



Method Statement – Safe System of Work for Commercial Cleaning

Description of works

Regular commercial / office cleaning; toilet cleaning, kitchen cleaning, reception rooms, offices, shop floors.

Assessed by Peter Hill (Spotless Midlands Ltd)

Scope includes: Slips, trips and falls, contact with chemicals, musculoskeletal disorders, use of electrical equipment.

Contract Supervision & Training

All management & staff are fully competent on equipment and methods of operation.

Labour: Regular cleaning services

Plant, tools & equipment

Vacuum cleaner VNP 180 Numatic or similar power/capacity rating

Hand tools, mops, buckets, microfibre cloths

General cleaning sprays and detergents including:

Multi6 or Multi7, TC Blue, Crystal. Where applicable Blade and/or Ultrabac.

Welfare Facilities

First aid facilities:

Client facilities by prior agreement – check with client location of onsite first aid kit before commencing cleaning work. Mobile teams have access to first aid kit in the vehicle.

Fire exits, alarms, extinguishers and assembly points for commercial clients:

info@spotlesslyclean.com | www.spotlesslyclean.com

Burton 01283 599219 | Derby 01332 561635 | Lichfield 01543 406156 | Ashby 01530 251707

Spotless Midlands Ltd Glensyl Way Burton on Trent Staffordshire DE14 1LX

Client facilities by prior agreement – check location of the above with client before commencing cleaning services.

Emergency contact details

In the event of an emergency contact the Spotless office on 01283 599219 immediately. If you do not receive a response immediately, call Peter Hill on 07725 349613 or Lisa Hill on 07498 753530 right away.

Work Method

- Wear hi vis in the site car park and if the site is of an industrial nature, when cleaning in warehouse or factory areas, use walkways as marked externally and internally.
- If arriving to site by vehicle, ensure vehicle is parked in designated parking area for commercial client. Where designated parking is not available parking on the roadside is necessary but park as close to the property as possible to minimise carrying distances. Always park in accordance with the highway code, avoid restricted zones that require permits or have double yellow lines (as none exhaustive examples.) Do not block pavements, walkways or any other type of pedestrian access. If you are unsure where to park refer to your job specification for the individual client. If you remain unsure please call the office before parking and unloading. Reverse in to parking bays to make leaving site safer. Minimise speed to 5 mph in car parks and drive ways. Further guidance is available in our driving for work policy (document provided separately.)
- If working alone refer to the lone work policy and procedure (document provided separately.)
- Whilst unloading do not leave the car unattended and unlocked. Members of the public must not be able to access equipment or chemicals.
- Observe manual handling techniques when unloading equipment.
- Log in using the Spotless system as per the customer job spec.
- Wear appropriate PPE during all cleaning activity. Goggles to dispense chemicals, gloves for dispensing and wet cleaning, masks if working in confined spaces or dusty environments. Wear a hi vis at all times. Wear safety shoes if cleaning in industrial environments such as warehouses or factories.
- Check electrical equipment visually (particular attention paid to electrical chords) before operation. Also feel the power chord (whilst unplugged) to check for damage to the cable. Use nearest sockets to minimise trip hazard.

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- Always display warning signs/cones placed as required to warn persons of cleaning in progress BEFORE commencing.
- Keep kit tidy and organised during cleaning; don't leave products and equipment unattended near vulnerable adults or children. Don't leave any items on the floor or on stairs where they can create a trip hazard.
- Change rubbish bags and dispose of waste in the correct, designated external bins.
- Cleaners must not attempt to force rubbish bags down with the intention of creating more space. There is a risk of hazard from chemicals or sharps in the waste.
- Observe colour coding practise to avoid cross contamination (guidance provided separately.)
- Work from high level down to low level for efficiency and minimal back strain.
- If cleaning chemicals are concentrated, dilute them following correct rates before cleaning. Use pelican pumps or dosing caps - using more concentrate will not improve cleaning, but leave streaks and a sticky finish.
- Never mix chemicals. Remember to rinse in between applications of different chemicals to the same surface, as well as changing cloth/mop etc.
- If working in small areas always ventilate by opening windows or turning on extractor fans. Remember to close windows on completion for security.
- When using trigger sprays always spray product onto the cloth, not onto the surface - this will prevent damaging the surface, but more importantly it will also prevent projecting viruses or bacteria into the air.
- After wet cleaning use dry cloths to buff metal, gloss and ceramic surfaces.
- Clean the outside of the toilet first - wiping cistern, handles, toilet seat, toilet seat hinges, under toilet seat, outside of bowl down to floor level, being bowl on pipes and collecting dust.
- Clean the inside of the toilet last - flush the toilet before cleaning. Apply toilet cleaner to the bowl and leave to dwell for a maximum of five minutes. Use a brush to scrub the bowl above and below the water line. Flush the toilet on completion.
- Aim to wet mop then dry mop hard floors with minimal persons present. Leave wet floor sign in place until dry.
- Never work at height, not even on the smallest of platforms or steps. Only personnel who have received official ladder training are free to use such equipment.

- **CLEANING OF ALL TOUCH POINTS, HARD SURFACES AND FLOORING MUST BE COMPLETE BEFORE DISINFECTION.** Disinfection must be completed after 'normal' cleaning to ensure the effectiveness of the disinfectant. Disinfectant should be left to dry on the surface with maximum contact time, do not wipe or buff the disinfectant away. However, some metal surfaces should not be saturated or flooded in disinfectant as this may cause damage.
- Whilst cleaning ensure all dirty cloths are bagged separately to clean cloths. Keep the dirty cloth bag sealed whilst not in use. Dirty cloths should be machine washed at the normal recommended temperature using normal detergent. This also applies to uniform at the end of each day.
- Check electrical equipment on completion.
- Check all materials, kit and chemicals are returned to cleaning storage cupboard or vehicle on completion.
- Once cleaning and disinfection is complete, and equipment stored correctly, wash hands before removing PPE.
- If using vehicle to travel to jobs, check around the vehicle before leaving to ensure there are no obstructions.

NB

Empty cleaning product containers should be cleaned by adding water to the remaining residue which can then be used as a cleaning product. The containers should then be rinsed with water and the lids removed to allow the containers to dry. The containers may then be disposed of as non-hazardous waste.