



Lone Working Instructions for Cleaning Staff

19.8.25

- Always use the app to log in and out of shifts, as soon as you arrive at site and as soon as you leave.
- Where applicable, also sign in and out of the customer's visitor book every time you clean.
- Make your presence known to a member of the client's staff on arrival if anyone is in the building.
- As soon as you enter the building, lock yourself in. If the client's staff or customers are still in the building, lock yourself in as soon as the last person leaves. You must keep the keys about your person at all times so you can exit in an emergency if needed.
- Ensure your mobile phone is always fully charged before starting (don't clean without one.) Keep your phone about your person at all times whilst cleaning.
- Have your preferred emergency contact on speed dial and saved under ICE in your mobile phone address book.
- Make a habit of always texting a relative or friend when you arrive on site, during a long shift, and when you are leaving site.
- Save the Spotless office telephone number in your phone: 01283 599219. Select the staff option to speak to a Staff Manager, leave an urgent voicemail which can be picked up if they don't answer immediately. If there is an emergency and

the office phone is not answered, call Peter Hill on 07725 349613 immediately. If Peter does not respond, call Lisa Hill on 07498 753530.

- Start and end your cleaning slots at the same times each day (wherever possible) so that your whereabouts are predictable and follow the same pattern.
- Never undertake any high risk activity such as repairing equipment or any fixtures/ fittings in the building. Stick only to cleaning tasks as per your job spec. Don't climb on any surfaces or use ladders or undertake any other high risk activity.
- Check that your vacuum power lead is free from damage/ nicks before the start of every shift before you plug it in. Do the same for any other electrical equipment you have been instructed to use by Spotless. Don't use the client's electrical equipment or anything you find on site not issued by Spotless.
- If you notice suspicious activity or persons around the premises, don't unlock the doors or exit the building without calling the out of hours number and also a relative or friend.
- Don't let any strangers, including delivery drivers or possible service providers into the premises out of hours. Don't let someone in just because they say they work in the building. Keep the doors locked and if you're unsure or the stranger is persistent, call the out of hours number for advice.
- If you have or develop a health condition, or have special circumstances that make lone working more risky for you, please inform the office or a member of the management team right away.