely
10. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
11. Complete the task without damage or risk to people, furniture, and fittings
12. Check, clean and store equipment, materials, and PPE correctly
13. Remove warning signs and close ventilation (as appropriate)
14. Wash and dry hands thoroughly after completing the task

### Damp Mopping

1. Use a damp sponge and dustpan to collect lumps of pottery from the floor
2. Begin mopping at furthest point from door and start around edges working around the skirting board
3. Mop the floor using a figure of eight or overlapping line movement
4. Ensure buckets are always kept behind the line of work
5. Rinse mop out regularly
6. Change cleaning solution when required
7. Ensure the appearance of the floor and surrounding areas are satisfactory after completion of the task
8. Complete the task without damage or risk to people, furniture, and fittings
9. Check, clean and store equipment, materials, and PPE correctly
10. Wash mop heads and hang out to dry as required
11. Remove warning signs once the floor is completely dry and close ventilation (as appropriate)
12. Wash and dry hands thoroughly after completing the task

### Damp Wiping

1. Damp wiping using cleaning chemical diluted in water bucket - ensure area about to be cleaned is clear use the cloth to remove dirt by wiping the surface from top to bottom using smooth strokes with the damp cloth. Rinse the cloth and change the water frequently
2. Damp wiping use trigger spray, spray the cloth with cleaning chemical (do not spray chemical directly on to the surface)
3. Ensure the area has been completely wiped clean and all of the dirt/dust has been removed
4. Ensure the appearance of the areas are satisfactory after completion of the task
5. Complete the task without damage or risk to people, furniture, and fittings
6. Check, clean and store equipment, materials, and PPE correctly
7. Remove warning signs and close ventilation (as appropriate)  
Wash and dry hands thoroughly after completing the task.