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Heath & Wiltshire

HEALTH AND SAFETY MANUAL

TOTAL CLEANING SOLUTIONS

Heath & Wiltshire

HEALTH AND SAFETY MANUAL

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INTRODUCTION

There are many hazards associated with cleaning which can be physical, chemical and hygiene based. It is important that we are aware of these hazards in order that we can apply the necessary safety precautions to prevent injury to ourselves and other users of the premises. Failure to observe such precautions can result in accidents. Fortunately, most accidents are minor but some can result in injuries that are more serious or even death. Here are some examples of the sorts of accidents that can happen:

- Slipping on surfaces
- Fall from ladders
- Electric shocks from faulty machinery
- Lifting heavy equipment/furniture
- Breathing in harmful fumes
- Splashing chemicals on skin/in eyes
- Swallowing harmful chemicals
- Contact with moving parts of machinery
- Slips, trips and falls
- Mixing different chemicals
- Cross infection of bacteria from one area to another

Accidents do not just happen, they are caused. Researchers often place them into groups: **Unsafe Acts** and **Unsafe Conditions**. Here are some examples:

UNSAFE ACTS

- Using machinery without having been trained
- Failure to warn others of danger, e.g. placement of warning signs
- Using equipment incorrectly or for a purpose for which it was not designed
- Failure to wear personal protective equipment
- Failure to lift correctly
- Horseplay
- Mixing different chemicals
- Drinking alcohol or taking drugs

UNSAFE CONDITIONS

- Defective equipment
- Inadequate warning signs
- Poor housekeeping
- Inadequate lighting or ventilation
- Poor maintenance
- Bad design

If you are aware of the potential hazards, we can apply the necessary precautions to prevent accidents occurring. For this reason, and as a result of its duties under the Health and Safety at Work Act, Heath & Wiltshire produces Health and Safety Policies and procedures for a whole range of subject areas including Caretaking and Cleaning.

How do these Health and Safety Policies involve You?

It is Heath & Wiltshire's policy that safe equipment shall be used and safe systems of work adopted in safe work places. To achieve this Heath & Wiltshire have produced Health and Safety policies that are available to all sites. Health and Safety manuals will be held in the cleaners cupboard. You should be aware of both these documents and in particular the section within it dealing with cleaning. This is known as the **The Heath & Wiltshire Cleaning Policy**. A copy is included at the end of this document for your information. Make sure you read and understand it! If you have any questions, then please ask. Remember that not only does your employer have duties and responsibilities towards you while you are at work, but that you have legal responsibilities as well! These are to ensure – so far as is reasonably practicable – your own safety and that of all who come into contact with your work. You can do this by making sure that you always use the safe working practices detailed in this document and The Heath & Wiltshire Cleaning Policy. Remember too, it is not always what you do that might cause harm to others, it may be what you **DON'T DO!**

In addition to the above, you could also ask for a copy of the site's own Health and Safety Policy if you don't already have one.

The Client's policy will show you how the site is organised and who is responsible for managing health and safety. In particular you need to make sure that you know and understand what the policy arrangements are to ensure your safety regarding the other main hazards you may face. These should include:

- Fire, gas leaks and other emergencies – procedures in the event of an emergency. Ask to see the Fire Precautions Guide and Log.
- First Aid – the qualified people and location of boxes.
- Accident Reporting – local and national reporting (F2508 and RIDDOR – Reporting Injuries, Diseases and Dangerous Occurrences Regulations) and your responsibilities.
- Security – what the policy is and maintenance
- Manual handling – physical lifting, pulling and pushing.
- Asbestos, what you should do – if any is present.
- Lone working procedures for early morning, late night and weekends.

Finally, be aware that the Heath & Wiltshire Health and Safety Manual is regularly revised and that Health and Safety information is circulated.

REMEMBER:

THINK SAFE – WORK SAFE – BE SAFE!

ACCIDENT PREVENTION

The whole purpose of adopting the safe working practices outlined in this document is to prevent accidents and ill health, whether to ourselves or to other users of the premises. It is important, therefore, that we examine the key areas where accidents can occur and what can be done to prevent them. These key areas are:

1. CHEMICALS

The chemicals used can cause ill health or injury if used incorrectly.

2. MACHINERY

Machines can cause injury if used improperly or for

a purpose for which they were not designed. If an electrical accident occurs, the chances of fatality are about one in forty.

3. SLIPS, TRIPS AND FALLS

These account for about 30 per cent of all accidents.

4. FALLS FROM LADDERS AND HIGH PLACES

These types of accidents can result in serious injury and death.

5. MANUAL HANDLING

More than a third of all accidents reported each year involve back injuries.

6. CLEANING METHODS AND TECHNIQUES

The correct techniques must be used to reduce the risk of accidents and cross infection.

REMEMBER:

**ACCIDENTS DON'T JUST HAPPEN –
THEY CAN BE PREVENTED**

CHEMICALS

CHEMICAL SAFETY

The chemicals we use can cause ill health or injury if used incorrectly. Some of these substances can cause immediate harm, for example, being overcome by toxic fumes. Others may have a slow effect on the body where it may take years for the effects to be recognised. It is important, therefore, that we take proper safety precautions when using them! But how can these substances cause us harm?

They can cause harm by entering our bodies in three ways:

1. INHALATION (breathing in)

Any substance that forms a dust, gas, vapour or mist can easily be breathed in. Once inside the body it will enter the lungs where it can cause serious damage or be passed into the bloodstream and poison the body.

2. INGESTION (eating and drinking)

You may ask yourself why any sane person would wish to eat or drink a harmful substance, but how often have you seen someone eating or drinking in the same area as he is handling a harmful substance. In this way, those substances can accidentally enter our bodies. Serious ill health and death have also occurred after cleaning chemicals have been stored in drinking vessels and accidentally drunk.

3. ABSORPTION (through skin)

The skin can easily become damaged by the irritant effect of some chemicals. They can also enter the bloodstream either through the skin itself or through any cuts or abrasions, causing damage to internal organs of the body.

PERSONAL PROTECTIVE EQUIPMENT

Now that we know how harmful substances can enter the body, we can understand the importance of wearing protective equipment issued to us.

RUBBER GLOVES – must be worn at all times when carrying out cleaning tasks and handling chemicals.

N.B. Hands must be clean and dry when wearing rubber gloves, otherwise skin problems may occur.

GOGGLES – must be worn when handling neat chemicals and/or where there is a particular risk of any chemicals coming into contact with the eyes; for example: where there is a risk of splashing when pouring chemicals from containers and working with chemicals at eye level.

MASKS – must be worn in dusty conditions; e.g. boiler rooms, pottery areas or where there are fumes, vapours or mists.

Overalls/Tabards – although overalls are not classed as protective equipment, they must be worn at all times when on duty. Sleeves should be kept rolled down to ensure minimum protection of lower arms.

What precautions can we take?

Since the introduction of the CPL Regulations 1984 (**Packaging and Labelling of Dangerous Substances**) and the CHIP Regulations 1993 (**Chemical Hazard Information and Packaging**) there has been no shortage of information on the harmful effects of chemicals. The most important Health and Safety information is written on the labels of cleaning products.

COSHH

In addition to the CPL and CHIP Regulations, chemicals employees use and come into contact with at work are covered by the COSHH Regulations. COSHH stands for the **Control of Substances Hazardous to Health Regulations (1988)**.

What are they for?

These regulations are designed to prevent disease and injuries resulting from exposure to hazardous substances while you are at work. These substances include those labelled as dangerous (e.g. **Very Toxic, Toxic, Harmful, Irritant or Corrosive**) or those with exposure limits, i.e. how long it is safe for you to spend using them.

How do the COSHH Regulations affect me?

An employer (in this case Heath & Wiltshire) must act now to allow you to carry out any work which is liable to expose you to substances hazardous to health unless a suitable and sufficient assessment has been made of the risks to health. Some of the chemicals used for cleaning can be hazardous to health and therefore an assessment must be carried out before they are used. These **COSHH assessment sheets**, which identify the **hazards and risks** posed by each chemical and the safety precautions that should be taken, must be displayed in each cleaner's cupboard. Follow the safety precautions on them!

How else can we reduce the risks from chemicals?

There are three ways to reduce risk:

1. **Reduce the number of products that carry a hazard symbol!**
We have listed those products which we recommend you use. In preparing this list we have tried to minimise the number of chemicals that carry a **hazard warning**. If you use chemicals other than those which are listed, we would strongly recommend that you review your procedures to ensure their use is absolutely necessary and that further guidance and training is sought if their use is unavoidable.
Under no circumstances should chemicals be brought in from home or the local supermarket! They may not be compatible with the products you use at work; they may cause a health risk; and no assessment will have been carried out on the extent of the risk they pose.
Remember also, the use of bleach is banned in some establishments – it can react with other cleaning agents to form chlorine gas. Chlorine gas can be deadly.
2. **Always use the correct dilution rates.**
It is a mistake to think twice as strong is twice as good. The manufacturers recommended dilution rates would always give the best results. There are also other important reasons why you should always use the correct dilution rates.

Safety Chemicals can be harmful, cause a danger to others, and/or damage surfaces if diluted incorrectly. For example, a child suffered burns after sitting on a toilet seat cleaned with a dilution of a toilet chemical which was too strong.

Cost It is essential that all cleaners use the correct concentrations in order to prevent waste.

For this reason we have a **Chemical Colour Wall-chart** which lists the correct dilution rates to be used at all times. Copies will also be given to each site to display in the **Cleaner's Store**. In order to follow the correct dilution rates, chemicals should be measured out with pump dispensers. If you do not have any of these ask your manager to deliver them.

Always follow the 'Top Ten Tips for Handling Chemicals'

You will find this list at the back of this section. Always follow the procedures it recommends to reduce the likelihood of an accident. If you would like a laminated copy for display, please ask.

PRODUCT LABELS

It is important that you take time to study the label on each chemical container, it will provide you with all the basic information you will require to use the substance safely.

Let's Look at a Typical Label

1. The first thing to look for is the **hazard** warning sign. A list of the hazard warning signs, what they mean, and in what products you may find them is listed overleaf.
2. The second piece of information is the **risk** phrase. This will tell you how the substance can be absorbed into the body. See overleaf for more information.
3. The third and most important piece of information is the list of **safety precautions** which must be taken. e.g. wear gloves, avoid contact with skin and eyes (i.e. wear gloves and goggles).

NOTE: If you find cleaning chemicals in unlabelled containers, either remove and dispose of the contents in an authorised manner, or label the container in accordance with CPL and CHIP regulations, **but only if you know what it is!** If in doubt, ask the Supervisor/Manager.

SAFETY DATA SHEETS

The product label will provide you with the basic information you require to use the substance safely. However, you will often require more detailed information and this can be found in the **Safety Data Sheets**. All suppliers must, by law, provide you with a Safety Data Sheet for each of the products they supply.

You must ensure you have seen the Safety Data Sheets for each of the products you will be using and that you are fully familiar with their contents. Safety Data Sheets for each of the products you use on your site should be readily available in case of accidents and should therefore be clearly displayed in each cleaner's cupboard.

If you do not have any Safety Data Sheets for any of the products you use on your site, please notify your Supervisor/Manager.

TOP TEN TIPS FOR HANDLING CHEMICALS

1. Always follow the manufacturers instructions. Read the product label and use the correct dilution rate.
2. Always wear the appropriate protective clothing.
3. Never mix chemicals.
4. Always label spray bottles.
5. Always add the product to the water to reduce the risk of splashing.
6. Always replace the cap and wipe container immediately after use.
7. Never return any unused product to the container.
8. Never use food containers or drinking vessels/bottles to store chemicals.
9. Always keep the store clean and tidy.
10. Always lock chemicals away and out of reach of children.

REMEMBER: BLEACH IS BANNED IN SOME ESTABLISHMENTS!

Spillages should be dealt with as per manufacturer's instructions. These can be found on the container and the Product Data Sheet – inform your Supervisor/Manager.

Statement of Company Environmental Policy

It is the policy of Heath & Wiltshire Limited to do all of its business in such a way as to lessen or eliminate any adverse effect on the environment.

In order to achieve this, Heath & Wiltshire Limited will:

- use all good environmental practices in its day-to-day operations;
- use material from sustainable sources;
- use registered waste disposal companies for removal of all waste;
- ensure that all company vehicles meet all emission standards;
- maintain high standards of cleanliness in respect of litter and waste;
- ensure any cleaning agents used are of a biodegradable nature;
- ensure that any chemicals used do not present an environmental hazard;
- minimise and eliminate emissions to the atmosphere such as dusts and carbon dioxide;
- minimise the use of gas and electricity supplies and eliminate any wastage, aim for a 20 per cent reduction in use in the next two years;
- not use chemicals that have a detrimental effect on the ozone layer;
- consider environmental impacts of new work or equipment;
- only work within set hours in residential areas and lessen the impact of any nuisance noise;
- respect all of our clients policies aimed at a better environment;
- employ outside environment specialists should it be necessary;
- give environmental training and instructions to all staff;
- enable any employee to raise environmental issues with management.

MACHINERY

INJURY FROM CLEANING MACHINES

A number of machines used can cause injury if used correctly.

There are some general safety rules which must be observed:

- Only use machines which you have been trained and authorised to use.
- Only use it for the task for which it has been designed.
- Fit the machine with the correct size pad or brush, correctly fitted in accordance with the manufacturer's instructions so that there is no danger of loss of control.
- Ensure the power cable is kept clear of the machine when in use.
- Never allow cables to become fully extended or strained.
- Damaged leads, loose plugs, strange noises or vibrations should be dealt with as follows:
 - Take the machine out of use.
 - Label the machine as needing repair and place in a secure store.
 - Immediately report the fault to your supervisor.
 - **NEVER** try to repair the machine yourself.
 - **DO NOT** use the machine again until an authorised electrician has repaired it.

- Ensure machines are cleaned, maintained and serviced in accordance with the manufacturer's instructions.

ELECTRIC SHOCKS FROM EQUIPMENT

The ratio of fatalities to injuries is greater from electrical accidents than almost all others. The consequences of contact with electricity can be death, electric shock, electrical burns and fires caused by overheating. The measures that should be taken to avoid electrical injury are as follows:

- Always turn off appliances before disconnecting.
- Always turn off and disconnect before servicing the machine in any manner whatsoever.
- Always disconnect from mains after use.
- Never allow cables to trail in water.
- Never pull a machine by its cable.
- Never use electrical equipment with wet hands or gloves.
- Never overload power outlets.
- Never leave machines unattended and switched on.
- Always use the correctly rated fuse.
- Never use a machine if it has a faulty or damaged cable or plug.

Always carry out the inspection checks listed before and after use.

TOP TEN TIPS FOR MACHINERY SAFETY

ALWAYS DISCONNECT EQUIPMENT FROM POWER SOURCE BEFORE CARRYING OUT INSPECTION CHECKS.

1. Check the plug for bent or burnt pins, cracked casing or bare wires.
2. Check cables for cracking, kinking or bare wire.
3. Check that the equipment cable restrainer is in place and working correctly.
4. Check machine casing and switch areas for cracks or damage.
5. Check wheels and carrying handles.
6. Check hoses, nozzles and connectors.
7. Check base plates and floor tools.
8. Check the work area for uneven surfaces, cracked tiles or carpet lifting.
9. Check the electrical test sticker to ensure that it is within its 'Test Date'.
10. Check 1–7 again when the task is finished. Clean and store the machine.

REPORT ALL FAULTS TO YOUR SUPERVISOR/MANAGER LABEL AND SECURELY STORE FAULTY EQUIPMENT AND DO NOT USE UNTIL IT HAS BEEN INSPECTED BY A QUALIFIED ELECTRICIAN.

SLIPS, TRIPS AND FALLS

Slips, Trips and Falls account for approximately 30 per cent of all accidents. It is essential, therefore, that we do all we can to eliminate as far as possible any potential risks which result either from faulty floor maintenance or a lack of due care and attention. Adhere to the following rules to reduce the likelihood of accidents.

1. **Always** put up warning signs before starting work.
2. Programme work to coincide with low levels of pedestrian use. For example, evenings, early mornings and holidays.
3. When wet or damp mopping, leave only an absolute minimum of water on the floor so that it will dry quickly. Leave warning signs in position until the floor is thoroughly dry and 'lock-off' the area if possible.
4. Clean up spillages immediately. Place warning signs and 'lock-off' the area if possible.
5. When water is brought into the building during wet weather, place **warning signs** and mop or wipe dry the floor as soon as possible.
6. Never leave cleaning machinery or equipment in places where they present a trip hazard or obstruction to passers by.
7. Control machine leads so that they do not create trip hazards, either for you or passers by. Place warning signs.
8. Immediately report unsafe floor conditions, e.g. damaged floor tiles or worn carpets, to the Client in Charge or your Manager/Supervisor.
9. Always use the correct products at the right dilution rates.
10. Regularly spray clean emulsion polished floors to keep them clean and grease free. If slippiness continues to be a problem, contact your Manager.
11. Take particular care when carrying machinery and equipment up or down stairs. Ask for help if you need it.
12. Never operate electrical equipment standing on wet floors.
13. When using furniture polish, always spray the polish on to the cloth. Wax polish sprayed directly from the can will cause a slip hazard if it falls on to emulsion polished floors.
14. Keep all floors clean and dust free. Dust on floors can be a major slip hazard, particularly in areas that are not regularly cleaned, e.g. Fire Exits.
15. Never rush around the building.
16. Use handrails where provided.
17. Avoid walking on wet or wet polished floors.
18. Always wear the appropriate footwear.

FALLS FROM LADDERS AND HIGH PLACES

WORKING AT HEIGHTS

There may be circumstances when you will be required to work at height, e.g. window cleaning/high level wall cleaning. Every year many people are seriously injured, some fatally, whilst using step ladders, ladders and working platforms.

Observing the following rules can prevent accidents:

1. **Always** assess the risks before you start work and whether the risks warrant another method. Questions to ask before starting work are listed in the **Cleaning Methods and Techniques** section of **The Heath & Wiltshire Cleaning Policy**.
2. Try to avoid working at heights when you are alone on site. **(Particular care and consideration needs to be given to the issues raised by lone working!)**
3. **Never** climb on furniture or window ledges; always use the appropriate access equipment.
4. **Always** ensure the equipment is in good condition and suited to its use before starting work.
5. **Ensure** ladders are the correct height for the job, are positioned on a firm, level surface and are set at the correct angle. **(75 per cent to the horizontal, 1m per 4 metres – 3' 6" to 14")** of vertical height.
6. **Avoid over-reaching** when working at height and keep thighs between the uprights of the ladder.
7. **Always** ensure, wherever possible, that the ladder is fixed and secured at the top and bottom.
8. Make sure the ladder and soles of your feet are clean – wear appropriate footwear.
9. **Never** use ladders in the wind and rain, unless absolutely necessary.
10. **Never** stand on the top three rungs.
11. **Always** keep both hands free to grip the sides of the ladder. Tools and materials should be raised and lowered by rope if they can't be carried in a belt.
12. If a Tower Scaffold is needed then use it. Check it has been properly erected and maintained before starting work. **See notes on Scaffold Towers in the Cleaning Methods and Techniques** section of **The Heath & Wiltshire Cleaning Policy**.
13. Stepladders should always be extended and opened to their full spread.
14. **Always** take particular care when working near skylights or roof edges.
15. **Always** display warning signs when using ladders.

MANUAL HANDLING

INTRODUCTION

By manual handling we mean transporting or supporting of a load (including putting down, pushing, and pulling, carrying or moving) by hand or bodily force.

Why you should practice correct handling

1. Because the correct procedure helps to take the strain out of moving loads, making the job easier – sprains and strains account for well over half of all injuries reported nationally.
2. Because it helps to avoid injury – the most vulnerable part of the body is the back, and between two-thirds and three-quarters of all adults will suffer from back pain at some time during the course of their working lives.

DON'T be misled into thinking that it won't happen to you because you don't handle heavy loads on a regular basis. **REMEMBER** – injuries can be the result of:

1. *A single incident* – these types of accident often result from a lack of familiarity with safety procedures and incorrect handling techniques.
2. *Doing the same thing many times* – never underestimate the cumulative nature of injuries, back and repetitive strain injuries in particular. Conditions such as rheumatism and fibrosis are often attributed to poor manual handling techniques.

This section is all about handling loads correctly!

BE AWARE OF YOUR BACK AND OTHER DANGER POINTS!

HAIR

(Long hair can get caught or impair vision)

NECK AND SHOULDERS

JOINTS

Elbows, hips, knees, wrists and ankles

HANDS, FINGERS AND THUMBS

KNEES

FEET

THE NEW UK REGULATIONS

Under the new UK Regulations:

EMPLOYERS MUST

Avoid so far as is reasonably practicable, manual handling which could give rise to risk of injury.

Assess any hazardous handling operations that cannot be avoided. The **Heath & Wiltshire Health and Safety Manual** has an example of a **Manual Handling of Loads Checklist**,

Remove or reduce the risk of injury, so far as is reasonably practicable, by using a safe system of work.

EMPLOYEES MUST

Co-operate with the employer in the making and observing of these safe systems of work.

SUMMARY

The overall idea of the Regulations is to reduce the risks of any manual handling operation, as far as is reasonably practicable, usually through discussion between staff and their line manager. A flowchart to provide a structure for this assessment is included in the **Manual Lifting and Handling Operations Guidelines**.

What Do We Mean By An Assessment?

An example is given below:

THE TASK – does it involve:

- Excessive movement of loads?
- Twisting of the body or stooping?
- Risk of sudden movement of load?
- Frequent or prolonged effort?
- Insufficient rest periods?

THE LOAD – is it:

- Heavy?
- Bulky or unwieldy?
- Difficult to grasp?
- Unstable?
- Sharp, hot?

THE ENVIRONMENT – are there:

- Any space constraints?
- Uneven or slippery floors?
- Extremes of temperature?
- Poor lighting conditions?
- Any obstructions in your path?

THE INDIVIDUAL – does the job:

- Require unusual strength?
- Present hazards to people who are pregnant or have a health problem?
- Require any special consideration to be given to a person's age?

DO STAFF NEED TRAINING?

The purpose of this assessment is to identify the risk of injury and to highlight problem areas. If the answer to any part of the above questions is YES, a safe system of work needs to be applied.

WHAT IS A SAFE SYSTEM OF WORK?

A safe system of work is a formal procedure, which will define measures to reduce the risk of injury to the lowest level practicable. It should be written down and kept for reference as long as it remains relevant.

You won't receive a safe system of work for every single job – this would be unrealistic. The assessment will identify types of categories of manual handling operations and establish the risks attached to each. The safe system of work will apply to types of activities.

YOUR PART IN THIS

It is important that you understand how the assessment and a safe system of work are drawn up, because:

- You must expect to be involved in the preparation. We recommend that all Managers liaise with their staff when carrying out assessments and planning safe systems of work.
- You will be asked to contribute if you can, especially by reporting any problems of which you are aware.
- You will be expected to work according to the safe systems of work.

REMEMBER

Before you attempt to move any load:

- Familiarise yourself with and use the safe system of work.

- Size up the job for yourself!

Then, **STOP – THINK – LIFT**

Know your limitations – if you don't think you can manage to move the load, or you find it difficult – GET HELP!

MANUAL HANDLING TECHNIQUES

What follows is a series of instructions of the Dos and Don'ts of how to lift, carry, set down, push and pull correctly.

You must remember there are six basic principles of correct manual handling, which are:

1. **Keep your back straight – lowering your head before lifting and raising it on lifting will help keep your back straight.**
2. **Bend your knees and use your leg muscles.**
3. **Keep the load close to your body.**
4. **Keep your elbows close to your side.**
5. **Use a palm grip.**
6. **Position your feet correctly.**

THE DOs AND DON'Ts OF LIFTING A LOAD

Before Lifting

DO

- Assess the load and plan the move.
- Stand as close as possible to the load.
- Position the load centrally in front of your body.
- Stand with your feet shoulder width apart – one foot slightly in front of the other.

DON'T

- Stoop or twist your body.
- Position the load away from you.
- Stand with your feet together.

IMPORTANT

Assess the weight of the load – lift one corner and rock from side to side. If it feels too heavy, don't attempt to lift it on your own.

Whilst Lifting

DO

- Bend your knees.
- Use both hands to grip the load.
- Lift smoothly in stages using your leg muscles.
- Keep load close to your body.

DON'T

- Change your grip during the lift.
- Handle loads whilst seated.
- Move off without checking that your path is clear and free from obstacles.

THE DOS AND DON'TS OF CARRYING A LOAD

Whilst Carrying

DO

- Keep your back straight.
- Ensure your route is clear.
- Consider the distance (you may need a trolley for more than 10m).
- Keep the load close to your body.
- Keep your elbows tucked in.

DON'T

- Change your grip.
- Twist your body.
- Obscure your vision.
- Attempt to carry the load too far.
- Carry too much (make an extra trip instead).

THE DOS AND DON'TS OF PUTTING DOWN

When Putting Down

DO

- Bend your knees to lower the load.
- Be careful with your fingers.
- Keep your back straight.
- Make sure the load is secure and won't move to become a hazard.

DON'T

- Stoop.
- Twist.

IMPORTANT

Always move your feet to change direction – don't twist your body!

THE DOS AND DON'TS OF PUSHING AND PULLING

Whilst Pushing and Pulling

DO

- Keep your back straight.
- Keep your arms at about waist level.
- Lean in the direction you're going.
- Stand with one foot forward and knee slightly bent; if pulling, the back foot safeguards your balance; if pushing, the front foot safeguards your balance.
- Let your body's weight and your leg muscles do the work for you.
- Always push instead of pull if you can.
- **MAKE SURE THAT YOU CAN SEE WHERE YOU ARE GOING.**

DON'T

- Undertake excessive pulling distances.
- Risk sudden movement of the load – make sure it is secure.

THE DOS AND DON'TS OF LIFTING WITH ONE ARM

When Lifting with One Arm

DO

- Get close to your load.
- Bend your knees and extend your free arm to counterbalance.
- Test the weight before lifting.
- Straighten your legs and extend your arm fully.
- Keep your shoulders level.
- Try to switch hands regularly, depending on distance.

DON'T

- Stretch your arms above your head to lift a load.
- Reach over obstacles.
- Stand on the top step of a short ladder.
- Use a chair or worktop to stand on.

THE DOS AND DON'TS OF LIFTING FROM A HIGH SHELF

Whilst Lifting from a High Shelf

DO

- Make sure you have the right equipment.
- Stand as close as possible to the load.
- Test the weight before attempting to move it.
- Grasp the object firmly and slide it down your body.

DON'T

- Stretch your arms above your head to lift a load.
- Reach over obstacles.
- Stand on the top step of a short ladder.
- Use a chair or worktop to stand on.

PLEASE NOTE – WHEN USING A STEP LADDER

The ladder provides support for the lifter. You can also use the top of the ladder to rest the load, breaking the lift into two stages.

THE DOS AND DON'TS OF LIFTING FROM A CAR BOOT

When Lifting from a Car Boot

DO

- Bend your knees and brace yourself against the car.
- Divide the lift into two stages: first get the load from the well of the boot and set it on the sill; then lift the load from the sill by straightening your legs.
- Remember to keep your back straight.
- When loading the car, put loose files into boxes for ease of transport and divide the weight as much as possible.
- Watch out for the boot lid!

DON'T

- Bend your back.
- Try to pick up too much at once.
- Twist your body to set down the load.

THE DOS AND DON'TS OF LIFTING UNFAMILIAR LOADS

Whilst Lifting unfamiliar loads

DO

- Remember all the basic principles of lifting.
- Check where the weight of the load lies before lifting.
- If possible, slide the load towards you – get it as close to your body as you can.
- Make sure that the heaviest part is closest to your body.

DON'T

- Ever attempt to lift at arm's length.

PLEASE NOTE

If the weight of the load is not evenly distributed, this adds to the hazards of handling. Remember this when dealing with unidentified packaged items.

THE DOS AND DON'TS OF TEAM LIFTING

When Lifting Heavy Items as a Team

DO

- Decide who is going to call instructions.
- Work with someone of similar build and capacity if possible.
- Follow all the basic instructions for a one-person lift, e.g. keeping your back straight, etc.
- Get your timing synchronised.

DON'T

- Block each other's vision or movement.

IMPORTANT

Remember, the capacity of a two-person team is about one and a half times that of a single person – less if steps or slopes have to be negotiated.

CLEANING METHODS AND TECHNIQUES

CLEANING TECHNIQUES AND STANDARDS OF CLEANLINESS

There are **three** key reasons for carrying out cleaning:

1. **Prevention of disease and the spread of disease:** Effective cleaning techniques will ensure that germs are either destroyed or reduced to a level at which they are no longer harmful.
2. **Safety:** A dirty or incorrectly maintained surface may present a safety hazard, e.g. slipping. High dust levels can also be potentially hazardous to health.
3. **Good Appearance:** Clean and well maintained premises create a favourable impression and a clean environment in which to work, as well as protecting the fabric of the building.

In order to make these cleaning processes as efficient as possible there are three things we need:

1. We need to reduce the risk of cross contamination, i.e. the risk of germs being passed from one area to another. This is particularly important so that equipment used in toilet and kitchen areas is clearly marked and not used elsewhere. For this purpose it is necessary to have a colour-coded system for cloths, spray bottles, buckets and mops so that it is clear to everyone which set of equipment is used where. We have included the **Company Colour-Coding System**.
2. We need to define the techniques used to achieve these standards. Using the correct methods and techniques is not only efficient and cost effective but also reduces the possibility of accidents and helps prevent the spread of disease. Refer to this section regularly.

3. We need to define the standards of cleanliness that are acceptable to the premises. In this way, we know what is expected from us, and what standards we have to achieve. By achieving these standards we maximise the prevention of disease, the safety of the premises and its appearance. The specification defines these standards, a copy of which is displayed on site.

COLOUR CODING

To reduce the risk of cross contamination, and in accordance with our recommended policy, a colour-coded system should be followed.

SANITARY AREAS

Cloths – Spray Bottles – Buckets – Mops **RED**

GENERAL CLEANING AREAS

Cloths – Spray Bottles – Buckets – Mops **BLUE**

KITCHEN AREAS

Cloths – Spray Bottles – Buckets – Mops **YELLOW**

**ALL EQUIPMENT MUST BE WASHED
AT THE END OF EACH SHIFT AND STORED
SEPARATELY, ALLOWING CLOTHS AND
MOPS TO AIR DRY.**

CLEANING TASKS

TASK: SANITARY APPLIANCE CLEANING

WASHROOM CARE

What You Need

Warning Signs
Protective Gloves
W.C. Brush
Red Cloth
Spray Bottle
Bucket

Products

Detergent/Disinfectant

Health and Safety Points

Clean and store equipment safely.
Wash cloths and hang to dry.
Wash and dry gloves.

Method

1. Use site warning signs.
2. Ventilate area.
3. Wearing protective gloves, prepare solution adding the product to the water. (Refer to Chemical Wallchart.)

Follow for W.C. Cleaning

5. Flush toilet, reduce water level using W.C. brush to expose water line.
6. Spray detergent/disinfectant solution over all surfaces in and around W.C. Pay particular attention to flush handles, seats (both sides) and lids.
7. Allow 5 minutes contact time.
8. Clean all surfaces using a red cloth cleaning from clean to dirty (top to bottom).
9. Rinse cloth frequently in clean rinse water.
10. Brush toilet bowl. Pay particular attention under the rim and below the water level. Wipe dry all toilet seats.
11. Flush toilets, cleaning the W.C. brush in the bowl at the same time.

Follow for Cleaning Urinals

12. Turn off the water supply if necessary.
13. Ensure water outlet is clear.
14. Spray all surfaces with detergent/disinfectant.
15. Allow 5 minutes contact time.
16. Clean urinal surfaces with W.C. brush and red cloth, cleaning from top to bottom.
17. Rinse cloth frequently in clean rinse water.
18. After cleaning, turn on water supply.

TASK: DUST CONTROL – MOP SWEEPING

FLOOR CARE

What You Need

Warning Signs Protective Gloves
Dustpan and Brush Mop
Suction Cleaner

Products

None

Health and Safety Points

Clean and store equipment safely.
Carry out safety checks before and after use.
Store dust control mop head upright.

Method

1. Use site warning signs.
2. Wearing protective gloves, pick up larger items of litter.
3. Carry out safety checks on suction cleaner.
4. Place mop head flat on to floor.
5. Use only one edge of the mop as your 'leading edge'.
6. Mop sweep edges of room first.
7. Work systematically over the whole area.
8. Keep mop in contact with the floor at all times.
9. Pick up dust and dirt collected by mop with dustpan and brush or suction cleaner.
10. Always thoroughly clean the dust control mop after use with a suction cleaner.
11. Store dust control mop with head off the floor.

TASK: DAMP MOPPING

FLOOR CARE

What You Need

Site Warning Signs
Protective Gloves
Mop and Bucket

Products

Multi-Purpose Detergent

Health and Safety Points

Clean and store equipment safely.
Do not over-wet the floor.
Store mop heads upright.

Method

1. Use site warning signs.
2. Ventilate area.
3. Wearing protective gloves, prepare solution, adding the product to the water. (Refer to Chemical Wallchart.)
4. Mop sweep the area. (See Dust Control Mop Sweeping.)
5. Wearing protective gloves, prepare the solution, adding the product to the water. (Refer to Chemical Wallchart.)
6. With well wrung-out mop cut in parallel to skirtings.
7. Mop remaining area using overlapping passes.
8. Recharge mop with solution as required.
9. For larger areas, change solution frequently.
10. Do not remove warning signs until the floor is dry.

TASK: DRY BUFFING**FLOOR CARE**

What You Need

Site Warning Signs
Protective Gloves
Rotary Floor Machine with pads and brushes
Mop

Products

None

Health and Safety Points

Clean and store equipment safely.
Carry out safety checks before and after use.
Keep cables behind you at all times.

Method

1. Use site warning signs.
2. Wearing protective gloves, pick up large items of litter by hand.
3. Mop sweep area. (See Dust Control Mop Sweeping.)
4. Carry out safety checks on rotary floor machine.
5. Fit floor pad or brush.
6. Commence buffing at far end of area.
7. Cut in parallel to skirtings and fill in remaining area using overlapping passes with the machine.
8. Periodically check conditions of pad and reverse or change as necessary. 'Switch off Power'.
9. Mop sweep the area again.

TASK: SPRAY BUFFING**FLOOR CARE**

What You Need

Site Warning Signs Mop
Protective Gloves Spray Bottle
Rotary Floor Machine with pads and brushes

Products

Multi-Purpose Detergent

Health and Safety Points

Clean and store equipment safely.
Carry out safety checks before and after use.
Do not over-spray adjacent surfaces.
Keep cables behind you at all times.
Wash out pads and hang up to dry.

Method

1. Use site warning signs.
2. Ventilate area.
3. Carry out safety checks on rotary floor machine.
4. Wearing protective gloves, pick up large items of litter by hand.
5. Mop sweep the area. (See Dust Control Mop Sweeping.)
6. Wearing protective gloves, prepare the solution, adding the product to the water. (Refer to Chemical Wallchart.)
7. Spray in short bursts with a fine, even mist approximately 1 metre (3' 6") above the floor.
8. Commence spray cleaning at furthest point from exit, working backwards.
9. Cover a manageable area – two square metres at a time.
10. Cut in parallel to skirtings and fill in remaining area using overlapping passes.
11. Regularly check condition of pad – reverse it or change as necessary. 'Switch off Power'.
12. When task is completed, mop sweep the total area again.

TASK: SPRAY CLEANING**FLOOR CARE**

What You Need

Site Warning Signs Mop
Protective Gloves Spray Bottle
Rotary Floor Machine with pads and brushes

Products

Multi-Purpose Detergent

Health and Safety Points

Clean and store equipment safely.
Carry out safety checks before and after use.
Do not over-spray adjacent surfaces.
Keep cables behind you at all times.
Wash out pads and hang up to dry.

Method

1. Use site warning signs.
 2. Ventilate area.
 3. Carry out safety checks on rotary floor machine.
 4. Wearing protective gloves, pick up large items of litter by hand.
 5. Mop sweep the area. (See Dust Control Mop Sweeping.)
 6. Wearing protective gloves, prepare the solution, adding the product to the water. (Refer to Chemical Wallchart.)
 7. Spray in short bursts with a fine, even mist approximately 1 metre (3' 6") above the floor.
 8. Commence spray cleaning at furthest point from exit, working backwards.
 9. Cover a manageable area – two square metres at a time.
 10. Cut in parallel to skirtings and fill in remaining area using overlapping passes.
 11. Regularly check condition of pad – reverse it or change as necessary. 'Switch off Power'.
 12. When task is completed, mop sweep the total area again.
-

TASK: MACHINE SCRUBBING AND DRYING (1)**FLOOR CARE**

What You Need

Site Warning Signs Mop
Protective Gloves Bucket
Rotary Floor Machine Cloth
with pads and brushes
Suction Cleaner

Products

Scrubbing Grade Pad
Polished Floors: Floor Maintainer or Neutral Detergent
Unpolished Floors: Multi-Purpose Detergent or Neutral Detergent

Health and Safety Points

Clean and store equipment safely.
Carry out safety checks before and after use.
Do not stand on wet floor.
Do not allow cables to come into contact with wet floor.
Keep cables behind you at all times.
Wash out pads and hang up to dry.

Method

1. Use site warning signs.
2. Ventilate area.
3. Carry out safety checks on equipment.
4. Wearing protective gloves, pick up large items of litter by hand.
5. Mop sweep the area. (See Dust Control Mop Sweeping.)
6. Wearing protective gloves, prepare the solution, adding the product to the water. (Refer to Chemical Wallchart.)
7. Apply plenty of solution over 2 square metres (6 sq. ft) area.
8. Commence scrubbing at furthest point from exit, working backwards at a steady, even pace.
9. Cut in parallel to skirtings and fill in remaining area using overlapping passes.
10. Check condition of pad regularly – reverse it or change as necessary. ‘Switch off Power’.
11. DO NOT allow solution to dry on the floor.
12. Remove slurry from floor with wet pick-up or mop and bucket.
13. Wipe skirtings clean with a cloth to remove splashes.
14. Rinse floor with clean water.
15. Allow floor to dry.
16. DO NOT remove warning signs until floor is dry.

TASK: MACHINE SCRUBBING AND DRYING (2)**FLOOR CARE**

What You Need

Site Warning Signs Mop
Protective Gloves Bucket
Rotary Floor Machine Cloth
with pads and brushes

Products

Scrubbing Grade Pad
Polished Floors: Floor Maintainer or Neutral Detergent
Unpolished Floors: Multi-Purpose Detergent or Neutral Detergent

Health and Safety Points

Clean and store equipment safely.
Carry out safety checks before and after use.
Do not remove filters except when being cleaned.
Keep cables behind you at all times.
Wash out pads and hang up to dry.

Method

1. Use site warning signs.
2. Ventilate area.
3. Carry out safety checks on equipment.
4. Wearing protective gloves, pick up large items of litter by hand.
5. Mop sweep the area. (See Dust Control Mop Sweeping.)
6. Wearing protective gloves, prepare the solution, adding the product to the water. (Refer to Chemical Wallchart.)
7. Fill up clean water tank with solution.
8. Commence scrubbing at furthest point from exit, working backwards at a steady, even pace.
9. Start parallel to skirting and fill in the remaining area using overlapping passes of the machine.
10. Check dirty water collection tank regularly.
11. Check condition of pad regularly – reverse it or change as necessary. ‘Switch off Power’.
12. Wipe skirtings clean with a cloth to remove splashes.
13. Rinse floor with clean water.
14. DO NOT remove warning signs until floor is dry.

TASK: FLOOR POLISH APPLICATION (WATER BASED)**FLOOR CARE**

What You Need

Site Warning Signs
Protective Gloves
Mop
Applicator Tray

Products

Metallised emulsion floor polish – use neat

Health and Safety Points

Clean and store equipment safely.
Thoroughly wash and rinse mops and equipment.
DO NOT return any unused polish to container.

Method

1. Use site warning signs.
2. Ventilate area.
3. Check floor is thoroughly clean and dry (follow Floor Polish Stripping procedure) before carrying out this task.
4. **Either** Pour quantity of polish into a bucket or applicator tray, load mop with polish and wring out excess.
Or Pour small amount directly on to the floor.
5. Start at the furthest point from the exit.
6. Apply a thin, even coat, leaving a 23cm (9”) gap at skirtings. Always use new mop or applicator for polish application.
7. Allow to dry thoroughly, approximately 30 minutes.
8. DO NOT force dry.
9. Apply a second even coat at right angles to the first.
10. Allow to dry thoroughly before applying a third or further coats if required. Take polish right up to skirtings on final coat.
11. DO NOT buff for 24 hours.
12. DO NOT remove site warning signs until floor is dry.

TASK: FLOOR POLISH STRIPPING**FLOOR CARE**

What You Need

Site Warning Signs	Mop
Protective Gloves	Bucket
Rotary Floor Machine with pads and brushes	Cloth
Abrasive Edging Pad	Scraper

Products

Stripping/Scrubbing Grade Pad
Floor Polish Stripper

Health and Safety Points

Clean and store equipment safely.
Carry out safety checks before and after use.
Do not stand on wet floor.
Keep cables behind you at all times.
Wash out pads and hang up to dry.

Method

1. Use site warning signs.
2. Ventilate area.
3. Remove furniture.
4. Wearing protective gloves, pick up large items of litter by hand.
5. Carry out safety checks on equipment.
6. Mop sweep the area. (See Dust Control Mop Sweeping.)
7. Wearing protective gloves, prepare the solution, adding the product to the water. (Refer to Chemical Wall Chart.)
8. Apply plenty of solution over 10m x 2m (30' x 6') area to avoid standing on the wet floor.
9. Check recommended contact time on product container.
10. Strip floor using rotary floor machine and suitable floor pad.
11. Cut in parallel to skirting and fill in remaining area with overlapping passes of the machine.
12. Ensure attention is given to removing all old polish from edges using scraper and abrasive edging pad.
13. Remove slurry with wet pick up or mop and bucket.
14. Do not allow floor to dry.
15. Rinse thoroughly using a clean mop and plenty of water.
16. Pick up rinse water.
17. Rinse again with clean water. All traces of stripper must be neutralised or removed.
18. Wipe skirtings with cloth to remove splashes.
19. If necessary repeat the process.
20. Leave windows open. Do not remove site warning signs until floor is dry.

TASK: SEALING – OLEO RESINOUS/POLYURETHANE**FLOOR CARE**

What You Need

Site Warning Signs	Mop
Protective Gloves	Bucket
Applicator Tray	Suction Cleaner
Rotary Floor Machine with pads and brushes	

Products

Oleo Resinous/Polyurethane Seal – use neat (for use only on wood, grainwood and cork floors)

Health and Safety Points

Clean and store equipment safely.
Ensure area is well ventilated.
Carry out safety checks before and after use.

Method

1. Use site warning signs.
2. Ventilate area.
3. Carry out safety checks on rotary floor machine and suction cleaner.
4. Follow instructions for floor stripping. (Refer to Task Sheet.)
5. Allow floor to dry thoroughly – approximately 24 hours.
6. Apply a thin coat of seal to bare patches, working seal well into the floor. Feather in at the edge of patches to existing seal.
7. Allow floor to dry – approximately 24 hours.
8. Dry buff floor using a scrubbing grade pad/mesh disc to remove any imperfections and to provide a key for further thin coats of seal.
9. Remove resulting dust with a suction cleaner.
10. Each coat must be given 24 hours to dry.
11. Dry buff between each coat of seal, removing any resulting dust with a suction cleaner.
12. If possible, allow three days for seal to cure before any further treatment.
13. Wash floor (using neutral detergent) to remove any residual oils, prior to applying emulsion polish.
14. If polish is required follow instructions on applying floor polish. (Refer to Task Sheet.)

TASK: DAMP WIPING**SURFACE CARE**

What You Need

Site Warning Signs
Protective Gloves
Cloth
Bucket (2)
Spray Bottle

Products

Multi-purpose Detergent

Health and Safety Points

Clean and store equipment safely.
Do not over-spray surfaces.
Wash out cloths and buckets after use.

Method

1. Use site warning signs.
2. Ventilate area.
3. Wearing protective gloves, prepare solution, adding the product to the water. (Refer to Chemical Wallchart.)
4. Using a well-wrung out cloth, apply cleaning solution by wiping from bottom to top on vertical surfaces.
5. On flat horizontal surfaces start by damp wiping edges first.
6. Completely damp wipe surface, working with a straight overlapping motion.
7. Rinse out cloth frequently and wring out until just slightly damp.

Trigger Spray Method

1. When using the trigger spray method, do not over-spray the surrounding areas.
2. If necessary, spray the solution directly on to the cloth.
3. On flat horizontal surfaces start by damp wiping edges first. On vertical surfaces wipe from bottom to top.
4. Completely damp wipe surface, working with a straight overlapping motion.

TASK: DUSTING AND POLISHING**SURFACE CARE**

What You Need

Site Warning Signs
Protective Gloves
Cloth
Spray Bottle

Products

Furniture Polish

Health and Safety Points

Clean and store equipment safely.
Avoid polish being sprayed on to floors and electrical items.

Method

1. Use site warning signs.
2. Ventilate area.
3. Wearing protective gloves, prepare solution, adding the product to the water. (Refer to Chemical Wallchart.)
4. Dust/polish from top to bottom, wiping edges first.
5. Use a straight overlapping motion.
6. Turn cloth and respray with polish as necessary.
7. Buff vigorously to a shine, turning your cloth occasionally.

TASK: WALL WASHING**SURFACE CARE**

What You Need

Site Warning Signs Protective Gloves
Masking Tape Dust Covers
Cloth and Sponge Bucket
Spray Bottle Safety Goggles

Products

Multi-purpose Detergent

Health and Safety Points

Clean and store equipment safely.
Do not over reach whilst using access equipment.
Carry out safety checks on access equipment.
Wash out cloths and buckets after use.

Method

1. Use site warning signs.
2. Ventilate area.
3. Cover electrical points with masking tape.
4. Cover floor and furnishings with dust covers.
5. Wearing protective gloves, prepare solution, adding the product to the water. (Refer to Chemical Wallchart.)
6. Using a well-wrung out sponge and cloth, or trigger spray and cloth, wash wall from bottom to top.
7. Use side to side overlapping strokes.
8. Work systematically, covering small manageable areas.
9. Rinse/wipe from top to bottom with a well-wrung out cloth and clean water.
10. Regularly check solution and rinse water and replenish as necessary.

For cleaning areas above shoulder height

11. Use suitable access equipment.
12. Ensure that any steps or access equipment are secure and safe to use.
13. Wear safety goggles to avoid chemicals coming into contact with eyes.
14. Proceed to clean from bottom to top and rinse from top to bottom.
15. Remove masking tape and dust covers when finished.

TASK: HOT WATER EXTRACTION CLEANING**FLOOR CARE**

What You Need

Site Warning Signs
Protective Gloves
Suction Cleaner
Extraction Cleaner
Spray Bottle

Products

Carpet Shampoo

Health and Safety Points

Clean and store equipment safely.
Keep cables behind you at all times.
Do not allow cables to come into contact with wet carpet.
Carry out safety checks before and after use.

Method

1. Use site warning signs.
2. Ventilate area.
3. Remove furniture.
4. Wearing protective gloves, pick up large items of litter by hand.
5. Follow instructions on Task Sheet for Suction Cleaning.
6. Carry out safety checks on extraction.
7. Wearing protective gloves, prepare solution for extraction cleaner, adding the product to the water. (Refer to Chemical Wall Chart.)
8. Prepare solution for trigger spray.
9. Check carpet is secured to the floor.
10. Check for colour fastness by applying dilute solution from trigger spray to an inconspicuous area of carpet.
11. Agitate area with brush and leave for 30 seconds.
12. Blot test area with white tissue. If no colour is transferred, proceed to clean the carpet.
13. Follow instructions on Task Sheet for Spot Stain Removal.
14. Using trigger spray, pre-spray heavily soiled areas and traffic lanes.
15. Spray areas inaccessible to the machine nozzle. e.g. corners and edges – allow 30 seconds contact time then work in solution with brush.
16. Commence extraction cleaning at furthest point from exit.
17. Work systematically in blocks one metre square.
18. Apply solution with consistent steady action, drawing floor tool backwards one metre, release trigger, re-position floor tool at start point with 2" overlap.
19. On completion of square metre, return to initial start point. With trigger released, vacuum moisture from carpet, working in section with 2" overlap.
20. Allow carpet to thoroughly dry before returning furniture to original position (or place furniture on cardboard or plastic squares to avoid indentations).

ONCE DRY, FOLLOW INSTRUCTIONS FOR SUCTION CLEANING.

TASK: WINDOW CLEANING**SURFACE CARE**

What You Need

Site Warning Signs	Protective Gloves
Squeegee	Sponge
Leather or Cloth	Bucket
Access Equipment	Dust Covers

Products

Multi-purpose Detergent

Health and Safety Points

Clean and store equipment safely.
Carry out safety checks on access equipment.
Do not over-reach when cleaning.
Wash out cloths and buckets after use.

Method

1. Use site warning signs.
2. Wearing protective gloves, prepare solution, adding the product to the water.
3. Place dust covers over floor/furniture.
4. Using a wet cloth or sponge, apply solution, starting at top corner. Cut in edges and corners first and fill in remainder of window using overlapping strokes.
5. Remove surplus solution from top edges of window with leather or cloth.
6. With a squeegee, remove remaining solution using straight, overlapping strokes.
7. Wipe blade dry after each stroke.
8. Wipe bottom edge, sill and surround with leather or cloth.
9. If a squeegee is not available, remove solution with a well-wrung leather and buff window with a dry, clean cloth.
10. For cleaning above shoulder height, use suitable access equipment or extending pole.
11. Ensure that any access equipment is secure and safe to use.

TASK: SUCTION CLEANING**CARPET CARE**

What You Need

Site Warning Signs
Protective Gloves
Suction Cleaner
Dustpan and Brush

Products

None

Health and Safety Points

Clean and store equipment safely.
Carry out safety checks before and after use.
Keep cables behind you at all times.

Method

1. Use site warning signs.
2. Carry out safety checks on suction cleaner.
3. Check adjustment of brush or beater bar on suction cleaner.
4. Wearing protective gloves, pick up large items of litter by hand.
5. Hand brush edges and corners of room.
6. Start suction cleaning at furthest point from exit.
7. Work systematically over the entire carpet.
8. Pay particular attention to traffic lanes.
9. Where possible, work against the direction of the carpet pile.
10. Empty dust bag into an outside bin.

TASK: SPOT AND STAIN REMOVAL**CARPET CARE**

What You Need

Site Warning Signs	
Protective Gloves	
Scraper	Cloth
Sponge	Spray Bottle

Products

Multi-purpose Detergent
Spot and Stain Remover

Health and Safety Points

Clean and store equipment safely.

N.B. The area of carpet from which the stain has been removed will be cleaner than adjacent areas. If possible, use an extraction cleaner and shampoo the total area of carpet to produce an overall uniform appearance.

Method

1. Use site warning signs.
 2. Ventilate area.
 3. Wearing protective gloves, work from the outside of the stain to the centre. Carefully remove any residue that is on the surface of the carpet using a scraper or blunt knife.
 4. Where a liquid is present, always blot immediately with a clean absorbent cloth or paper tissue.
 5. Choosing an inconspicuous part of the carpet, check carpet for colour fastness with a spot and stain remover.
 6. Wearing protective gloves, spray a small amount of spot and stain remover on to a cloth or paper tissue and dab in the carpet to check that no colour appears.
 7. Apply spot and stain remover or solution of neutral detergent from trigger spray, spraying from the outside of the stain to the centre and leave for 30 seconds.
 8. Use a nail brush on stubborn areas. Never over-wet and avoid harsh rubbing.
 9. Working from the outside to the centre of the stain, blot the area with clean white tissue or cloth.
 10. Repeat the process until the stain removal is complete.
 11. Rinse stain by applying a fine spray of water from a trigger spray.
 12. Gently agitate the surface to create a foam using a sponge or cloth and finally blot dry.
-

PERIODIC CLEANING

The following list is a reminder of Periodic Cleaning Tasks that you will need to consider in order to maintain the appropriate standards listed on the previous page.

- Inspection of sealed floors
- Strip and re-coat polished floors
- Shampoo carpets
- Machine scrub floors
- Vacuum fabrics (curtains and furnishings)
- Venetian blinds

- Wash non-fabric chairs
- Wash walls, sills and ledges
- Wash waste bins
- Clean light diffusers/fittings
- Internal window cleaning

This list is not exhaustive but will be determined by the needs of the establishment.

TOP TEN TIPS FOR SAFETY IN THE WORKPLACE

1. Always know where emergency phone and First Aid box are located.
2. Always report all accidents and near misses to your Supervisor/Manager.
3. Always follow the evacuation procedures in the event of a fire or other emergencies. Make sure you know them!
4. Always wear correct protective clothing.
5. Always clear up spillages immediately.
6. Always site safety signs when cleaning is in progress.
7. Always follow manufacturer's instructions when using machinery, equipment and chemicals.
8. Always take care when lifting/moving heavy or awkward loads.
9. Always use the access equipment provided. Never stand on chairs, tables or other objects.
10. Always ensure you have been trained in the use of machinery, equipment and chemicals.

**THINK SAFE – WORK SAFE – BE SAFE
IF IN DOUBT ABOUT ANYTHING,
THEN ASK!**

The Heath & Wiltshire Policy of Safe Working Practice

It is the Company's policy that safe equipment shall be used and safe systems of working adopted in safe working places.

The following points should be noted:

All staff are to be aware of the Client's and Heath & Wiltshire's own Workplace Policy Statements on Health and Safety at Work and of their personal responsibilities to ensure, so far as is reasonably practicable, their own health and safety at work and the health and safety of others using the premises.

1. CLEANING MATERIALS AND CHEMICALS

All staff are reminded that there are cleaning materials available to them which contain chemicals that may be dangerous. However, when these are used in the correct manner they are no more dangerous than cleaning materials used in the home. If used incorrectly, however, or without taking proper precautions, they can present a risk. All users of these materials must, therefore, take care at all times when handling them and follow strictly the manufacturer's instructions and any other instructions issued by the Company, including COSHH.

- (a) Always follow the manufacturer's instructions and any other instructions issued by the Company and the Client. The manufacturer's instructions are normally printed on the container. If, by mischance, no instructions appear, advice must be sought from the Supervisor/Manager before the materials are used.
- (b) Protective clothing that is provided must be worn at all times when handling cleaning materials and chemicals.
- (c) Under no circumstances must cleaning materials and chemicals be mixed as this could result in the generation of poisonous fumes. In the event of such an occurrence, the area is to be vacated, with any victims being removed into the fresh air. The Emergency Services should be called to deal with the incident and the removal of the mixture.
- (d) All cleaning materials/chemicals must be securely locked away when not in use.
- (e) Spillages of chemicals should be dealt with as per the manufacturer's instructions. These are normally printed on the container. They can also be found on the product data sheet. It may require the services of a specialist removal agency. If this is the case, you should contact your Manager or Supervisor.
- (f) Before diluting cleaning chemicals always ensure you are wearing the appropriate protective clothing –

goggles, overalls, gloves etc. Ensure the area is well-ventilated and follow the manufacturer's instructions. Before decanting into a spray bottle always ensure it is appropriately labelled. If it isn't, then label it yourself. For the correct dilution rate refer to your Chemical Colour Wallchart (available from Heath & Wiltshire).

- (g) When diluting cleaning chemicals, always add the chemical to the water to reduce the risk of splashing.
- (h) The storage of cleaning materials/chemicals should be kept to a minimum in order to reduce wastage, fire and other risks.
- (i) Other points to consider when storing cleaning materials/chemicals are:
 - Do not stack containers – they may become damaged.
 - Use stock in strict rotation – always use the oldest first.
 - Keep chemicals out of direct sunlight, away from excess heat, and prevent them from freezing.
 - Whenever possible these containers should be recycled or returned to the company.
- (j) Seek advice on draining containers to reduce waste. Heath & Wiltshire has a policy of precautions on the disposal of empty containers.

2. CLEANING EQUIPMENT/ELECTRICAL

Electrical cleaning equipment is not dangerous if properly maintained and used. If used improperly, accidents may occur.

All operators of such equipment must be trained in the correct method of use and must give particular attention to the following points:

- (a) The appropriate warning signs must be displayed before any cleaning task commences.
- (b) Only electrical cleaning equipment which is used regularly, inspected and maintained and in good order is to be used. Before use check the plug to ensure wires are secure. Check the power cable for breaks, cuts etc. A machine with a cracked or faulty plug or cable must not be used. If there is a fault, isolate the machine, attach a 'DO NOT USE' label and report it to your Supervisor/Manager.
- (c) Equipment must only be used for the purpose for which it is designed and in accordance with manufacturer's instructions. If in doubt, contact your Supervisor/Manager.

- (d) A machine must NEVER be left unattended with the power switched on. This is particularly important if there are children on the premises.
- (e) Always ensure the power cable is kept clear of the machine when in use. If the cable should become entangled around the moving parts of the machine then the power must be switched off and the plug DISCONNECTED before attempting to unwind the cable.
- (f) Never jam cables under the doors and never allow them to become fully extended or strained.
- (g) Never allow cables to trail in water.
- (h) Ensure cables across walkways do not create slipping or tripping hazards.
- (i) Extension leads may only be used according to manufacturer's instructions, particularly with reference to power rating. If in doubt, contact your Supervisor/Manager.
- (j) Never use electrical equipment with wet hands or wet gloves.
- (k) Never use any electrical equipment that has exceeded its PAT date. (Portable Appliance Test).
- (l) If a fuse blows, it must be replaced by a new one at the correct rating, which may be determined by referring to the equipment plate or manual. A 'competent' person must only ever replace fuses. If in doubt, contact your Supervisor/Manager.
- (m) Suction cleaners must be emptied and filters cleaned regularly.
- (n) After use, all electrical equipment must be disconnected from the power source, cleaned and stored correctly.
- (o) All electrical equipment should be checked regularly by a competent person. This should be organised by the Supervisor/Manager.

3. MANUAL CLEANING EQUIPMENT

(e.g. mops, brushes, cloths, buckets, sprays etc.)

Manual cleaning equipment must not regularly maintained, used incorrectly or without taking proper precautions may present a risk.

All users of manual equipment must give particular attention to the following points:

- (a) Colour coded cloths / mops / buckets / spray bottles must be used to reduce the risk of cross contamination, thereby reducing the risk of germs being passed from one area to another. It is recommended that establishments use the system outlined in the Chemical Colour Wallchart.
- (b) The appropriate warning signs must be displayed before any cleaning task commences.
- (c) Mop heads must be changed regularly, washed and left to air-dry to minimise unpleasant odours and reduce the risk of cross contamination.
- (d) After use, all manual cleaning equipment must be cleaned and stored safely.
- (e) Spray bottles must be rinsed out regularly to prevent blockages.

4. PROTECTIVE CLOTHING

The correct protective clothing supplied by your Supervisor/Manager should be worn when carrying out cleaning duties.

The following items should be provided in accordance with the Health and Safety at Work Act 1974 and the relevant British Standard where appropriate.

Rubber Gloves – must be worn when carrying out cleaning tasks and/or when handling chemicals.

Overalls/Tabards – must be worn at all times when on duty. Sleeves should be kept rolled down to ensure protection of the lower arms.

Goggles – must be worn when using chemicals, particularly where there is a risk of splashing.

Masks – must be worn in dusty conditions, e.g. boiler rooms and workshops, or under conditions where fumes are given off.

Staff should wear appropriate footwear – not flip flops, sandals or open-toed shoes. If moving furniture as part of your risk assessment, you should consider the need for steel toe-capped footwear.

5. PERSONAL HYGIENE

Uniforms that are provided by Heath & Wiltshire must be worn at all times when on duty, and should be cleaned on a regular basis.

Personal cleanliness should be considered at all times:

- Wash hands after using the toilet.
- Wash hands after wearing rubber gloves.
- Cuts and sores should be covered with a suitable dressing.
- Wash hands after cleaning operations.

6. WORKING AT HEIGHTS

Every year many people are injured, some fatally, whilst using ladders, step ladders and working platforms supported by trestles. Most of these injuries occur because ladders are not securely placed and fixed. Other causes include climbing with loads, over-reaching, or the transfer of slippery substances to ladder rungs from the user's footwear. There is no maximum working height for employees of Heath & Wiltshire where the appropriate access equipment is being used, but you must plan the work and the way to do it from ground level. The temptation to use a ladder for all sorts of work without assessing the risks and whether the risks warrant an alternative method, sometimes leads to an accident. If a Tower Scaffold is needed use it. Contact your Supervisor/Manager if you do not have one available on site.

Before starting work, carry out a written risk assessment in conjunction with the Supervisor/Manager. Particular

consideration needs to be given to the issue of lone working. The types of questions you will need to ask are listed below:

- can the job be done more safely in a different way?
- is the ladder secured to prevent outward or sideways slip?
- what are the conditions at the site of work?
- is there a comfortable work position with safe handholds?
- is the ladder long enough?
- is the ladder so flexible that it may cause loss of balance?
- has the user the ability, the training and the experience to use the equipment with safety?
- is the strength, surface conditions and type of structure suitable to rest a ladder against?
- is the equipment suited to the nature of the work, the type of tools to be used and the weight of the article to be fixed?
- are there any obvious defects visible on the access equipment?
- are the weather conditions – wind, wet ground, ice etc. – likely to increase risk?
- is there a need for a harness to fix to the building, strong point or anchor bolt?

LADDERS

- (a) Make sure the foot of the ladder is on a firm and level surface. Under no circumstances must it be placed upon loose material or other equipment to gain height. Any attachments used to level the feet on sloping surfaces should be firmly fixed. The rung should never be used to support the ladder and take the weight; the uprights are designed for this purpose.
- (b) For the safety of the user, always ensure the ladder cannot slip and wherever practicable the top should be securely fixed. Whatever form of lashing is used, secure by using both uprights.
 - On slippery floors, special care must be taken to prevent movement.
 - Whilst the ladder is being lashed at the top, there should be someone at the bottom rung.
- (c) Always ensure the equipment to be used is in good condition, suited to industrial use, is fitted with non-slip feet and that the inclination of a ladder conforms to the rule of one-in-four inclination, e.g. incline 25 cm to each 1 metre rise (1 foot to each 4 foot rise – 75% to the horizontal).
- (d) Where securing at the top is impractical every effort must be made to prevent the ladder from slipping sideways or outwards, either by sandbags, fixed blocks, or stakes embedded in the ground.
 - Ladder feet can also be fitted with footpads, caps or sleeves.
- (e) If it is impractical to secure a ladder at the top or foot, then a second person must be stationed at the foot to

prevent slip. This precaution is considered to be effective only for ladders of not more than 16 feet in overall length. The person 'footing' should face the ladder with a hand on each side and at least one foot on the bottom rung.

- (f) Ladders should be extended at least one metre (3' 6") (a minimum of 3 rungs) above the landing place or above the highest rung on which the user has to stand, unless there is a suitable handhold to provide similar support. This is essential to reduce the risk of overbalancing when stepping off. NEVER stand on the top three rungs.
- (g) The rung of a ladder is designed to support the weight of a person, plus any light tools he/she may be carrying. Scaffold boards should not be laid on rungs. Only one person at a time should climb a ladder.
- (h) Ladders with wire reinforced rungs must have the reinforcement on the underside when in use.
- (i) If there is any electrical hazard, metal ladders, those with metal stile reinforcement, or wet ladders must not be used.
- (j) Ensure footwear is free from mud, grease, and oil or slip hazards before attempting to climb any ladder.
- (k) If a ladder is contaminated in any way, it should be cleaned before further use.
- (l) Safety dictates ladder stiles be gripped during use. Therefore, only tools which can be carried in a belt or holster may be carried during climbing. All other tools and materials should be raised or lowered on a rope.
- (m) Avoid over-reaching, keep thighs between uprights.
- (n) Do not use painted ladders – the paint may hide defects.

EXTENSION LADDERS

- (a) A ladder can be unsuitable for use in a situation for a variety of reasons such as space available, nature of the work, the physical effort required to raise or lower, or the base on which it will stand allowing slip or slide every with a person 'footing'.
- (b) Extension sections should overlap by a minimum of:
 - Up to 4.88m (16') closed length – 1½ rungs
 - From 4.88m to 6.10m (16' to 20') – 2½ rungs
 - Over 6.10m (20') closed length – 3½ rungs.
- (c) Whenever a ladder is raised or lowered it should be done from the base. Ensure the hooks are properly engaged before use.
- (d) Obtain help in erecting long ladders.

STEP LADDERS

- (a) Step ladders or trestles are not designed for any degree of side loading. They should be extended to the full spread and properly level and stable.
 - Any work should be done at right angles. It should never be carried out from the top plat-

form, neither should overhead work require over-reaching.

- (b) The rear parts of the steps should never be used for foot support.

SCAFFOLD TOWERS

- (a) When using a Scaffold Tower, use the safety rails at all times.
- (b) Never climb up to the platform on the outside of the scaffold. Climbing up or down must be done on one of the four inside corners, by internal ladders.
- (c) Lock or wedge the wheels when the tower is in position.
- (d) Never ride on the tower whilst it is being moved.
- (e) Never throw things up to the platform of the scaffold, nor drop anything down. Use a rope for raising or lowering items necessary for the work in hand.
- (f) Use a Scaffold Tower whenever it is necessary to clean an area which cannot be reached safely by a ladder or stepladder.

ROOFS/SKYLIGHTS

- (a) Working on roofs can be very hazardous and normally cleaners would not be expected to carry out any long-term work on them.
- (b) The appropriate warning signs must be displayed in prominent positions on all fragile roofs and in normal circumstances cleaners should NOT go on this type of roof. Failure to observe appropriate precautions has resulted in a number of serious/fatal accidents when people have fallen through roofs or skylights that have given way under their weight.
- (c) Particular care should also be taken when working around skylights and edges of roofs.

Failure to follow these precautions has resulted in a number of accidents in buildings throughout the country.

7. FLOORS, WALKWAYS, STEPS AND PATHS

Slips, trips and falls account for approximately 30 per cent of all accidents in schools. Floors can, for one reason or another, become slippery and every possible precaution must be taken to prevent this. Programme work to coincide with low levels of pedestrian activity when possible. Problems can be created through faulty floor maintenance and lack of due care and attention.

BEFORE WORK COMMENCES, ALWAYS PUT UP WARNING SIGNS. WHEN COMPLETED AND AREA IS DRY, PUT THEM AWAY.

Accidents will be minimised if the following precautions are taken:

(a) Emulsion Polished Floors

If a polished floor becomes slippery, the surface should receive regular spray cleaning to keep the floor clean and grease free. If slippiness continues to be a problem, it may be necessary to obtain advice from a Heath & Wiltshire Care Manager or Head Office.

(b) Emulsion Polish

Do not walk on wet polish. Put up signs as a warning to others. If it is at all possible, 'lock-off' the area until the polish is dry.

(c) Wet or Damp Mopping

Leave only the absolute minimum of water on the floor so that it will dry quickly. If it is at all possible, 'lock-off' the area until the floor is dry.

(d) Spillage of Food or Water

Clean up every spillage as a matter of urgency, or 'lock-off' the area of the spillage.

(e) Water brought into the building during Wet Weather

The provision of adequate barrier matting will reduce this problem, but wet patches may occur beyond the mat area. These must be mopped or wiped dry as soon as possible.

(f) Outside Steps, Paths etc.

Outside steps and paths must be kept free from litter, leaves or other matter likely to create danger, especially during wet weather.

During inclement weather, the Caretaker/Cleaner must make every effort to provide pathways, giving safe access to and egress from the premises. An adequate supply of sand and rock salt should be kept available for this purpose. Check stocks before the onset of winter.

8. TRIP HAZARDS

A number of accidents occur because of tripping and falling. Every effort must be made to eliminate the hazards and reduce the risks, e.g.:

- (a) brushes, mops, buckets etc. must not be left in corridors, outside doors or anywhere else where people passing by might trip over them;
- (b) cables of mechanical cleaning equipment must be properly stowed when the equipment is not in use;
- (c) distorted link rubber and other types of doormat must not protrude above mat wells. Loose lying mats should be used only in areas where they will not create a hazard, and all badly worn mats must be removed or replaced.

9. SPECIAL HAZARDS

Certain areas have hazards peculiar to them; for instance: laboratories, workshops, potteries. Cleaners must be given specialist guidance from the relevant Head of

Department or subject teacher before cleaning such areas, e.g.:

LABORATORIES

Particular care must be exercised when cleaning laboratory sinks and other areas where chemical residues may exist.

POTTERIES

Particular care must be taken with the cleaning methods adopted. Potteries must never be swept or 'dry dusted' but always vacuumed, using equipment with the appropriate filtration.

WORKSHOPS

Particular care should be taken with regard to slip hazards, dust hazards, swarf (metal shavings) and cleaning around equipment and other accessories.

10. SPECIAL PRECAUTIONS

1. In areas where there is a potential risk of cross-infection, e.g. toilet areas, shower/washroom facilities and gymnasiums, a germicidal disinfectant should be used.
2. In areas where food may be stored, prepared or consumed – such as home economics, kitchens, staff rooms and kitchenettes – a non-tainting bactericidal disinfectant should be used on all food preparation surfaces and catering equipment.

11. ADEQUATE LIGHTING

Whenever the premises are used, appropriate lighting must be provided.

12. MANUAL HANDLING

Manual handling is responsible for a quarter of all accidents reported each year, the most common problem being back injury. Staff may from time to time need to lift, carry and move furniture and equipment. This type of manual handling is now covered by the **Manual Handling Operations Regulations (1992)**. Under these Regulations, manual handling operations **must** be avoided, wherever possible, if the risk of injury exists. Avoidance is not always possible and therefore an assessment of the operation should take place in order to identify and then reduce the risks associated with it, as far as is reasonably practicable. The Supervisor/Manager, with the full co-operation of the staff involved, should carry out this risk assessment.

There is also a need for awareness, information and advice. See the Health and Safety Manual, which includes a flowchart for complying with these regulations and a model check list, or contact your Area Manager for advice.

13. MAINTENANCE TASKS

As part of their duties, Site Managers are sometimes expected to carry out repairs to premises. These will vary

in nature and complexity according to the 'maintenance level' at which each individual is employed. These maintenance tasks should only be attempted:

1. where the person concerned has undergone the necessary training and possesses the appropriate qualifications;
2. where the person concerned is skilled and competent to undertake those duties; and
3. where they are appropriate to the level at which that person is employed.

It is the Company's policy that the installation, test and inspection of fixed electrical installations should only be undertaken by electricians who are on the roll of the **National Inspection Council for Electrical Contracting (NICEIC)**. Similarly, that work on gas systems or appliances is carried out in accordance with the Health and Safety Commission's **Approved Code of Practice and Guidance (L56)** by CORGI registered installers. Regardless of this, alterations to fixed wiring system or gas system/appliances should only be undertaken by approved contractors after consultation.

14. REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES

Establishments keep supplies of Accident Books, which must be completed in all cases of personal injury (however slight) as a result of an accident arising out of, or in connection with, work. There is a statutory requirement to report serious accidents and accidents which cause absence for more than three consecutive days to the Health and Safety Executive.

15. EMERGENCY PLANNING

Ensure that you know and understand the procedures to be followed in emergencies, e.g. fire, gas leaks, bomb alerts, etc.

16. SECURITY

Ensure you know and understand your important role in the clients and the company's security policy. Remember, for example, that you may be working alone and need to know the controls that are in place should you need assistance at any time. Regularly refer to the site security log, where all security incidents should be recorded. Ensure the site is aware of any local precautions that are in place.

These notes, which are designed to safeguard employees and others on the premises, are to be observed by all whom might be required to undertake cleaning or similar operations.

REMEMBER!

USE CLEANING CHEMICALS AND EQUIPMENT IN ACCORDANCE WITH THE MANUFACTURER'S INSTRUCTIONS AND ANY OTHER INSTRUCTIONS ISSUED BY THE COMPANY OR THE CLIENT.

Health and Safety at Work Act 1974

STATEMENT OF COMPANY POLICY

It is the policy of the company that every possible effort be taken to ensure the Health and Safety of all employees so far as is reasonably practicable.

The Directors have overall responsibility for the company Health and Safety policy and training. The Operations Director is responsible for the provision of advice as appropriate.

All employees have a responsibility to support the policy of the company and to conform to all the rules and advice the Company issues from time to time.

Health and Safety training will be given to each employee as part of their documented Induction Training.

In addition to specific Health and Safety training, a copy of the Company's policy will be displayed at every site.

Those employees who have specific responsibilities for Health and Safety must ensure that they are carried out and that, in the event of absence, their responsibilities are assumed by another member of staff.

Employees are expected to contribute towards safe and healthy working conditions and in this regard must report to their immediate supervisor any suspended deficiency or hazard.

Each Manager or Supervisor is responsible for Health and Safety and compliance with Company policy in respect of all contracts and staff under his or her control.

The Operations Director through the Quality Assurance Manager is responsible for all training and review of new products, procedures and the appropriate Health and Safety.

Health and Safety management meetings are integrated into the regular management meetings. Accidents at work are reported, discussed, analysed and acted on as appropriate as are other Health and Safety matters.

This policy will be reviewed annually and from time to time, and employees advised of any changes.

On behalf of the Board

Signed Date

OPERATIONS DIRECTOR

COSHH REGULATIONS

The Act refers to chemicals hazardous to health.

In one form or another this includes not only the cleaning chemicals used in daily tasks, but also many other substances from Tippex on an office desk to the petrol which may be put into a car.

Whilst operatives will already be familiar with the cleaning chemicals used daily, it is important that they acquaint themselves with the characteristics of any new chemical they may use.

BLEACH (sodium hypochlorite) is safe when used correctly by itself, but when mixed with other chemicals can give off harmful and TOXIC fumes.

As a precaution, and despite the fact that there have been no problems to date, it has now been withdrawn from the range of chemicals that are supplied for general use, although it will be available and should be used for the cleaning of blood or body fluid spillages.

The following is a list of cleaning products upon which it is intended to standardise, and operatives should work to the following instructions:

GENERAL HARD SURFACE CLEANERS (IRRITANT)

Use gloves. In case of contact with eyes, rinse immediately with cold water and seek medical advice.

TOILET AND URINAL CLEANER/DESCALER (IRRITANT)

Use gloves. In case of contact with eyes, rinse immediately with cold water and seek medical advice.

CREAM CLEANSER

Sinks, washroom cleaning. Use gloves. In case of contact with eyes wash with cold water and seek medical advice.

HEAVY DESCALERS FOR TOILETS AND URINALS (IRRITANT)

ALWAYS use gloves. This is a strong descaler. In case of contact with the eyes wash immediately with cold water and seek early medical advice.

SPRAY POLISHES (FLAMMABLE)

Polishing furniture – DO NOT SPRAY TOWARDS FACE. Spray on to duster then apply to surface. This comes in a pressurised can, which should be disposed of safely. Keep away from heat sources, and do not puncture.

FOAM CLEANERS (FLAMMABLE)

General hard surface cleaner. Slightly ammoniated. Use in well ventilated area. Wear gloves. Wash eyes with cold water should contact occur and seek medical advice. Never spray towards face. Pressurised can – dispose of safely. Keep cans away from any heat source.

TELEPHONE SANITIZER (FLAMMABLE)

To be used when cleaning and sanitizing telephones only. Do not spray into face or inhale. In case of contact with eyes wash with cold water. Seek medical advice. Pressurised can – dispose of safely. Keep cans away from any heat source.

HEAVY DUTY EMULSION POLISH STRIPPER (AMMONIA FREE – CORROSIVE)

For removing build-up of Metallised and non-Metallised emulsion polish. For use on vinyl, Thermoplastic and wooden floors. Causes burns. Wear suitable gloves, eye and face protection. On contact with skin, wash thoroughly, remove contaminated clothing.

FLOOR STRIPPER (AMMONIA BASED – IRRITANT)

Heavy cleaning duties and stripping metallised polish. Heavy concentration of ammonia. Mix only with cold water to reduce fumes. Use only in well ventilated area. USE GLOVES. In case of contact with eyes or skin wash immediately and seek medical advice.

FLOOR STRIPPER (NON-AMMONIATED – IRRITANT)

Heavy duty cleaner/stripper. Use gloves. Wash off any contact with skin or eyes.

FLOOR SEAL STRIPPER (HARMFUL)

For use on any wood or composite floors for the removal of seals and paints. Use in well ventilated area. Wear heavy duty gloves and eye shield. Avoid inhalation. Contact with skin must be washed immediately with copious amounts of soapy water – remove contaminated clothing.

WOODEN FLOOR SEALS (HIGHLY INFLAMMABLE)

Avoid eye and skin contact.

FLOOR MAINTENANCE PRODUCTS

Floor cleaner/polish for use on vinyl flooring or terrazzo. Use gloves. Wash any contact with eyes or skin in cold water.

GRAFFITI REMOVER (HARMFUL AND FLAMMABLE)

Avoid inhalation. Use in well ventilated area. Do not pierce can.

DISINFECTANTS

Mild, non-caustic disinfectant. Non-poisonous. Used to disinfect and deodorise in one operation. Wash off any contact with eyes and skin. If irritation is apparent seek medical advice.

It is fair to say that all the listed products are safe to use providing you adhere to the following points.

1. Do not use old or unlabelled products.
3. Do not mix chemicals.
4. Wear gloves where appropriate.
5. Use the right chemicals for the job.
6. If in doubt, don't use – ask for advice.
7. Think safe!
8. Report any accident – however trivial.

The list of chemicals and data will be revised from time to time but it is important to note that other chemicals may be in your workplace which are not applicable to the cleaning operation; therefore, it is important that care be taken in dealing with spillages and disposal. Always check with the site manager if you are concerned and ALWAYS read any instructions on the label.

Each contract will have to complete a set of Technical Data Sheets provided by our chemical suppliers. These will be shown to the site manager and kept with a copy of the Heath & Wiltshire Office Care Health and Safety Manual in the cleaner's cupboard. PLEASE READ THESE DOCUMENTS.

Area supervisor/managers will instruct each operative in the safe use of the chemicals we provide.

Operatives not receiving the necessary instruction should telephone the office so that training can be arranged.

An operative's signature on their employment and training form confirm that they have read and understood this booklet.

ADDITIONAL INFORMATION REGARDING LEAD ACID CELL BATTERIES

GENERAL DESCRIPTION

Lead acid cell batteries consist of a parallel array of lead and lead dioxide sheets immersed in dilute sulphuric acid with adjacent sheet separated by a polyethylene leaf contained in a tough polypropylene casing with positive (+) and negative (-) terminal posts.

GENERIC FORMULATION

Main components

Lead (Pb)
Lead dioxide (PbO₂)
Sulphuric acid (H₂SO₄: s.g. = 1.280–1.300)
Lead Sulphate (PbSO₄)
Polypropylene

Flash Point

N/A pH <1 (Sulphuric acid)
T.L.V. 1 mg/H₃ (Sulphuric acid)

Fire Extinguisher Type

CO₂ or dry powder

Protective Clothing

When handling the free electrolyte, goggles, gloves and suitable protective clothing should be worn.

Potential Hazards

GENERAL: Corrosive substance

SKIN: Severely irritating and may cause permanent damage.

In case of contact rinse immediately with plenty of water and seek medical advice.

EYES: Severely irritating and may cause permanent damage.

In case of contact rinse immediately with plenty of water and seek medical attention.

INHALATION: May cause irritation.

If an operative is overcome by fumes, they should be removed into fresh air and allowed to recover.

INGESTION: Corrosive. Severe burning pain in mouth, etc.

Drink copious amounts of water or Milk of Magnesia. Seek medical attention. DO NOT make person vomit.

SPILLAGE AND DISPOSAL

Wear protective clothing, neutralise area with sodium carbonate and wash well with large quantities of water. For battery disposal and further information on handling see British Standard 6133.

STORAGE

Store in a dry, well-ventilated area, well away from hazardous material likely to spontaneous combustion.

Keep out of reach of children.

This product is classified as CORROSIVE.

IMPORTANT BATTERY MAINTENANCE

Batteries must only be recharged with distilled water. **AFTER THE MACHINE HAS BEEN CHARGED AND DISCONNECTED FROM THE CHARGER UNIT.**

Battery cells should not be over-filled – you should add distilled water sufficient to cover the plates in each cell. **DO NOT OVERFILL.**

ACCIDENT BOOK

An Accident Book (B1 150 from HMSO) should be available on all work sites.

The four sections per accident in the book should be completed in full whether the accident happened to a member of staff or a member of the public.

ACCIDENT REPORTING

The following procedures must be followed when an accident, however minor, occurs.

Completed books should be retained for a minimum of three years.

When contracts come to an end it is essential that all accident books are collected and sent to the Company Health and Safety Manager at Heath & Wiltshire.

Who Completes the Book?

Generally, the on-site manager will be the person responsible for completing the book in the event of an accident. Where this is not possible, responsibility should be given to the site supervisor(s), or where necessary the senior employee(s).

All accident reports should be viewed by the site manager to ensure that all details are entered in full, correct, and legible prior to sending a copy to the Company Health and Safety Manager at Heath & Wiltshire.

MINOR ACCIDENTS

In the event of a minor accident occurring on site to either a member of the public or a member of staff it is imperative that the correct procedures are followed; these are:

1. However minor the accident, enter all the details in the Accident Book.
2. Enter facts only and write the details clearly, preferably in capitals.
3. Record details on to the Heath & Wiltshire Accident Report Form (Appendix 1). This form provides the Company with additional information which may be required at a later date (up to three years later).

When completed, send a copy of both the Accident Book and the completed Heath & Wiltshire Accident Report Form to the Company Health and Safety Manager at head office.

POINTS TO REMEMBER

1. Do not delay investigation of an accident; all accidents, no matter how minor they at first appear, may well result in litigation against the Company. Therefore, it is essential that all information/eye witness statements etc. are obtained as soon as possible.
2. Do not admit negligence to the injured party. This could cause complications later.
3. Too much information is much better than too little. Photographs or drawings of the accident area are of great assistance if they can be obtained, especially if they indicate any safety measures taken at the time.

HOW TO FILL OUT AN ACCIDENT REPORT

This is an example of how to fill out Accident Form B1 510:

- BOX 1:** Details about the person who had the accident.
BOX 2: Details about the person filling in the book.
BOX 3: Details about where and when the accident happened.
BOX 4: Details about how the accident happened and injuries, if any, sustained.

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

PROCEDURE

Where any person “as a result of an accident arising out of or in connection with work”:

- (a) dies
- (b) suffers certain specified injuries or diseases
- (c) or where there is a dangerous occurrence
- (b) and (c) are explained in detail later.

The responsible person* must:

- (i) notify the enforcing authority immediately (telephone)
- (ii) report the details to the enforcing authority within 7 days (including day of the accident) using:
 - Form F2508 (HMSO) – Injuries
– Dangerous Occurrences
 - Form F2508A (HMSO) – Disease

Records of all reported injuries, occurrences and diseases must be kept, for a minimum of three years, at the place of work. Copies of the report form sent are acceptable as records.

Accident Book B1510 can be used as an alternative record.

* Responsible person: Contracts Manager, Heath & Wiltshire Office – 01256 406696.

PENALTY

Failure to notify/report can result in a maximum fine of £2,000.

NOTE: Enforcing Authorities are either:

For **factories** etc. – Health and Safety Executive (H.S.E.)

For **Office, Shop, Railway Premises** – Environmental Officer – Local Council.

If in doubt, send to H.S.E.

REGULATION THREE

Notifiable Injuries and Conditions (Form F2508)

1. Death of an employee through injury (see also Belated Death).
2. Fracture of skull, spine, pelvis.
3. Fracture of any bone in the arm or wrist (but not in the hand).
4. Fracture of any bone in the leg or ankle (but not in the foot).
5. Amputation of a hand or foot.

6. Amputation of a finger, thumb or toe, or any part thereof if the joint or bone is completely severed.
7. Loss of sight of an eye.
8. Chemical burn to an eye.
9. Hot metal burn to an eye.
10. Penetrating injury to an eye.
11. Injury (including burns) requiring immediate medical treatment, or causing loss of consciousness resulting, in either case, from electric shock, from any electrical circuit or equipment, whether or not due to direct contact.
12. Loss of consciousness resulting from lack of oxygen.
13. Decompression sickness requiring immediate medical treatment.
14. Acute illness requiring medical treatment, or loss of consciousness resulting in either case, from the absorption of any substance by inhalation, ingestion or through the skin.
15. Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a pathogen or infected material.
16. Any other injury which results in a person injured being admitted to hospital for more than 24 hours.
17. Where a person is “incapacitated for work of a kind which he might reasonably be expected to do for **more than 3 consecutive days** because of an injury resulting from an accident at work”. The responsible person must report the accident to the enforcing authority.

NOTE

The 3 day qualifying period does not include the day of the accident, but does include any days which would not normally be worked (e.g. the weekend).

EXAMPLE:

Accident on Friday – reportable on Tuesday.

REGULATION FOUR

Belated Death of an Employee (Form F2508)

Where an employee, as a result of an accident at work has suffered an injury or condition which is a cause of his death within one year of the date of the accident, the employer shall inform the enforcing authority in writing as soon as it comes to his knowledge, **whether or not the accident has been reported previously**.

REGULATION THREE

Notifiable Dangerous Occurrences (Form F2508)

LIFTING MACHINERY ETC.

Collapse, overturning or failure of any load bearing part of any lift, hoist, crane, derrick or mobile powered access platform etc.

PRESSURE VESSELS

Explosion, collapse or bursting of any closed vessel, including a boiler or boiler tube, in which the internal pressure was above or below atmospheric pressure, which might have been liable to cause death of, or injuries to any person, or which resulted in the stoppage of the plant involved for more than 24 hours.

ELECTRICAL SHORT CIRCUIT

Electrical short circuit or overload attended by fire or explosion which resulted in the stoppage of the plant for more than 24 hours, which might have been liable to cause death of any of the injuries or conditions listed on pages 30 and 32.

EXPLOSION OR FIRE

An explosion or fire occurring in any plant or place which resulted in stoppage of that plant or suspension of normal work for more than 24 hours, where such explosion or fire was due to the ignition of process materials, their by-products (including waste) or finished product.

ESCAPE OF FLAMMABLE SUBSTANCES

The sudden uncontrolled release of one tonne or more of highly flammable liquid (within the meaning of Regulation 2(2) of the Highly Flammable Liquids and Liquefied Petroleum Gases Regulations 1972), flammable gas, or flammable liquid above its boiling point from any system or plant or pipeline.

COLLAPSE OF SCAFFOLDING

Collapse or partial collapse of any scaffold which is more than 5 metres high which results in a substantial part of the scaffold falling or overturning and where the scaffold is slung or suspended, a collapse or partial collapse of the suspension arrangements (including outrigger) which causes a working platform or cradle to fall more than 5 metres.

COLLAPSE OF BUILDING OR STRUCTURE

Any unintended collapse or partial collapse of:

- (a) any building or structure under construction, reconstruction, alteration or demolition, or of any false work, involving a fall of more than 5 tonnes of material; or
- (b) any floor or wall of any building being used as a place of work, not under construction, reconstruction, alteration or demolition.

ESCAPE OF A SUBSTANCE OR PATHOGEN

The uncontrolled or accidental release or the escape of any substance or pathogen from any apparatus, equipment, pipe-work, pipeline, process plant, storage vessel, tank etc. which might have been liable to cause death of or any injury or condition, listed on pages 30 and 32 or other damage to the health of any person.

EXPLOSIVES

Any ignition or explosion of explosives, where ignition or explosion was not intentional.

FREIGHT CONTAINERS

Failure of any freight container or failure of any load bearing part thereof while it is being raised, lowered or suspended.

PIPELINES

- (a) The bursting, explosion or collapse of a pipeline or any part thereof.
- (b) The unintentional ignition of anything in a pipeline, or of anything which immediately **before it was ignited was in a pipeline.**

CONVEYANCE OF DANGEROUS SUBSTANCES BY ROAD

- (1) Any incident:

In which a road tanker or tank container used for conveying a dangerous substance by road

- (a) overturns;
- (b) suffers serious damage to the tank;
- (c) allows uncontrolled release of the dangerous substance;
- (d) a fire which involves the dangerous substance being conveyed.

- (2) Any incident involving a vehicle conveying a dangerous substance by road, other than a vehicle as stated above, where there is:

- (a) an uncontrolled release or escape from any package or container of the dangerous substance;
- (b) fire which involves the dangerous substance being conveyed.

BREATHING APPARATUS

Any incident where breathing apparatus whilst being used to enable the wearer to breathe independently of the surrounding environment, malfunctions or becomes defective in such a way as to be likely to deprive the wearer of oxygen, or to expose the wearer to the contaminated atmosphere.

OVERHEAD ELECTRIC LINES

Any incident in which plant or equipment either comes into contact with uninsulated overhead electric line in which the voltage exceeds 200 volts, or causes electrical discharge from such an electrical line by coming into close proximity to it, unless the incident was intentional.

ACCIDENTAL COLLISION

Any case of an accidental collision between a locomotive or a train and any other vehicle at a factory or dock premises, which might have been liable to cause the death of, or any injuries as listed on page 30.

REGULATION FIVE

Reportable Diseases (Form F2508A)

The requirement to report a reportable disease will only arise when the responsible person has received a **written statement prepared by a registered medical practitioner** diagnosing the disease as one of those specified.

POISONING BY ANY OF THE FOLLOWING:

Acrylamide
Arsenic
Benzene
Beryllium
Cadmium
Carbon Disulphide
Diethylene Dioxide (dioxan)
Ethylene Oxide
Lead
Manganese
Mercury
Methyl Bromide
Nitrochlorobenzene
Oxides of Nitrogen
Phosphorus

SKIN DISEASES

- (a) Chroma alteration of:
 - (i) nose or throat
 - (ii) skin of hand or forearm
- (b) Folliculitis
- (c) Acne
- (d) Skin Cancer
- (e) Inflammation, ulceration or malignant disease of the skin

LUNG DISEASE

- (a) Occupational Asthma
- (b) Extrinsic Alveolitis
- (c) Pneumoconiosis
- (d) Byssinosis
- (e) Mesothelioma
- (f) Lung Cancer
- (g) Asbestosis
- (h) Cancer of the Bronchus

INFECTIONS

- (a) Leptospirosis
- (b) Hepatitis
- (c) Tuberculosis

- (d) Any illness caused by a pathogen
- (e) Anthrax

OTHER CONDITIONS

- (a) Malignant disease of the bones
- (b) Blood dyscrasia
- (c) Cataracts
- (d) Decompression sickness
- (e) Barotrauma
- (f) Cancer of the nasal cavity or air sinuses
- (g) Angiosarcoma of the liver
- (h) Cancer of the urinary tract
- (i) Vibration white finger

REGULATION TEN

Vehicles

The requirements relating to death, injury or condition of a person as a result of a road accident, does not apply UNLESS that person:

1. was killed or suffered an injury as a result of exposure to a substance being conveyed by a vehicle;
2. were either engaged in, or was killed or injured etc. as a result of the activities of another person, who was at the time engaged in loading or unloading;
3. were engaged in, or were killed or injured etc. as a result of the activities of another person, who, at the time of the accident was engaged in work on or alongside a road. Work concerned with the construction, demolition, alteration, repair etc. of:
 - (a) the road, or markings or equipment
 - (b) the verges, fences, hedges, etc.
 - (c) pipes or cables under or over the road
 - (d) buildings or structures adjacent.

RIDDOR

General Information

1. It is required that all reports are submitted by a responsible person – the responsible person is always the employer (i.e. the Manager of the unit). This rule applies even where the accident occurs during working hours but away from the “home” premises – as frequently happens in the case of drivers, delivery men, sales representatives etc.
2. If another firm’s employee is involved in an accident at our premises, we are not the “responsible person” in that case.

In these circumstances we should inform the injured person’s employer of the fact of the accident, so that he is then in a position to act as the “responsible person” and notify the appropriate authority.

This interchange of information between the occupier of the premises where the accident has taken place, and the employer of the injured person, is not a legal requirement, but is included as a recommendation in the Government Guidelines.

APPENDIX 1

Letter to the Employer of a Person Injured in an Accident which occurred at our premises or on premises for which Heath & Wiltshire is responsible for during cleaning etc.

Dear Sir

Under the provisions of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulation 1985, employers are required to inform the enforcing authority of notifiable accidents involving injury to their employees.

So that you can comply with the Regulations, we give below details of an accident which occurred at the named premises, and which involved injury to one of your/our employees.

Yours faithfully

Branch Manager/Director

Particulars of Accident

Name and address of premises where the accident happened

Name of injured person

Nature of injury

Date of accident

Time

Description of accident

.....

.....

NOTES



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