



Carpet/Floor Cleaning Method Statement

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Emergency contact details

In the event of an emergency contact Peter Hill on 07725 349613 immediately.

If you do not receive a response immediately, call the Spotless office on 01283 599219.

Data Protection Statement

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The following method statement has been developed to provide a safe system of work and must be adhered to at all times, any significant deviation from this system must first be authorised by your manager or safety representative. **Please read the entire sheet before beginning the procedure, if you have any questions please contact your manager or safety representative.**

The main hazards to your safety and health are:

- a) Injury from incorrect manual handling.
- b) Injury from slips trips and falls.
- c) Contact dermatitis from exposure chemicals.
- d) Injury from the incorrect actions of other contractors on site.
- e) Injury to members of the public or tenants during operations.
- f) Injury from machine hazards.

Preventative Measures you must take:

- a) You must be "competent" to carry out the task and to use the associated equipment.
- b) You must not lift beyond your capabilities, get help if necessary.
- c) Visitors and other members of staff are prohibited from entry unless accompanied by competent person, all visitors issued with personal protective equipment as required.

- d) You must read and be familiar with the Manufactures Safety Data Sheets for cleaning products which contains first aid, fire fighting, and accidental release measures.
- e) Ask the client to remove any valuables from the area.

Personal Protective Equipment you must wear:

- a) Safety Glasses
- b) Appropriate work trousers with knee pads
- c) Gloves
- d) Appropriate footwear with grip and support

Environmental Protection Measures you must take:

- a) You must dispose of waste via the foul drain within each property (i.e. dirty water should be put down the toilet, not down any storm drains.)

Quality Control:

- a) Adhere strictly to the following procedure to ensure quality of service
- b) If in doubt contact your manager for clarification before proceeding.

Task Description

This method statement describes the work process for the cleaning of carpets whilst in situ using a wet extraction method.

Staff & Training

The projects will be carried out by staff from Spotless Cleaning ONLY All members of staff are experienced and have received their two week's basic training before working alone or without supervision. Apprentices, young workers or new staff will be supervised and are not allowed to carry out tasks for which they have not been trained.

PPE

Footwear: All workers will wear appropriate footwear with ample grip, support and covering the foot with no open areas exposing skin on any part of the foot.

Hi vis: High visibility vests should be worn when on site at any commercial premises or business clients.

Eye Protection: Eye protection and gloves should be worn at any time when chemicals are being dispensed using pelican pumps, pressure sprayers or any other use of chemicals where eyes could be exposed to vapour, splashes or spillages.

Gloves: Should be worn at all times where chemicals are being handled to prevent secretion through the skin or dermatitis.

Preparation & Induction

A risk assessment will be carried out for all tasks which should also be read by all staff before undertaking the associated task/work. You must raise any queries or concerns with your manager before undertaking any work. When visiting the site or premises of any business/commercial clients, always report to reception and check with the representative of the customer if a site induction is in place.

First Aid

In the event that first aid is required a first aid kit is available which should be kept in your vehicle.

Immediately report any accident or injury to the representative of the client and also to your manager.

Always check your first aid kit is fully stocked and request any used items are replaced by providing your manager with a list of required items.

Carpet Cleaning – Step by step procedure

Preparation

1. Ensure Personal Protective Equipment is worn at all times.
2. Ventilate area wherever possible – particularly in small rooms or confined spaces.
3. Place Warning signs at the extremes of the work area prior to the work commencing. If this isn't practical warn colleagues and customers that the area may be slippery – especially moving from damp carpet to hard flooring.
4. Check electrical equipment particularly plugs and cables.
5. Check if machine is fitted with a Residual Current Device (RCD).
6. Do not plug machines in until they have been assembled and are ready for use.
7. Ensure hands are dry before plugging in machines.
8. Always keep the machine cables behind the machine at all times.
9. Do not allow the cables to become taut at any time.

Step by Step Guide

1. Park van safely and as close to the job as possible without blocking any walkways.
2. Greet the client and explain who you are, assess the area that you are working on to look out for any unusual hazards or problems. Large steps, trip hazards, spillages, tears in floor covering, trailing cables, busy areas requiring access during cleaning, are just a few examples.
3. Put on Personal Protective Equipment.
4. Move kit/equipment from the van to the property; observe manual handling techniques to lift all items but particularly the heavier carpet cleaning equipment. Use the ramp provided to prevent unnecessary strain when removing from van.
5. Place warning signs at the extremes of the work area and at all points of entry/exit.
6. Assemble all of the equipment to be used and check each item for safety, paying particular attention to plugs and cables. During use of all electrical equipment move the plug to the nearest available socket to reduce the amount of trailing cable.
7. Remove as much furniture as possible observing manual handling techniques. Work around, or use gliders for larger items that are too heavy to lift alone.
8. Remove all loose soil from the carpet using a vacuum cleaner.
9. Using a white cloth check the carpet for colour fastness using neat cleaning agent. Check for presence of synthetic and manmade fibres to determine safe cleaning process.
10. If necessary work on stains using preparatory stain remover. Use prespray treatment as required.
11. Prepare Carpet Cleaning Solution according to manufacturer's instructions (adding agent to water for both prespray and rinse in machine clean tank with hot, but not boiling water.)
12. Starting at an area furthest away from the door, clean the carpet by working in prespray with a carpet cleaning brush. On larger areas or heavily soiled areas use rotary machine and brush attachment to agitate prespray and loosen dirt more vigorously.
13. Clean corners and edges with a hand tool and/or scrubbing brush as required.
14. Use extraction machine to rinse the carpet and extract prespray, dirt and rinsing agent.

15. Check all hard floor areas for any residue chemical, solutions or dampness and remove with a dry cloth or towel. Always warn clients on completion that hard floors could be slippery – especially if they walk on carpets before they are dry and move onto hard surfaces.
16. Wipe skirting with cloth to remove splashes.
17. On completion return furniture to original location, placing legs on pieces of protective card/foil or plastic to avoid stain or dirt leaching into damp carpet.
18. Remove plugs from the power and recoil the machine cables.
19. Clean equipment and check for safety.
20. Return all equipment, materials to van and store safely and securely ready for transit.