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Safety Method Statement

Task

General Cleaning

Note: This Safety Method Statement may cover all or part of the cleaning being carried out on this site Location

Location

Personnel Involved

The working team will consist of a minimum of one operative. It will also comprise of one Area Manager. Each member of the working team shall have an equal share of the duties. They will also be held personally responsible for his/her own safety and conduct whilst at work.

In addition, the Area Manager will be responsible for making sure that all members of the team are fully aware of, competent in and implement at all time, all aspects of the companies Health & Safety Policy. In this respect he / she will assume the role of Company Safety Officer. The supervisor will also insure that the standard of work is of a consistently high standard at all times.

Tools/ Equipment

Cleaning utensils, including, colour coded bucket, colour coded cloths, dust cloths telescopic tool, dusting head, spray bottles, sweeping brushes, dust sweepers, buffing machine, scrubber dryer,

Cleaning Products

General purpose detergent, general purpose surface detergent, neutral detergent, furniture polish, water, glass cleaner

Personal Protective Equipment

Gloves, Safety Goggles, Safety Hat, High Visibility Jacket, and Safety Boots as needed

Arrival at site

1. Sign in
2. Report to on site Area Manager/ Supervisor manager
3. Complete site induction (New to site)
4. Proceed to working area and check areas are safe to work
5. Check equipment is safe and in good working order, reporting and discrepancies
6. Proceed to work as per method of work

Sequence/Method of Work

1.0 Damp Dusting

1. Wash hands put on gloves.
2. Prepare the cleaning solution in a well ventilated area (refer to manufacturer's instructions)
3. Fill the bucket.
4. Dampen or rinse a cloth in the cleaning solution.
5. Remove item from the surface to be cleaned.
6. To Damp Dust flat surfaces, wipe in straight lines cleaning the edges first.
7. Wipe the surfaces in a figure of 8 patterns.

Note: frequently turn the cloth and rinse in the cleaning solution. Change the cleaning solution when it becomes soiled.

8. Use the chosen cleaning solution to remove any grease marks or stubborn stains.
9. Replace items on the clean surface.

Upon Completion of Work

- Upon completion of each area contact Area Manager/ Supervisor Manager and walk job correcting any areas necessary.
- Tidy away equipment and locate in agreed storage area.
- Dispose of cloths.
- Leave areas tidy.
- Remove gloves and wash hands.
- Sign out before leaving site. Leave site in a safe and professional manner.

2.0 High Dusting

1. Wash hands put on gloves.
2. Place warning Signs.
3. Ventilate area if possible
4. Place the cloth or static head on the High Dusting Tool and adjust to correct height (refer to manufacturer's instructions)
5. Hold the Telescopic tool and draw the cloth roll/static head along top surfaces of pipes ledges, around light fittings and window ledges.
6. Replace the cloths static heads when they become dirty.
7. Dispose of cloths when the task is completed or if reusable place in laundry bag.

Upon Completion of Work

- Tidy away equipment and locate in agreed storage area.
- Remove warning signs and locate in agreed storage area.
- Leave areas tidy.
- Remove gloves and wash hands.
- Sign out before leaving site. Leave site in a safe and professional manner.

3.0 Glass

Note: Cleaning Contractor staff are only permitted to clean glass at ground level using extension poles and are not permitted to use ladders.

1. Wash Hands put on gloves.
2. Place warning signs.

3. Prepare the cleaning solution in a well ventilated area (refer to manufacturer's instructions)
4. Spray the Glass Cleaner or cleaning solution the cloth.
5. Wipe the glass surface starting from the top and working down in a figure-of-eight pattern (8) covering the entire surface.
6. Buff to a shine with a second cloth to remove smears
7. Dispose of cloths when the task is completed

Upon Completion of Work

- Tidy away equipment and locate in agreed storage area.
- Remove warning signs and locate in agreed storage area.
- Leave areas tidy.
- Remove gloves and wash hands.
- Sign out before leaving site. Leave site in a safe and professional manner.

4.0 Dust Control Floor (for dry floors only)

1. Wash Hands put on gloves.
2. Place warning signs ensuring in area that they are clearly visible.
3. Remove any chewing gum/stickers with scraper.
4. Attach the dust control head to the handle.
5. Sweep the area, ensuring the unders of the shop displays are swept.
6. Use dust pan and brush in corners.
7. If mop sweeper becomes full of dirt, clean it using the suction cleaner.
8. Sweep the floor in the aisle sections and remove debris when complete.

Upon Completion of Work

- Tidy away equipment and locate in agreed storage area.
- Remove warning signs and locate in agreed storage area.
- Leave areas tidy.
- Remove gloves and wash hands.
- Sign out before leaving site. Leave site in a safe and professional manner.

5.0 Mopping

1. Wash Hands put on gloves.
2. Place warning signs ensuring in area that they are clearly visible.
3. Dust control the floor prior to wet mopping clean.
4. Half fill mop bucket with water and then add the cleaning solution according to the manufacturer's instructions

Note: by half filling the bucket this makes it easier to move and empty when finished the task.

5. Attach the mop head to the handle.
6. Submerge the mop into the cleaning solution and remove excess solution from the mop in the wringer
7. Mop the floor in 1-2 metre square sections.
8. Mop the edges of the floor with a straight stroke, use a figure-of-eight (8) pattern, turning the mop frequently.
9. Avoid splashing other surfaces e.g. shelf legs, the bases of fridges, checkouts.
10. Remove any splashes that do occur.
11. Replace the mop head and the cleaning solution as required.

Upon Completion of Work

- Tidy away equipment and locate in agreed storage area.
- Remove the mop head and place in bucket with cleaning agent.
- Remove warning signs and locate in agreed storage area.
- Leave areas tidy.

- Remove gloves and wash hands.
- Sign out before leaving site. Leave site in a safe and professional manner.

6.0 Buffing

1. Wash Hands put on gloves.
2. Place warning signs in area ensuring that they are clearly visible.
3. Assemble equipment (buffing machine and pads) and check for safety, pay particular attention to the cable and plug. Do not use if any defects are visible.
4. Prepare the cleaning solution as per manufacturers instructions. Cleaner is sprayed on floor using a spray bottle.
5. Sweep/ dust control the area to be buffed.
6. Attach the pad to the buffing machine plate by laying the pad on the floor tilting the buffer back on its wheels and moving over the pad and lowering.
7. Plug the buffer into the nearest socket.
8. Position the cable behind the line of work to ensure it is not caught up by the pad/brush or tripped over.
9. Spray the cleaning solution (maintainer) 2 metres ahead of the area to be buffed.
10. Lower the handle and using the levers on the handle start the buffing process.
11. Buff the floor one aisle at a time from left to right. When the area is complete repeat 8. & 9. And continue with the process until the aisle is complete.
12. Damp mop corners and edges of the floor, leaving the floor as dry as possible after cleaning the rest of the section.
12. Avoid splashing other surfaces e.g. shelf legs, the bases of fridges, checkouts.
13. Remove any splashes that occur.

Upon Completion of Work

- Remove buffing pad by tilting the buffer back on its wheels the pad can be then removed.
- All equipment should be checked and cleaned and returned to the agreed storage area.
- Remove warning signs and locate in agreed storage area.
- Leave areas tidy.
- Remove gloves and wash hands.
- Sign out before leaving site. Leave site in a safe and professional manner.

7.0 Machine Scrubbing & Drying

1. Wash hands put on gloves
2. Unplug the Scrubber Dryer from the battery charger and connect lead to battery connection.
3. Carry out the pre use safety and operational check to include the following
 - Batteries secure & fully charged.
 - Check the inlet filter and clean water supply filter are clean.
 - Check that the white water feed hose is in good condition.
 - Check drying squeeze in good condition and positioned correctly.
 - Water removal vacuum operational.
 - Water recovery tank empty and that the lid is secured.
 - Check hand brake is working correctly.
4. Fill the solution tank with clean water and a solution of neutral maintainer as per manufacturers instructions. Ensure that the filter screen is in position and that the lid is tight.
5. Raise the pad holder and put the pads in position and lower.
6. Place warning signs in area ensuring that they are clearly visible
7. Sweep/ dust control the area to be scrubbed.
8. Turn on scrubber dryer machine, switch on water switch, vacuum switch lower the squeegee and release the hand brake. Applying downward pressure on the handle gives forward movement and releasing the handle stops the scrubber machine.
9. Commence scrubbing the floor in an area one aisle at a time.

10. Ensure the squeegee and drying vacuum are removing the water and leaving the floor as dry as possible.
11. Scrub adjacent to skirting's, shelf edges, checkouts, fridges by 'cutting in' parallel to them.
12. Check the pad/brush frequently and turn the pad over, change it or clean it as necessary.
13. Use edging tool and abrasive pad to clean alongside walls, shelf units and in corners.
14. Wipe splashes from skirting's and other items as they occur.

Upon Completion of Work

- Remove the pad by raising the pad holder.
- Raise the squeegee remove any debris and wipe clean
- Empty the water recovery tank in the designated area through the dump hose at the rear of the machine making sure to replace the lid securely.
- Check and clean machine and return to the agreed storage area.
- Place machine on charge.
- Remove warning signs.
- Leave areas tidy.
- Remove gloves and wash hands.
- Sign out before leaving site. Leave site in a safe and professional manner.

8.0 Vacuum Cleaning

1. Wash Hands and put on gloves.
2. Place warning signs in area ensuring that they are clearly visible.
3. Manually pick up all large or sharp items and place them in refuse sack.
4. Attach the appropriate tool onto the vacuum cleaner (refer to manufacturers instructions).
5. Unwind the cable and check for safety. Do not use if any defects are visible.
6. Plug into the nearest socket position the cable behind the line of work to ensure it is not a tripping hazard.
7. Do not over stretch flex can cause people to trip.
8. For floor cleaning adjust the head so that the bristles are
 - Hard Floor – Bristles Down
 - Soft Floor (carpet) - Bristles up
9. Switch the vacuum cleaner on.
10. Cover the area systematically, giving more attention to heavily trafficked areas, edges and corners.
11. Use dust pan and brush to clean under furniture and areas inaccessible by machine.

Upon Completion of Work

- All equipment should be checked and cleaned and returned to the agreed storage area.
- Remove warning signs and locate in agreed storage area.
- Leave areas tidy.
- Remove gloves and wash hands.
- Sign out before leaving site. Leave site in a safe and professional manner.

9.0 Cleaning Toilets, Urinals, Hand Basins and Washroom Furniture

Note: Only Colour Coded Red Cloths, Buckets, and Mops to be used in the Toilet, Washroom areas. Report any damage to store management.

Hand Basins

1. Wash hands and put on gloves.
2. Display warning signs in the area, ensuring that all signs are visible.
3. Fill Red bucket with hot water.
4. Use either Cream Cleanser or Multi Surface Cleaner/Washroom Cleaner solution

5. With colour coded cloth wrung out in the cleaning solution, wipe surrounding surfaces including wall tiles, ledges, pipes, waste bin and underneath the basin, working from clean to dirty areas.
6. Remove any objects, e.g. Soap and personal items from the basin.
7. Remove any hair or other items from plug, plughole and plug chain, taps and overflow.
8. Wipe around inside of bowl, including plug, plug chain, taps and overflow.
9. With running tap water, rinse basin thoroughly, swilling water into overflow.
10. To remove any build up of soap and grease, apply the cleaning solution using a non abrasive pad and rinse the bowl.

Note: Frequently rinse the cloth in the water and apply fresh cleaning solution/product.

11. Wring out cloth and polish stainless steel or chrome
12. Replace items removed, replenish soap if necessary and paper towel dispenser, where fitted.
13. Remove any splashes or marks from walls and wipe door handles.
14. Empty bucket and dispose of soiled cloths.

Washroom Furniture

- Clean mirrors and polish dry.
- Clean cubicles and splash backs.
- Clean dispensers and bins.

Toilets: Fill Red bucket as for Hand basins

1. Wash hands and put on gloves.
2. Display warning signs in the area, ensuring that all signs are visible.
3. Ventilate area (for example open a window)
4. Flush toilets with seat lids closed.
5. Reveal water line by pushing back water in toilet bowl with toilet brush.
6. Apply Toilet Cleaner solution to inside of bowls.
7. With cleaning agent (Cleanser or Multi Surface Cleaner/Washroom Cleaner) and colour coded cloth immersed and wrung out, begin to wash including toilet roll holders, pipework, toilet brush holder, sanitary bins, cisterns, and handles, toilet seat lids, top and underneath and hinges, sanitary from clean to dirty.
8. Scrub inside toilet bowls with toilet brush, particularly any stains, water lines and under rims.
9. Flush toilets, rinsing brush in flushing water.
10. Wipe brush holder and replace brush in holder.
11. Dry toilet seats with cloth, then close lids.
12. Remove any splashes or marks from walls and wipe door handles.
13. Check and replenish toilet paper, if necessary.
14. Empty bucket and dispose of soiled cloths.

Urinal

1. Wash hands and put on gloves.
2. Display warning signs in the area, ensuring that all signs are visible.
3. Ventilate area (for example open a window)
4. Clear waste outlets and urinal channels in accordance with waste procedures.
5. With cleaning agent (as for toilets) and colour coded cloth immersed and wrung out, wipe surrounding surfaces including cistern and pipework, starting at highest point and working from clean to dirty parts.
6. Apply cleaning agent to entire face of urinals and wipe clean with red coded cloth.
7. Use toilet brush inside urinals. Pay particular attention to water marks and drain.
8. Remove any splashes or marks from walls and wipe door handles.
9. If required, replenish channel blocks.
10. Empty bucket and dispose of soiled cloths.

Upon Completion of Work

- All equipment should be checked and cleaned and returned to the agreed storage area.
- Remove warning signs and locate in agreed storage area.
- Close ventilation/window
- Leave areas tidy.
- Remove gloves and wash hands.
- Sign out before leaving site. Leave site in a safe and professional manner.

10.0 Cleaning of Stairs, Landings, Balustrades and Handrails

1. Put on personal protective equipment.
2. Assemble equipment and check for safety.
3. Place warning signs and/or alternative route signs.
4. Ventilate the area, if appropriate.
5. Check the surfaces for chewing gum and remove if necessary.

Landing and Stairs

6. Sweep the landing, then stairs, from top to bottom, paying particular attention to edges and corners.
7. Pick up soil, place into refuse sack and remove to a disposal point on completion of clean.
8. Prepare cleaning solution in a bucket according to manufacturer's instructions, adding detergent to water.
9. Apply solution to an area of floor using the mop.
10. Mop the landing with a figure 8 stroke with each pass overlapping.
11. Clean adjacent to skirtings by 'cutting in' parallel to skirtings.
12. Use abrasive pad to remove stubborn marks.
13. Ensure bucket is behind line of work on the landing.
14. When wringing out mop, stand in front of wringer and press down firmly, if applicable.
15. Continue down the stairs using the deck scrubber or the edging tool, if necessary.
16. Pay particular attention to the edges, corners and risers.
17. Rinse the mop frequently and change the cleaning solution as required.
18. On the stairs use the minimum amount of liquid to achieve the desired result, especially if the stairway is of an open plan design.

Balustrades and Handrails

19. Identify the type of soil to be removed.
20. If dry dust, clean using a static duster paying particular attention to balustrade rails, string capping, outer string and handrail.
21. If damp wiping is necessary, prepare cleaning solution in a bucket according to manufacturer's instructions, adding detergent to water.
22. Using a damp cloth wrung almost dry, wipe surface using smooth strokes. As necessary, rinse cloth in clean water, recharge with cleaning solution and wring out until almost dry.
23. Pay particular attention to balustrade rails, string capping, outer string and handrail.

Upon Completion of Work

- All equipment should be checked and cleaned and returned to the agreed storage area.
- Remove warning signs and locate in agreed storage area.
- Leave areas tidy.
- Sign out before leaving site.
- Leave site in a safe and professional manner.

11.0 Wall Washing

- Put on personal protective equipment.
- Assemble equipment
- Display warning signs in the area, ensuring that all signs are visible..
- Ventilate the area, if appropriate.
- Cover electric sockets with masking tape.
- Place plastic sheeting next to wall, if required.
- Remove furniture or cover with dust covers.
- Prepare cleaning solution according to manufacturer's instructions.
- Clean wall by applying the cleaning solution to the wall working from bottom to top, allow a short time for the cleaning agent to work, then rinse-wipe the wall from top to bottom to leave the wall as dry as possible.
- Remove drips and runs as they occur.
- On completion, dismantle access equipment.
- Clean equipment, materials and warning signs to store and close the ventilation, if appropriate.

Upon Completion of Work

- All equipment should be checked and cleaned and returned to the agreed storage area.
- Remove warning signs and locate in agreed storage area.
- Leave areas tidy.
- Remove gloves and wash hands.
- Sign out before leaving site. Leave site in a safe and professional manner

12.0 Cleaning Lifts

1. Wash hands and put on gloves.
2. Assemble equipment, check electrical equipment for safety, particularly plugs and cables.
3. Place warning signs.
4. Ensure lift is resting level with the landing and isolated.
5. Prepare cleaning solution according to manufacturer's instructions.
6. Pick up loose dirt and debris , place in refuse sack and remove to point of disposal, taking care not to transfer soil between the lift floor and landing stage.
7. Check floor area for chewing gum and remove, if necessary.
8. Close and clean the door, then clean roof, sides and control buttons.
9. Suction clean the door track.
10. Remove warning signs, put the lift back into operation.
11. Clean equipment and check for safety.
12. Return equipment, materials and warning signs to store and close the ventilation, if appropriate.

Upon Completion of Work

- All equipment should be checked and cleaned and returned to the agreed storage area.
- Remove warning signs and locate in agreed storage area.
- Leave areas tidy.
- Remove gloves and wash hands.
- Sign out before leaving site. Leave site in a safe and professional manner

13.0 Office Cleaning

Mopping Floors See Safety Method Statement Section 5

Vacuuming Carpets & Vinyl Floors See Safety Method Statement Section 8

Toilets & Washrooms See Safety Method Statement Section 9

Cleaning Cleaning of Stairs, Landings, Balustrades and Handrails See Safety Method Statement Section 10

Cleaning Skirtings, Sills, Shelves, Radiators, Doors, Door Frames, Door Furniture, Conduit Trunking, Fixed Furniture, Notice Boards, Column Cladding

1. Caution when cleaning doors, keeping exit clear. Do not hold frame in case door closes on fingers.
2. Display warning signs in the area, ensuring that all signs are visible.
3. Vacuum inside of units, cupboards and drawers.
4. Remove vacuum.
5. Fill bucket and add detergent according to manufacturers instructions.
6. Clean all shelves, doors, hinges to units internally and externally.
7. Benches to be cleaned according to manufacturers instructions.
8. Clean sink and taps.
9. Damp dust all skirtings, sills working from corner in over.
10. Clean all doors, door hinges, frames, handles.
11. Polish vision glass.
12. Remove covering from trunking then damp dust.
13. Dust all notice boards and white boards.
14. Clean cladding columns with the use of podium steps.
15. Remove stickers from shelves and damp dust.
16. Clean radiator fronts, sides and backs.
17. Leave all areas in a dust free condition.

Telephone Cleaning

1. Wash hands and put on gloves.
2. Check with the client/operator that the telephone is available for cleaning.
3. Remove any debris or waste from the area.
4. Prepare cleaning solution according to manufacturer's instructions.
5. Apply cleaning solution or sanitiser to a cloth and clean hand-set, cradle, button or dial area, using minimum amount to protect telephone mechanism.
6. Pay particular attention to the telephone ear and mouthpieces.
7. Wipe and dry the flex and untwist, if necessary.
8. If applicable, damp wipe and dry the base surround, hood and parcel shelf, taking care not to clean areas close to telephone sockets and mains.
9. Return equipment, materials and warning signs to store and close the ventilation, if appropriate.

Upon Completion of Work

- All equipment should be checked and cleaned and returned to the agreed storage area.
- Remove warning signs and locate in agreed storage area.
- Leave areas tidy.
- Remove gloves and wash hands.
- Sign out before leaving site. Leave site in a safe and professional manner

14.0 Litter Picking

1. Put on personal protective equipment gloves, high visibility jacket,
2. Assemble equipment and check for safety.
3. Pick up litter using Litter Picking Grab Tool and place into designated plastic sacks.
4. Put sharps into designated plastic sacks.
5. Mark and report and suspected contaminated waste.
6. Remove sacks and rigid containers to designated waste, collection areas.

Upon Completion of Work

- All equipment should be checked and cleaned and returned to the agreed storage area.

- Weekly oil litter picker and litter gripper joints.
- Remove warning signs and locate in agreed storage area.
- Leave areas tidy.
- Remove gloves and wash hands.
- Sign out before leaving site. Leave site in a safe and professional manner.