

Tatry Group Ltd  
**Health & Safety Method Statements**

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## Core method statements

### Damp dusting of horizontal and vertical surfaces

#### EQUIPMENT REQUIRED

1. Colour-Coded Bucket
2. Colour-Coded Cloth
3. 'Vileda' Cloth
4. Rubber Gloves
5. General Purpose Detergent such as Hard Surface Cleaner or similar

#### HEALTH & SAFETY

1. Ensure the colour coding system is followed at all times
2. Never mix cleaning agents, as poisonous gases could result (refer to manufacturers' instructions)
3. Do not climb on furniture (such as chairs or desks), and do NOT overreach
4. All equipment should be left clean, dry and tidy in the storage area after use.

#### METHOD

1. Put on rubber gloves
2. Prepare the cleaning solution in accordance with the manufacturer's instructions
3. Ensure the bucket is always placed sensibly and does not present a hazard to others
4. Dampen or rinse a cloth in the cleaning solution – wring out the cloth as much as you can so that it is barely damp
5. Remove items from the surface to be cleaned
6. To Damp Dust flat surfaces, wipe in straight lines cleaning the edges first
7. Wipe the main surfaces in a figure of eight pattern
8. Frequently turn the cloth and rinse in the cleaning solution
9. Ensure the surface is left as dry as possible with an even finish (not streaky!)
10. Change the cleaning solution when it becomes soiled
11. Use the chosen cleaning solution to remove any grease marks or stubborn stains
12. Replace items on to the clean surface
13. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
14. Remove gloves and wash hands

## **Damp mopping / single solution mopping**

### **EQUIPMENT REQUIRED**

1. Colour-Coded Bucket with Compatible Wringer
2. Rubber gloves (may be colour-coded, depending upon the environment)
3. Colour-Coded Mop Handle
4. Colour-Coded Mop Head
5. Warning Signs
6. Floor Cleaner or General Purpose Detergent

### **HEALTH & SAFETY**

1. Work in small sections to prevent overstretching
2. Ensure the area is first swept or Vacuum Cleaned
3. When mopping a corridor, mop half first, leaving a clearly identified dry area for people to walk on
4. Do not over-wet the floor
5. If mopping stairs, ensure the area is cordoned off, and warning signs are displayed
6. All equipment should be left clean, dry and tidy in the storage area after use

### **METHOD**

1. Put on rubber gloves
2. Display the warning signs in the area, ensuring all signs are visible
3. Sweep or vacuum the floor
4. Prepare the cleaning solution in accordance with the manufacturer's instructions
5. Attach the mop head to the mop handle
6. Submerge the mop into the cleaning solution and remove excess solution from the mop in the Wringer
7. Mop the floor in 1-2 metre square sections
8. Mop the edges of the floor with a straight stroke, using a figure-of-eight (8) pattern, turning the mop frequently, leaving the floor as dry as possible after cleaning the rest of the section
9. Avoid splashing other surfaces and remove any splashes that do occur
10. On completion, empty mop buckets in the designated sluice and wash out mops – hang up to dry
11. After use, all equipment should be checked, cleaned, dried and returned to the storage area
12. Remove gloves and wash hands

### Dust control mopping / sweeping

#### EQUIPMENT REQUIRED

1. Dustpan and Brush (may be colour-coded, depending upon the environment)
2. Dust Control System Floor Cloth/Mop (may be colour-coded, depending upon the environment) & frame
3. Rubber gloves (may be colour-coded, depending upon the environment)
4. Scraper (for chewing gum, etc.)
5. Warning Signs

#### HEALTH & SAFETY

1. Do not carry out any task unless you have received appropriate training
2. Do not use any equipment or cleaning product unless you have received appropriate training
3. All equipment should be left clean, dry and tidy in the storage area after use

#### METHOD

1. Put on protective rubber gloves
2. Display warning signs in the area where you are working, ensuring all signs are visible
3. Attach the floor cloth/mop to the dust control tool
4. Pick up all large items of litter
5. Use a scraper to remove any chewing gum
6. Starting with the edges, dust the area using an overlapping figure-of-eight pattern
7. Dust from the furthest point and work towards the door
8. The floor cloth should be kept in contact with the floor at all times

### Flat mopping

#### EQUIPMENT REQUIRED

1. Bucket with Compatible Wringer (may be colour coded, depending upon the environment)
2. Rubber gloves (may be colour coded, depending upon the environment)
3. Mop handle (may be colour coded, depending upon the environment)
4. Microfiber mop head (may be colour coded, depending upon the environment)
5. Warning signs
6. Floor cleaner /detergent

#### HEALTH & SAFETY

1. Work in small square sections to prevent over stretching
2. Ensure the area is first swept or vacuum cleaned
3. When mopping a corridor, mop half first leaving a clearly identified dry area for people to walk on
4. Do not over wet floor
5. If mopping stairs, ensure area is cordoned-off and warning signs are displayed
6. All equipment should be left clean, dry and tidy in storage area after use

#### METHOD

1. Wash hands and put on gloves
2. Display the warning signs in the area, ensuring all signs are visible
3. Sweep or vacuum the floor area
4. Prepare the cleaning solution in accordance with the manufacturers' instructions
5. Attach the flat mop head to the mop handle

## Handwash basin

### EQUIPMENT REQUIRED

1. Colour-Coded Bucket
2. Colour-Coded Labelled Spray Bottle
3. Colour-Coded Cloth
4. Rubber Gloves
5. Bottle Brush
6. Non-Abrasive Pad
7. Warning Signs
8. General Purpose Detergent / General Surface Cleaner or Bath/Washbasin/Shower/Bidet Cleaner

### HEALTH & SAFETY

1. Ensure colour coding system is followed
2. Never mix cleaning agents, as poisonous gases could result (refer to manufacturers' instructions)
3. Display warning signs and ensure they are clearly visible
4. All equipment should be left clean, dry and tidy in storage area after use

### METHOD

1. Wash hands and put on gloves
2. Display the warning signs in the area, ensuring all signs are visible
3. If possible, ventilate the area
4. Prepare the cleaning solution in accordance with the manufacturers' instructions
5. Remove any hair or other items from the plug, plug-hole and plug chain
6. Dampen or rinse a cloth in the cleaning solution and wring out well
7. Start cleaning from outside and work towards the inside
8. Wipe the surrounding surfaces of the bowl, including wall tiles, ledges, pipes, underneath the basin, paper towel dispenser, soap dispenser
9. Wipe the inside of the bowl, including the plug, plug chain, taps and overflow with a cloth rinsed and wrung out in the cleaning solution
10. With running tap water, rinse the basin thoroughly, directing water into the overflow
11. Clean the overflow with a bottlebrush
12. Repeat as necessary to remove any built-up soap/grease
13. Frequently rinse the cloth in the cleaning solution.
14. Change the cleaning solution when it becomes soiled
15. Polish stainless steel or chrome
16. After use, all equipment should be checked, cleaned, dried and returned to the storage area
17. Remove gloves and wash hands

### High level dusting

#### EQUIPMENT REQUIRED

1. Vacuum cleaner with hose & tools
2. Telescopic pole with static dust-mop
3. If required, suitable Access Equipment for example, Platform, Step Ladder
4. Warning Signs
5. Feather Flix/Duster
6. Rubber Gloves

#### HEALTH & SAFETY

1. If possible, always work from floor level rather than use access equipment
2. NEVER climb on chairs or furniture
3. Place warning signs in the area where you are working
4. If Access Equipment is required, check it carefully before use and when moving from one area to another
5. Check pictures, hangings and clocks are secure
6. Do not over-stretch when using the telescopic pole or feather-flix
7. Do not overreach
8. All equipment should be left clean, dry and tidy in storage area after use

#### METHOD

1. Wash hands and put on gloves
2. Assess the most suitable method for removing dust (i.e., using a vacuum cleaner + tools or a pole/feather flix)
3. If using a vacuum cleaner, ensure you follow the Method Statement for 'Vacuum Cleaning'  
Fix static head onto the telescopic pole and adjust to the correct height
5. Hold the telescopic pole and draw the head along top surfaces; pipes, ledges around light fittings and window ledges ensuring no dust falls down
6. As dust accumulates, replace the static head or vacuum as appropriate
7. After use, all equipment, warning signs, etc. should be checked, cleaned, dried and returned to the storage area
8. Remove gloves and wash hands

### Internal glass

#### EQUIPMENT REQUIRED

1. Colour-Coded Cloths
2. 'Vileda' Window Cloth
3. Rubber Gloves
4. Labelled Spray Bottle
5. Glass Cleaner
6. General Purpose Detergent or General Surface Cleaner

#### HEALTH & SAFETY

1. Ensure colour coding system is followed at all times
2. Never mix cleaning agents, as poisonous gases could result (refer to manufacturers' instructions)
3. External window cleaning procedure can be used for internal glass
4. Report any defects to your supervisor
5. If cleaning an electric-movable door, then switch it off before cleaning
6. All equipment should be left clean, dry and tidy in storage area after use

#### METHOD

1. Put on rubber gloves
2. Prepare the cleaning solution in accordance with the manufacturers' instructions
3. Spray the Glass Cleaner or cleaning solution onto the cloth
4. Wipe the glass surface, starting from the top and working down in a figure-of-eight pattern covering all of the surface
5. Buff to a shine with a second cloth to remove smears



## Toilet partitions and ceramic tiles

### EQUIPMENT REQUIRED

1. Colour-Coded Bucket
2. Colour-Coded Cloth
3. Rubber Gloves
4. Labelled Spray Bottle
5. If required, suitable Access Equipment for example, Platform, Step Ladder
6. Warning Signs
7. General Surface Cleaner or General Purpose Detergent

### HEALTH & SAFETY

1. If possible, always work from floor level rather than use access equipment
2. Check access equipment carefully before use and when moving from one area to another
3. Check the condition of the wall, paint or finish to ensure suitability of cleaning agent
4. Avoid splashes of General Surface Cleaner on furniture, curtains or floor
5. Report any damage to surfaces to your supervisor
6. Do not over-stretch or over-reach
7. All equipment should be left clean, dry and tidy in storage area after use

### METHOD

1. Put on rubber gloves
2. Display the warning signs in the area, ensuring all signs are visible
3. Assemble the equipment and check for safety
4. Prepare the cleaning solution in accordance with manufacturers' instructions
5. Ventilate the area – open the windows and/or doors
6. High dust to remove loose dust and dirt (refer to the High Dusting method statement)
7. Clean the partitions/ceramic tiles by:
  - applying the cleaning solution to the surface, wiping from bottom to top
  - allowing a short time for the cleaning agent to work
  - rinse/wipe from top to bottom, to leave the wall as dry as possible
8. Remove drips and runs as they occur
9. Ensure the surface is clean, dry and smear-free – consider using a 'Window Cloth' if necessary to obtain a satisfactory finish
10. After use, all equipment should be checked, cleaned, dried and returned to the storage area
11. Remove gloves and wash hands

### Polishing wooden furniture

#### EQUIPMENT REQUIRED

1. Colour-Coded Cloths
2. Rubber Gloves
3. Damp Dust System (refer to the Damp Dusting Method Statement)
4. Furniture Polish

#### HEALTH & SAFETY

1. Ensure that aerosol products are functioning properly – do not use any container that is defective in any way
2. Make sure aerosols are used safely, don't press the release button without first making sure that button is pointing in the right direction (and not towards your face/eyes!)
3. All equipment should be clean and dry and tidy before use

#### METHOD

1. Plan work route, when necessary, remove furniture and equipment
2. Put on rubber gloves
3. Remove items from the surface to be cleaned
4. Damp dust all surfaces (refer to the Damp Dusting method statement)
5. Apply the furniture polish to the cloth (and not directly onto the surface being polished)
6. Polish the furniture, wiping in overlapping straight lines
7. Buff to a shine with a second cloth
8. Replace items on to the clean surface
9. After use, all equipment should be checked, cleaned, dried and returned to the storage area
10. Remove gloves and wash hands

### Telephones

#### EQUIPMENT REQUIRED

1. Colour-Coded Bucket
2. Colour-Coded Cloth
3. 'Vileda' Cloth
4. Rubber Gloves
5. General Purpose Detergent such as Hard Surface Cleaner or similar
6. Ready-to-use Telephone Sanitiser

#### HEALTH & SAFETY

1. Ensure colour coding system is followed at all times
2. Never mix cleaning agents, as poisonous gases could result (refer to manufacturers' instructions)
3. Do not climb on furniture (such as chairs or desks) and do NOT overreach
4. All equipment should be left clean, dry and tidy in storage area after use

#### METHOD

1. Put on rubber gloves
2. Prepare the cleaning solution in accordance with the manufacturers' instructions

##### Dusting

3. Remove dust from the telephone and handset using an appropriate cloth
4. Replace the telephone handset as you found it

##### Cleaning

5. Following the colour coding system in use, rinse the cloth in the cleaning solution and wring-out until as dry as possible
6. Wipe over the telephone and handset to remove accumulated grease, make-up and other dirt
7. Ensure the telephone is left completely clean and free of streaks
8. Replace the telephone handset as you found it

##### Sanitising

9. Telephones should only be sanitised AFTER they have been thoroughly cleaned (as above)
10. Spray a small amount of the telephone sanitiser onto an appropriate coloured cloth (or paper tissue)
11. Wipe over all surfaces of the telephone, paying particular attention to the handset
12. Ensure the telephone is left completely clean and free of streaks
13. After use, all equipment should be checked, cleaned, dried and returned to the storage area
14. Remove gloves and wash hands

## Toilet / urinals / sluice

### EQUIPMENT REQUIRED

1. Colour-Coded Bucket
2. Colour-Coded/Labelled Spray Bottle
3. Colour-Coded Cloth
4. Rubber Gloves
5. Toilet Brush
6. Non-Abrasive Pad
7. Warning Signs
8. General Surface Cleaner, Toilet Bowl Cleaner and/or Toilet Descaler

### HEALTH & SAFETY

1. Ensure colour coding system is followed
2. Never mix cleaning agents, as poisonous gases could result (refer to manufacturers' instructions)
3. Display warning signs and ensure they are clearly visible
4. Do not splash walls and fixtures
5. Take care when cleaning behind the toilet and underneath pipes and beware of foreign/sharp objects
6. Do not scratch with abrasive items as scratches may harbor harmful bacteria
7. Report faults and damages to your supervisor immediately
8. All equipment should be left clean, dry and tidy in the storage area after use

### METHOD

1. Put on rubber gloves
2. Assemble the equipment and check for safety
3. Display the warning signs in the area, ensuring all signs are visible
4. If possible ventilate the area
5. Prepare the cleaning solution in accordance with manufacturers' instructions
6. Flush the toilet with the seat lid down. Lower the water level using the toilet brush by pushing the water back down the U-bend to expose the water line
7. Apply the cleaning agent to the inside of bowl, including under the rim and allow to soak (leave the toilet brush in the bowl)
8. Remove any splashes or marks from the wall
9. Dampen or rinse a cloth in the cleaning solution and wring out well
10. Start cleaning at the highest point and work towards the lowest, from outside to the inside and from clean to dirty
11. Wipe outside and around the toilet bowl, including the toilet roll holder, pipe-work, sanitary bins, cistern, toilet seat lid, top and underneath and hinges, (including sanitary bins)
12. Frequently rinse the cloth in the cleaning solution (change solution regularly)
13. Scrub the toilet bowl with the toilet brush, particularly any stains, water lines and under rims
14. If lime-scale is evident, repeat the cleaning process using a suitable de-scaling product
15. Flush the toilet, rinsing the brush in flushing water
16. Wipe the brush holder and replace the brush
17. Wipe the toilet seat and flush handle with the cloth, then close the lid
18. After use, all equipment should be checked, cleaned, dried and returned to the storage area
19. Remove gloves and wash hands

## Vacuum cleaning

### EQUIPMENT REQUIRED

1. Rubber Gloves
2. Vacuum Cleaner (Cylinder or Upright)
3. Attachments for the vacuum cleaner (Crevice Tool, upholstery tool, floor Tool)
4. Warning Signs

### HEALTH & SAFETY

1. Do not use any equipment unless you have received specific training in how to use it from the company
2. Check the power supply cables and plug for damage – if damage or defects are found, attach a DO NOT USE label and report to your Supervisor or Area Manager
3. Check the PORTABLE APPLIANCE TEST (PAT) label – do not use any equipment that has not been tested within the last 12 months – attach a DO NOT USE label and report to your Supervisor / Area Manager
4. When using electrical equipment, a circuit breaker should be used if appropriate
5. BEFORE plugging a machine into an electric socket, make sure the switch is in the OFF position first
6. Make sure your hands are DRY before plugging/unplugging a machine
7. Place 'Cleaning In Progress Signs' in the area where you are working – place them sensibly so that they are effective
8. Ensure that power cables do not present a TRIP HAZARD – minimise this risk as far as you possibly can – place warning signs over trailing cables
9. Should the machine make unusual noises, vibrate or otherwise behave strangely, switch off immediately, unplug it and check it has been set-up properly. If the problem persists, attach a DO NOT USE label and report to your Supervisor / Area Manager
10. Always keep the cable behind you and the machine while working
11. Do not adjust or change the fittings on the machine when it is plugged in
12. Equipment should be clean before use and left in a clean/safe condition after use and properly stored in the storeroom

### METHOD

1. Put on rubber gloves
2. Always use a 'CLEANING IN PROGRESS' warning sign and make sure they are placed in sensible locations
3. Move furniture so the area to be cleaned is freely available
4. Pick up all large items for example, crisp packets, tissues
5. Attach the appropriate tool onto the vacuum cleaner (refer to manufacturers' instructions)
6. Unwind cable and plug into a mains socket and a circuit breaker if appropriate
7. For floor cleaning, adjust the floor tool so that the bristles are:
  - Hard floor – Bristles down
  - Soft floor – Bristles up
8. Switch the vacuum cleaner on
9. Start vacuuming the floor at a point furthest from the door, paying particular attention to edges and corners in busy areas
10. Vacuum clean the floor all the floor area in parallel, overlapping lanes - several passes may be needed
11. Always finish in the same direction that the carpet pile runs
12. On completion, re-wind the electricity cable, check, clean and return to the storage area
13. Remove gloves and wash hands

## Safe use of ladders / step ladders

### HAZARDS

What are the reasons people fall from leaning ladders and stepladders?

- the leaning ladder slipping either at the top or bottom
- the leaning ladder flipping over or coming away at the top
- overstretching
- a fault with the ladder
- slipping or losing your footing
- stepladder wobbles due to missing feet or not being correctly open
- stepladder being used side-on to the work task

### PRE-USE CHECKS

1. All the company's ladders have been individually identified. Don't use any other ladder, including any brought from home or belonging to other companies.
2. Every time you use a ladder check it beforehand to make sure it is safe to use. Frequently used ladders only need one such check a day - except for checking the feet when moving from soft/dirty ground to a clean area.
3. Know what to look for...
  - missing, damaged or worn anti-slip feet on metal and fibreglass ladders (these are essential for good grip)
  - items stuck in the feet preventing the feet from making direct contact with the ground
  - mud, grease or oil either on the rungs or the stiles (the sides)
  - cracks in the rungs or stiles of the ladder
  - missing, broken or weakened rungs
  - missing or damaged tie rods
  - check metal ladders for cracked or damaged welds and missing or loose screws or rivetsIf you see any of these do not use the ladder or try and repair it yourself. Remove it from use and report it.

### POSITIONING ALL TYPES OF LADDER

1. Do not position a ladder:
  - where it can be knocked by a door or window
  - where it may get struck by a passing vehicle
  - within 6 m of an overhead power line
2. Check each foot is on a clean, level, firm footing and look out for oil, grease or loose material, including plastic packaging and sheeting
3. Make sure the ladder is at the correct height, never use boxes or bricks etc to gain extra height

### POSITIONING LEANING LADDERS

1. Avoid placing ladders on side or back slopes, particularly if the surface is wet
2. Ladders should not be used on a suitable surface where the side slope is greater than 16° or the back slope is greater than 6° (see Figure 1), unless the manufacturer states otherwise
3. The rungs should always look horizontal and appropriate levelling devices may be used
4. To erect a ladder, place its foot against a fixed object such as a wall and raise the other end by progressing hand over hand, from rung to rung, until it is upright

5. Make sure the ladder is erected the right way up. If it is wooden ensure the tie rods are underneath the rungs, if it is aluminium check the rung profile is the right way round
6. When erected, the ladder must be at an angle of 75° as this is the best angle for stability
7. Use the angle indicator marked on the stiles of some ladders or the 1 in 4 rule (1 unit for every 4 units up). If you cannot achieve this angle, because the ladder is too short, too long or something is in the way, then don't use it
8. Do not place the top of a ladder against a fragile surface such as plastic guttering or glazing as this might give way and cause instability
9. Don't stand on the top three rungs
10. Always try and make sure a ladder extends at least 1 m (or three rungs) above where you will be working
11. If you are using a ladder for access, make sure it rises to at least 1 m (or three rungs) above the landing place. But make sure it does not project so far above that it could pivot around the landing point
12. Check all four feet are in contact with the ground
13. Try and position stepladders with the rungs facing the work activity and not side-on, as this is less stable
14. Make sure the stepladder is the correct length
15. Don't use the top two steps of a stepladder unless it has a suitable handrail
16. Don't use the top three steps of swing-back or double-sided stepladders where a step forms the very top of the stepladder. This should ensure a handhold is readily available

### SAFE USE OF ALL TYPES OF LADDERS

1. Only use ladders for light-duty, short duration work which has been approved by the responsible person.
2. You could, for example, use a ladder for wiring a security light or replacing a bulb. However, avoid strenuous work such as freeing a seized nut, installing a run of cable trays or removing a heavy object as any sudden release can cause you to lose your balance and fall
3. Do not use a ladder if you have a medical condition, or are taking medication that could affect your safety, or you are under the influence of drugs or alcohol
4. Make sure you have the right footwear, ie clean, in good condition and without dangling laces
5. When going up or down a ladder, take each rung one at a time and don't rush. Use both hands to grip the ladder whenever possible
6. On nearing the bottom, watch where you place your feet. Make sure you do not miss the lower rungs as you step off
7. When working from a ladder, try and maintain three points of contact with it at all times (eg both feet and one hand)
8. Don't carry heavy or awkward shaped objects on a ladder. Never carry loads heavier than 25 kg - any over 10 kg should be avoided if possible. This includes long lengths of lightweight material such as plastic guttering, which can be passed up by a second person instead
9. If you have to carry an item up or down, you must keep one hand free to grip the ladder
10. Do not overreach
11. Move the ladder so that you can keep your belt buckle (navel) inside the stiles and both feet on the same rung throughout the task
12. Do not place a foot on another surface, such as a window frame, to extend your reach
13. When working on or close to electrical equipment that is live or may become live, use ladders that will not conduct electricity, such as those with fibreglass stiles.
14. Do not throw things from ladders

### SAFE USE OF LEANING LADDERS

1. Wherever possible, tie a ladder to prevent it from slipping. This can either be at the top, the bottom or both, making sure both stiles are tied. Never tie a ladder by its rungs
2. If you can't tie the ladder use an 'effective ladder' or one with an 'effective ladder-stability device'. This means a ladder or ladder-stability device that the suppliers or manufacturers can confirm will be stable enough to use unsecured in your worstcase scenario
3. If the precautions suggested are not possible then you can wedge the stiles against a wall or other similar heavy object or, as a last resort, have a second person foot the ladder
4. Remember to check that all the basic conditions for safety have been met. This is particularly important if the ladder is not tied

### SAFE USE OF STEPLADDERS

1. Make sure the legs are fully open before you go up
2. When working from a stepladder, always make sure you have an available handhold This means having a suitable handrail or not working off the top two or three rungs, depending on the design of the stepladder
3. Avoid working side-on from a stepladder, especially when applying force, such as when
4. drilling
5. For higher-risk work, such as applying a side-on-force that cannot be avoided, you should prevent the steps from tipping over, for example by tying the steps to a suitable point
6. Stepladders should not be used as a means of access to another level, such as a roof (unless they have been designed for this) as they can become unstable when you are stepping on or off them



## Floor treatments

### Apply floor polish

#### EQUIPMENT REQUIRED

1. 'Window Cleaners' bucket
2. 'Window Cleaners' applicator sleeve (used as a polish applicator)
3. 'Window Cleaners' T-Bar handle + Telescopic pole
4. Rubber gloves
5. Floor Stripping System (refer to the Floor Stripping Method Statement)
6. Floor Polish
7. Warning Signs / barrier tape

#### HEALTH & SAFETY

1. Ensure that different floor polish products are not mixed together in the bucket or on the applicator – many of these products are NOT compatible with each other
2. Ensure floors have NOT been recently spray cleaned and do not allow them to be spray cleaned for at least 24 hours after treatment
3. All equipment should be left clean, dry and tidy in storage area after use

#### METHOD

1. Put on rubber gloves
2. Display 'CLEANING IN PROGRESS' warning signs, ensuring all signs are visible
3. Remove all furniture and equipment from the room (if possible)
4. Prepare the floor for polishing (refer to the Floor Stripping method statement)
5. Pour a small amount of floor polish into the bucket
6. Attach the T-Bar to the telescopic pole and fix the window cleaners Wash Applicator sleeve
7. Place the applicator in the bucket so that the floor polish is absorbed onto the applicator but DO NOT submerge and overwet the applicator
8. When removed from the bucket, ensure the applicator IS NOT dripping – wipe off any excess on the edge of the bucket
9. The first stroke on the floor should be parallel with the wall but 10cm (4") from the edge – this 10cm gap should be left around all the edges of the room
10. Work from the furthest point of the room to the door
11. Keep the applicator in contact with the floor at all times (lift only to re-apply polish)
12. Using the applicator, draw floor polish across the room ensuring a uniform amount is spread across the floor area with no bare patches, streaks or bubbles
13. Re-working of polish can be done with the applicator up to 60 seconds after application to the floor to cover areas missed or ensure a uniform coat - after this period do not touch
14. When the area is completed, allow it to dry - do not walk on the area until it is dry
15. The second coat should then be applied (as described above) except that:
  - If possible (and this depends on available space) the floor polish should be laid in the opposite direction to the first coat
  - The 2nd and subsequent coats should be taken almost to the skirting board but not touching it
16. When the area is completely dry, return the furniture to original position
17. After use, all equipment should be checked, cleaned, dried and returned to the storage area

18. Remove gloves and wash hands

## Apply floor seal

### EQUIPMENT REQUIRED

1. 'Window Cleaners' bucket
2. 'Window Cleaners' applicator sleeve (used as a seal applicator), T-Bar handle + Telescopic pole
3. Rubber gloves
4. Floor Stripping System (refer to the Floor Stripping Method Statement)
5. Floor Seal
6. Warning Signs

### HEALTH & SAFETY

1. Ensure that different seal polish products are not mixed together in the bucket or on the applicator – many of these products are NOT compatible with each other
2. Ensure floors have NOT been recently spray cleaned and do not allow them to be spray cleaned for at least 24 hours after treatment
3. All equipment should be left clean, dry and tidy in storage area after use

### METHOD

1. Put on rubber gloves
2. Display 'CLEANING IN PROGRESS' warning signs, ensuring all signs are visible
3. Remove all furniture and equipment from the room (if possible)
4. Prepare the floor for sealing (refer to the Floor Stripping method statement)
5. Read the product information carefully – ensure adequate ventilation
6. Pour a small amount of floor seal into the bucket
7. Attach the T-Bar to the telescopic pole and fix the window cleaners Wash Applicator sleeve
8. Place the applicator the bucket so that the floor seal is absorbed onto the applicator but DO NOT submerge and overwet the applicator
9. When removed from the bucket, ensure the applicator IS NOT dripping – wipe off any excess on the edge of the bucket
10. The first stroke on the floor should be parallel with the wall but 10cm (4") from the edge – this 10cm gap should be left around all the edges of the room
11. Work from the furthest point of the room to the door
12. Keep the applicator in contact with the floor at all times (lift only to re-apply polish)
13. Using the applicator, draw floor seal across the room ensuring a uniform amount is spread across the floor area with no bare patches, streaks or bubbles
14. Re-working of seal can be done with the applicator up to 60 seconds after application to the floor to cover areas missed or ensure a uniform coat - after this period do not touch
15. When the area is completed, allow it to dry - do not walk on the area until it is dry
16. Be aware that many seal products can take several hours to dry between coats
17. The second coat should then be applied (as described above) except that:
  - If possible (and this depends on available space) the floor seal should be laid in the opposite direction to the first coat
  - The 2nd and subsequent coats should be taken almost to the skirting board but not touching it
18. When the area is completely dry, return the furniture to original position
19. After use, all equipment should be checked, cleaned, dried and returned to the storage area
20. Remove gloves and wash hands

## Carpet cleaning (water extraction method)

### EQUIPMENT REQUIRED

1. Cloths (usually white, but may be colour coded depending upon environment)
2. Rubber gloves
3. Labelled Spray Bottle
4. Carpet Shampoo Machine
5. Carpet Stain Remover
6. Vacuum Cleaner with Crevice Tool (refer to Vacuum Cleaning Method Statement)
7. Warning Signs
8. Carpet Deoderisor
9. Carpet Shampoo (you may also need Chewing Gum Remover, Graffiti Remover)

### HEALTH & SAFETY

#### Electrically Operated Equipment

1. Do not use any equipment unless you have received specific training in how to use it from the company
2. Check the power supply cables and plug for damage – if damage or defects are found, attach a DO NOT USE label and report to your Supervisor or Area Manager
3. Check the PORTABLE APPLIANCE TEST (PAT) label – do not use any equipment that has not been tested within the last 12 months – attach a DO NOT USE label and report to your Supervisor / Area Manager
4. When using electrical equipment, a circuit breaker should be used if appropriate
5. BEFORE plugging a machine into an electric socket, make sure the switch is in the OFF position first
6. Make sure your hands are DRY before plugging/unplugging a machine
7. Place 'Cleaning In Progress Signs' in the area where you are working – place them sensibly so that they are effective
8. Ensure that power cables do not present a TRIP HAZARD – minimise this risk as far as you possibly can – place warning signs over trailing cables
9. Should the machine make unusual noises, vibrate or otherwise behave strangely, switch off immediately, unplug it and check it has been set-up properly. If the problem persists, attach a DO NOT USE label and report to your Supervisor / Area Manager
10. Always keep the cable behind you and the machine while working
11. Do not adjust or change the fittings on the machine when it is plugged in
12. Equipment should be clean before use and left in a clean/safe condition after use and properly stored in the storeroom
13. Protect any furniture which cannot be removed

### PERSONAL HEALTH & SAFETY

1. Never mix cleaning agents as poisonous gases could result (refer to manufacturers' instructions)

### METHOD

1. Plan work route, when necessary, remove furniture and equipment
2. Put on rubber gloves

3. Display the warning signs in the area, ensuring all signs are visible
4. Vacuum clean the floor (refer to the Vacuum Cleaning method statement).
5. Test an area of carpet first for colour fastness by spraying a small amount of Carpet Stain Remover in an area not usually visible, then wiping over with a cloth to see if colour comes out of the carpet (refer to the Stain Removal method statement)
6. Prepare the carpet shampoo solution (refer to manufacturers' instructions) in a well-ventilated area and add to the Carpet Shampooing machine tank
7. Consider adding Carpet Deodoriser too if mal-odour is present
8. Pre-spray traffic lanes or heavy traffic areas
9. Unwind cable and plug into a mains socket and a circuit breaker if appropriate
10. Turn on the water and extraction switches of the Carpet Shampooing machine
11. Start shampooing the carpet from the furthest edge, moving the Carpet Shampooing machine slowly forwards and backwards in a straight line on the area to be cleaned
12. Move the Carpet Shampooing machine across the carpet in parallel overlapping movements
13. Carry out 1 or 2 further passes over the same section using suction only
14. For areas inaccessible to the carpet machine, use the crevice tool attachment
15. When the area has been shampooed or if the dirty water tank of the Carpet Shampooing machine is full, empty the dirty water tank in to a sluice (refer to the manufacturers' instructions)
16. On completion of shampooing, allow the area to dry
17. With dry hands, remove the plug from the mains socket and re-wind the electricity cable
18. When the area is completely dry, return the furniture to original positions
19. After use, all equipment should be checked, cleaned, dried and returned to the storage area
20. Remove gloves and wash hands

## **Carpets – treating stains**

### **EQUIPMENT REQUIRED**

1. Cloth/ Paper
2. Rubber gloves
3. Scraper
4. Warning Signs
5. General Surface Cleaner or specialist cleaner such as: Chewing Gum remover, Graffiti Remover or Adhesive Remover

### **HEALTH & SAFETY**

1. Never mix cleaning agents as poisonous gases could result (ALWAYS refer to manufacturers' instructions)
2. Always use a 'CLEANING IN PROGRESS' warning sign and make sure they are placed in sensible locations
3. Try to remove stains (i.e., pre-treating) before cleaning takes place
4. Check fabric for colour fastness, test in a less obvious patch
5. Always use the mildest treatment first
6. All equipment should be left clean, dry and tidy in storage area after use

### **METHOD**

1. Types of stains include:
  - a) Chewing gum
  - b) Oil and water based stains
2. There are two types of stain removal:
  - a) Physical method
  - b) Chemical method

### **PHYSICAL METHOD**

#### Absorption water based stains

1. Wash hands and put on gloves
2. Use a cloth or paper towel to absorb the liquid
3. Display the warning sign over the stained area until area has dried
4. Always start from the outer edge of the stain and work towards the middle - this prevents the spreading of the stain
5. Dispose of the cloth or paper towel when the task is completed
6. After use, all equipment should be checked, cleaned, dried and returned to the storage area
7. Remove gloves and wash hands

#### Friction removal water staining

1. Wash hands and put on gloves
2. This involves scraping, brushing, rubbing or scrubbing to remove dried-on stains
3. It is important to rub gently to avoid damage to the surface
4. Always start from the outer edge of the stain and work towards the middle
5. Display the warning sign over the stained area until area has dried
6. After use, all equipment should be checked, cleaned, dried and returned to the storage area

7. Remove gloves and wash hands
8. Should the friction method not work use the chemical method:

### CHEMICAL METHOD

1. Wash hands and put on gloves
2. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions)
3. Pour a small amount of the chosen cleaning solution onto the stain
4. Allow the cleaning solution to have contact time with the stain
5. Using a scraper and cloth, start from the outer edge of the stain and work towards the middle until stain is removed
6. Dispose of the cloth when the task is completed
7. After use, all equipment should be checked, cleaned, dried and returned to the storage area
8. Display the warning sign over the stained area, until the area has dried
9. Remove gloves and wash hands

## Floor scrubbing

### EQUIPMENT REQUIRED

1. Bucket (may be colour coded, depending upon the environment)
2. Rubber gloves
3. Mop handle (may be colour coded, depending upon the environment)
4. Mop head (may be colour coded, depending upon the environment)
5. Dust Control System (refer to the Dust Controlling Method Statement)
6. Edge cleaning tool and pad
7. Floor pad and drive board (or for certain floors a Polypropylene Brush)
8. Scouring pad
9. Standard Speed Rotary Machine
10. WET vacuum cleaner (refer to Water Extraction Method Statement)
11. Warning Signs
12. Floor Cleaner or General Purpose Detergent

### HEALTH & SAFETY

1. Do not use any equipment unless you have received specific training in how to use it from the company
2. Check the power supply cables and plug for damage – if damage or defects are found, attach a DO NOT USE label and report to your Supervisor or Area Manager
3. Check the PORTABLE APPLIANCE TEST (PAT) label – do not use any equipment that has not been tested within the last 12 months – attach a DO NOT USE label and report to your Supervisor / Area Manager
4. When using electrical equipment, a circuit breaker should be used if appropriate
5. BEFORE plugging a machine into an electric socket, make sure the switch is in the OFF position first
6. Make sure your hands are DRY before plugging/unplugging a machine
7. Place 'Cleaning In Progress Signs' in the area where you are working – place them sensibly so that they are effective
8. Ensure that power cables do not present a TRIP HAZARD – minimise this risk as far as you possibly can – place warning signs over trailing cables
9. Should the machine make unusual noises, vibrate or otherwise behave strangely, switch off immediately, unplug it and check it has been set-up properly. If the problem persists, attach a DO NOT USE label and report to your Supervisor / Area Manager
10. Always keep the cable behind you and the machine while working
11. Do not adjust or change the fittings on the machine when it is plugged in
12. Equipment should be clean before use and left in a clean/safe condition after use and properly stored in the storeroom

### PERSONAL HEALTH & SAFETY

1. Ensure that sensible footwear is worn at all times – floor surfaces can become slippery during this process

### METHOD

1. Ensure the area you are going to clean is clear
2. Put on rubber gloves
3. Display 'CLEANING IN PROGRESS' warning signs, ensuring all signs are visible
4. Dust Control the area (Refer to the Dust Controlling method statement)
5. Clean and prepare the floor edges using the Edge Cleaning Tool and pad, if necessary



Attach the drive board and floor pad (or polypropylene brush) to the Rotary Scrubbing Machine (refer to manufacturers' instructions)

7. Prepare the cleaning solution in accordance with the manufacturer's instructions and add to the Scrubbing Machine tank (if using one)
8. Unwind cable and plug into a mains socket and a circuit breaker if appropriate
9. Adjust handle to a suitable/comfortable height making sure arms are straight
10. Ensure the Standard Speed Rotary Machine is held firmly in contact with the body and the cable is behind you
11. Switch the machine on (beware of initial 'kick')
12. Start scrubbing the floor at a point furthest from the door in 5-metre square sections, by releasing a small amount of the Floor Cleaner solution
13. Remove any excess water residue (refer to the Water Extraction Method Statement) and splashes from skirting boards and walls
14. When cleaning a large area, always check floor pad regularly
15. Regularly replace the floor pad
16. For stubborn stains use a scouring pad/abrasive pad
17. On completion, with dry hands, remove the plug from the mains socket and re-wind the electricity cable
18. Empty the water tank (refer to manufacturers' instructions)
19. If necessary, mop the floor with clean water
20. After use, all equipment should be checked, cleaned, dried and returned to the storage area
21. Remove gloves and wash hands

## Scrubber drier

### EQUIPMENT REQUIRED

1. Automatic Scrubber Dryer
2. Bucket (may be colour coded, depending upon the environment)
3. Rubber gloves
4. Mop handle (may be colour coded, depending upon the environment)
5. Mop head (may be colour coded, depending upon the environment)
6. Dust Control System (refer to the Dust Controlling Method Statement)
7. Edge Cleaning Tool and Pad
8. Floor Pad and Drive Board (Or Polypropylene Brush)
9. Warning Signs
10. Floor Cleaner or General Purpose Detergent

### HEALTH & SAFETY

1. Do not use any equipment unless you have received specific training in how to use if from the company
2. Check the power supply cables and plug for damage – if damage or defects are found, attach a DO NOT USE label and report to your Supervisor or Area Manager
3. Check the PORTABLE APPLIANCE TEST (PAT) label – do not use any equipment that has not been tested within the last 12 months – attach a DO NOT USE label and report to your Supervisor / Area Manager
4. When using electrical equipment, a circuit breaker should be used if appropriate
5. If appropriate, check battery level before use
6. Ensure squeegee blade is free from debris and the overflow or float valve is in place
7. Periodically flush through clean water tank to remove stagnant water
8. Ensure all water has been collected when machine is in action - remove any excess water (with mop or cloth if required)
9. Ensure warning lights are operating and functional
10. BEFORE plugging a machine into an electric socket, make sure the switch is in the OFF position first
11. Make sure your hands are DRY before plugging/unplugging a machine
12. Place 'Cleaning In Progress Signs' in the area where you are working – place them sensibly so that they are effective
13. Ensure that power cables do not present a TRIP HAZARD – minimise this risk as far as you possibly can – place warning signs over trailing cables
14. Should the machine make unusual noises, vibrate or otherwise behave strangely, switch off immediately, unplug it and check it has been set-up properly. If the problem persists, attach a DO NOT USE label and report to your Supervisor / Area Manager
15. Always keep the cable behind you and the machine while working
16. Do not adjust or change the fittings on the machine when it is plugged in
17. Equipment should be clean before use and left in a clean/safe condition after use and properly stored in the storeroom

### PERSONAL HEALTH & SAFETY

1. Ensure that sensible footwear is worn at all times – even when scrubber driers are performing at their optimum level, the area immediately behind the machine can be slippery

### METHOD

1. Plan work route and when necessary, remove furniture and equipment
2. Put on rubber gloves
3. Display 'CLEANING IN PROGRESS' warning signs, ensuring all signs are visible
4. Dust control the area (refer to the Dust Controlling method statement)
5. Clean and prepare the floor edges using the Edge Cleaning Tool and pad if necessary
6. Attach the floor pad or polypropylene brush to the Automatic Scrubber Drier machine (refer to manufacturers' instructions)
7. Prepare the cleaning solution in accordance with the manufacturers instructions and add to the Scrubber Drier tank
8. Start scrubbing the floor at a point furthest from the door in 5-metre square sections, by releasing a small amount of the cleaning solution, ensure any extraction system is set correctly and switched on (refer to manufacturers' instructions)
9. Do not under or over wet the floor
10. Move the machine forward and scrub the floor
11. Regularly check the clean water level in the Scrubber Drier to ensure there is sufficient water in the tank and replenish as necessary
12. Regularly empty and replace the dirty water tank
13. Wipe any splashes from the skirting boards as required
14. Empty the water tank (refer to manufacturer's instructions)
15. When the area is completely dry, return the furniture to its original position.
16. After use, all equipment should be checked, cleaned, dried and returned to the storage area
17. Remove gloves and wash hands

## Spray cleaning – high speed

### SPRAY CLEANING – HIGH SPEED

Technique for cleaning vinyl & similar floors using high-speed rotary floor polishing equipment & special cleaning products.

### EQUIPMENT REQUIRED

1. Rubber gloves
2. Spray Bottle (may be colour coded, depending upon the environment)
3. Damp Mop System (Refer to the Damp Mopping Method Statement)
4. Dust Control System (Refer to the Dust Controlling Method Statement)
5. Appropriate floor pad and drive board
6. High speed buffing (floor polishing) machine
7. Warning signs
8. Floor cleaner or general purpose detergent

### HEALTH & SAFETY

1. Do not use any equipment unless you have received specific training in how to use it from the company
2. Check the power supply cables and plug for damage – if damage or defects are found, attach a DO NOT USE label and report to your Supervisor or Area Manager
3. Check the PORTABLE APPLIANCE TEST (PAT) label – do not use any equipment that has not been tested within the last 12 months – attach a DO NOT USE label and report to your Supervisor / Area Manager
4. When using electrical equipment, a circuit breaker should be used if appropriate
5. BEFORE plugging a machine into an electric socket, make sure the switch is in the OFF position first
6. Make sure your hands are DRY before plugging/unplugging a machine
7. Place 'Cleaning In Progress Signs' in the area where you are working – place them sensibly so that they are effective
8. Ensure that power cables do not present a TRIP HAZARD – minimise this risk as far as you possibly can – place warning signs over trailing cables
9. Should the machine make unusual noises, vibrate or otherwise behave strangely, switch off immediately, unplug it and check it has been set-up properly. If the problem persists, attach a DO NOT USE label and report to your Supervisor / Area Manager
10. Always keep the cable behind you
11. Do not adjust or change the fittings on the machine when it is plugged in
12. Equipment should be clean before use and left in a clean/safe condition after use and properly stored in the storeroom
13. When changing or turning a floor pad, make sure the machine is switched off, the handle raised and the machine laid down
14. Only use CLEAN floor pads machine while working

### PERSONAL HEALTH & SAFETY

1. Do not attempt this procedure unless you have been specifically trained by the Company
2. Ensure the spray bottle is appropriately labelled

### METHOD

1. Ensure the area you are going to clean is clear
2. Put on rubber gloves
3. Display 'CLEANING IN PROGRESS' warning signs, ensuring all signs are visible
4. Dust Control the area (Refer to the Dust Controlling method statement)
5. If necessary, damp mop (Refer to Damp Mopping Method Statement) ensuring the floor is dry before spray cleaning
6. Attach the drive board to the machine (following manufacturers instructions)
7. Select a clean, appropriate floor pad and attach it to the drive board
8. Prepare the cleaning solution (refer to manufacturer's instructions) ensuring that the correct dilution ratios are followed
9. Unwind cable and plug into a mains socket (and circuit breaker if appropriate)
10. Adjust the handle to a comfortable height making sure arms are straight
11. Ensure the machine is held firmly in contact with the body and the cable is behind you
12. Spray a fine mist of the cleaning solution over the floor area to be cleaned – DO NOT OVERSPRAY – this makes cleaning slow and the floors slippery
13. Switch the machine on (beware of initial 'kick')
14. Spray clean the floor area by moving the High Speed Machine in continuous, small side to side movements
15. Continue burnishing until the floor has an even lustre and high shine
16. Turn the floor pad over and/or replace as they become soiled
17. With dry hands, remove the plug from the mains socket and re-wind the electricity cable onto the machine
18. After use, all equipment should be checked, cleaned, dried and returned to the storage area
19. Remove gloves and wash hands

## Spray cleaning - ultra-high speed

### EQUIPMENT REQUIRED

1. Rubber Gloves
2. Damp Mopping (Refer to the Damp Mopping Method Statement)
3. Dust Control System (Refer to the Dust Controlling Method Statement)
4. Floor Pad (the drive board is usually permanently attached to UHS machines)
5. Ultra High Speed Machine (with or without Vacuum Unit)
6. Warning Signs

### HEALTH & SAFETY

1. Electrically Operated Equipment
2. Do not use any equipment unless you have received specific training in how to use if from the company
3. Check the power supply cables and plug for damage – if damage or defects are found, attach a DO NOT USE label and report to your Supervisor or Area Manager
4. Check the PORTABLE APPLIANCE TEST (PAT) label – do not use any equipment that has not been tested within the last 12 months – attach a DO NOT USE label and report to your Supervisor / Area Manager
5. When using electrical equipment, a circuit breaker should be used if appropriate
6. BEFORE plugging a machine into an electric socket, make sure the switch is in the OFF position first
7. Make sure your hands are DRY before plugging/unplugging a machine
8. Place 'Cleaning In Progress Signs' in the area where you are working – place them sensibly so that they are effective
9. Ensure that power cables do not present a TRIP HAZARD – minimise this risk as far as you possibly can – place warning signs over trailing cables
10. Should the machine make unusual noises, vibrate or otherwise behave strangely, switch off immediately, unplug it and check it has been set-up properly. If the problem persists, attach a DO NOT USE label and report to your Supervisor / Area Manager
11. Always keep the cable behind you and the machine while working
12. Do not adjust or change the fittings on the machine when it is plugged in
13. Equipment should be clean before use and left in a clean/safe condition after use and properly stored in the storeroom
14. Only use CLEAN floor pads

### PERSONAL HEALTH & SAFETY

1. Do not attempt this procedure unless you have been specifically trained by Tatry Group
2. Unless you are 100% certain that the floor type is suitable for burnishing with an Ultra High Speed machine, do not attempt the task and speak to your Supervisor
3. Ensure the spray bottle is appropriately labelled

### METHOD

1. Ensure the area you are going to clean is clear
2. Put on rubber gloves
3. Display 'CLEANING IN PROGRESS' warning signs, ensuring all signs are visible
4. Dust Control the area (Refer to the Dust Controlling method statement)
5. If necessary, damp mop (Refer to Damp Mopping Method Statement) ensuring the floor is dry before spray cleaning/burnishing
6. Select a clean, appropriate floor pad and securely attach it to the drive board (following

the manufacturers instructions)

7. Prepare the cleaning solution (refer to manufacturers' instructions) ensuring that the correct dilution ratios are followed
8. Unwind cable and plug into a mains socket (and circuit breaker if appropriate)
9. Adjust the handle to a comfortable height making sure arms are straight
10. Ensure the machine is held firmly in contact with the body and the cable is behind you
11. Spray a fine mist of the cleaning solution over the floor area to be cleaned – DO NOT OVERSPRAY – this makes cleaning slow and the floors slippery
12. Switch the machine on
13. Spray clean the floor area either:
  - a. by moving the Ultra High Speed Machine forwards and backwards (good for small/confined areas) OR
  - b. by walking steadily behind the machine making long passes before turning and making a return pass
14. NEVER allow the Ultra High Speed Machine to dwell or remain on the same section of floor – otherwise damage to the floor will result
15. Continue burnishing until the floor has an even lustre and high shine
16. Turn the floor pad over and/or replace as they become soiled
17. With dry hands, remove the plug from the mains socket and re-wind the electricity cable onto the machine
18. After use, all equipment should be checked, cleaned, dried and returned to the storage area
19. Remove gloves and wash hands

## Stripping floor polish

### EQUIPMENT REQUIRED

1. Standard Speed Rotary Floor Machine (Scrubber) + RCD
2. Drive Board and stripping pads
3. Wet Vacuum Cleaner (refer to Vacuum Cleaning Method Statement) + RCD
4. Buckets for stripper + rinsing
5. Rubber gloves + eye protection (when using neat product)
6. Mop handle + mop heads (for stripping + rinsing)
7. Floor scraper
8. Brooms / Dust Control Mop / Vacuum
9. Edge Cleaning Tool and Pad
10. Floor Stripper
11. Warning Signs

### HEALTH & SAFETY

1. Do not use any equipment unless you have received specific training in how to use it from the company
2. Check the power supply cables and plug for damage – if damage or defects are found, attach a DO NOT USE label and report to your Supervisor or Area Manager
3. Check the PORTABLE APPLIANCE TEST (PAT) label – do not use any equipment that has not been tested within the last 12 months – attach a DO NOT USE label and report to your Supervisor / Area Manager
4. When using electrical equipment, a circuit breaker should be used if appropriate
5. BEFORE plugging a machine into an electric socket, make sure the switch is in the OFF position first - make sure your hands are DRY before plugging / unplugging a machine
6. Place 'Cleaning In Progress Signs' in the area where you are working – place them sensibly so that they are effective
7. Ensure that power cables do not present a TRIP HAZARD – minimise this risk as far as you possibly can – place warning signs over trailing cables
8. Should the machine make unusual noises, vibrate or otherwise behave strangely, switch off immediately, unplug it and check it has been set-up properly. If the problem persists, attach a DO NOT USE label and report to your Supervisor / Area Manager
9. Always keep the cable behind you and the machine while working
10. Do not adjust or change the fittings on the machine when it is plugged in
11. Equipment should be clean before use and left in a clean/safe condition after use and properly stored in the storeroom

### PERSONAL HEALTH & SAFETY

1. Wear sensible footwear at all times when performing this task – as stripper is applied to the floor, it can immediately become EXTREMELY SLIPPERY
2. If there is a polish build up around the edges – treat these areas first - use a stronger stripper solution and increase contact time
3. Wear eye protection when using undiluted Stripper

### METHOD

1. Plan work route and when necessary, remove furniture and equipment
2. Put on rubber gloves
3. Display 'CLEANING IN PROGRESS' warning signs, ensuring all signs are visible
4. Sweep/Dust mop floor to remove dust



5. Attach the floor pad to the Scrubber (refer to manufacturers' instructions), unwind cable and plug into a mains socket and a circuit breaker
6. Put on eye protection / goggles
7. Prepare the Floor Stripper solution in a well-ventilated area (refer to manufacturers' instructions)
8. Before applying stripper solution, try removing old polish from floor edges using an Edge Cleaning Tool/Scraper – this can sometimes be simply scraped off
9. If required, pre-treat the edges with stripper solution, allow contact time and then use scrapers / edging tools
10. Apply stripper solution to the furthest point from the door in 5 metre square sections
11. Adjust Scrubber handle to a suitable/comfortable height making sure arms are straight
12. Start scrubbing by moving the rotary floor machine in small side-to-side, overlapping movements
13. Do not let the floor dry while carrying out stripping
14. Use a Wet Pick Up Machine to remove the 'slurry'
15. Ensure all polish has been removed and if there is any polish remaining, repeat the process
16. With dry hands, remove the scrubbing machine plug from the mains socket and re-wind the electricity cable, wiping the cable with a damp cloth
17. Mop the floor with plenty of clean water and vacuum
18. Prepare a RINSE SOLUTION (cold water with a couple of capfuls of vinegar), mop the floor with plenty of rinse solution and vacuum
19. Check the pH of the floor covering with Universal Indicator Paper, the floor must be clean, dry and neutral pH7
20. If not being re-polished, return the furniture to original position when the area is completely dry
21. After use, all equipment should be checked, cleaned, dried and returned to the storage area
22. Remove gloves and wash hands

## Water extraction

### EQUIPMENT REQUIRED

1. Bucket
2. Rubber Gloves
3. Mop Handle (may be colour coded, depending upon the environment)
4. Mop Head (may be colour coded, depending upon the environment)
5. Attachment for example, Hose Wand
6. Warning Signs
7. Wet Pick Up Machine With Circuit Breaker

### HEALTH & SAFETY

1. Do not use any equipment unless you have received specific training in how to use if from the company
2. Check the power supply cables and plug for damage – if damage or defects are found, attach a DO NOT USE label and report to your Supervisor or Area Manager
3. Check the PORTABLE APPLIANCE TEST (PAT) label – do not use any equipment that has not been tested within the last 12 months – attach a DO NOT USE label and report to your Supervisor / Area Manager
4. When using electrical equipment, a circuit breaker should be used if appropriate
5. BEFORE plugging a machine into an electric socket, make sure the switch is in the OFF position first
6. Make sure your hands are DRY before plugging/unplugging a machine
7. Place 'Cleaning In Progress Signs' in the area where you are working – place them sensibly so that they are effective
8. Ensure that power cables do not present a TRIP HAZARD – minimise this risk as far as you possibly can – place warning signs over trailing cables
9. Should the machine make unusual noises, vibrate or otherwise behave strangely, switch off immediately, unplug it and check it has been set-up properly. If the problem persists, attach a DO NOT USE label and report to your Supervisor / Area Manager
10. Always keep the cable behind you and the machine while working
11. Do not adjust or change the fittings on the machine when it is plugged in
12. Check motor cut-out flow valve (the device that prevents water from entering the vacuum motor) is free and movable
13. Ensure the Wet Pick Up machine is clean before use
14. Identify area and method of disposal of dirty water prior to starting
15. Equipment should be clean before use and left in a clean/safe condition after use and properly stored in the storeroom

### PERSONAL HEALTH & SAFETY

1. Always stand on dry floor areas if possible, great care must be taken if the floor is wet
2. Ensure that sensible footwear is worn at all times whilst carrying out this task – wet floors can be very slippery

### METHOD

1. Plan work route, when necessary, remove furniture and equipment
2. Wash hands and put on gloves
3. Display the warning signs in the area, ensuring all signs are visible
4. Unwind cable and plug into a mains socket and a circuit breaker if appropriate
5. Switch the machine on and ensure the cable is behind you and the machine

6. Move the wet pick up machine slowly over the liquid to remove it from the floor
7. Use the attachment hose to pick up liquid under restricted areas
8. On completion, or if the machine is full, switch the wet pick up machine off and empty the water in an identified disposal area
9. With dry hands, remove the plug from the mains socket and re-wind the electricity cable
10. Mop all small liquid patches remaining (refer to Spot Mop Method Statement)
11. When the area is completely dry, return the furniture to original position
12. After use, all equipment should be checked, cleaned, dried and returned to the storage area
13. Make sure the lid of the wet pick up machine is left open or taken off as appropriate to allow air to circulate and avoid smells
14. Remove gloves and wash hands

## Kitchens

### Gas / electric oven

#### EQUIPMENT REQUIRED

1. Colour-Coded Cloths
2. Gauntlet Gloves or Safety Gloves
3. Labelled Spray Bottle
4. Scraper
5. Goggles
6. Mask
7. Non-Abrasive Pads
8. Plastic Sheeting (if required)
9. Warning Signs
10. General Purpose Detergent / Degreaser or Oven Cleaner

#### HEALTH & SAFETY

1. Before cleaning, ensure the oven is electrically isolated and/or the gas supply is shut off
2. When removing items beware parts of the oven could be hot
3. Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions)
4. Ensure hands are dry when plugging or unplugging electrical machinery
5. Ensure all areas contaminated by cleaning are thoroughly cleaned
6. Report any malfunction or damage of equipment to your Supervisor
7. All equipment should be left clean, dry and tidy in storage area after use

#### METHOD

1. Put on protective gloves or gauntlets
2. Put on goggles and mask
3. Display the warning signs in the area, ensuring all signs are visible
4. Place plastic sheeting on to the floor, to protect from spillages
5. Switch the gas/electricity off
6. Ensure the equipment is at the correct temperature for the task – oven cleaner should not be applied to HOT surfaces
7. Remove all detachable parts to a safe cleaning area (or soak tank)
8. Remove internal shelves and panels
9. Remove excess soil
10. Prepare the cleaning solution in a well-ventilated area in accordance with the manufacturers' instructions
11. Dampen or rinse a cloth in the cleaning solution and wring out well
12. Thoroughly wipe clean all detachable parts, rinse and dry
13. For stubborn stains/soil use oven cleaner/degreaser, (refer to manufacturer's instructions)
14. Frequently rinse the cloth in the cleaning solution
15. Change the cleaning solution when it becomes soiled
16. Pay particular attention cleaning inside of the oven
17. Allow sufficient contact time for the cleaning solution to soften soil
18. Remove all cleaning solution from the surface, rinse and leave to dry
19. Clean inside and outside of the oven and its immediate environment

20. Re-assemble the detachable parts correctly
21. Re-connect the gas/electricity
22. Test the oven for correct operation
23. Re-ignite pilot lights where necessary
24. After use, all equipment should be checked, cleaned, dried and returned to the storage area
25. Dispose of the cloths when the task is completed
26. Remove gloves and wash hands

### Kitchen sink

#### EQUIPMENT REQUIRED

1. Colour-Coded Cloths
2. Rubber Gloves
3. Scraper
4. Abrasive Pads
5. General Purpose Detergent

#### HEALTH & SAFETY

1. Ensure colour coding system is followed
2. Mop up any spillages on floor
3. All equipment should be left clean, dry and tidy in storage area after use

#### METHOD

1. Put on rubber gloves
2. Empty the sink and remove debris
3. Thoroughly rinse the sink and drainer before cleaning
4. Prepare the cleaning solution in accordance with manufacturer's instructions
5. Dampen or rinse a cloth in the cleaning solution and wring out well
6. Wipe clean the framework of the sink and pipework
7. Clean the sink, drainer and taps
8. Frequently rinse the cloth in the cleaning solution
9. Change the cleaning solution when it becomes soiled
10. Clean any splash back and surrounding areas
11. Rinse the sink and drainer with clean water
12. After use, all equipment should be checked, cleaned, dried and returned to the storage area
13. Remove gloves and wash hands

## Microwave Oven

### EQUIPMENT REQUIRED

1. Colour-Coded Bucket
2. Colour-Coded Cloth
3. Rubber Gloves
4. Paper Towel Roll
5. General Purpose Detergent / General Surface Cleaner or Degreaser (depending upon degree of soiling)

### HEALTH & SAFETY

1. Before cleaning, ensure the microwave oven is switched OFF at the wall socket and the plug removed
2. Never mix cleaning agents, as poisonous gases could result (refer to manufacturers' instructions)
3. Ensure hands are dry when plugging or unplugging electrical machinery
4. Ensure all areas contaminated by cleaning are thoroughly cleaned
5. Report any malfunction or damage of equipment to your Supervisor
6. All equipment should be left clean, dry and tidy in storage area after use

### METHOD

1. Put on rubber gloves
2. Disconnect the microwave from the mains socket
3. Remove all detachable parts (such as the glass turntable assembly) to a safe cleaning area
4. Prepare the cleaning solution in accordance with the manufacturers' instructions
5. Thoroughly clean all detachable parts, rinse and dry
6. Remove excess soil and food debris from the interior of the microwave
7. Rinse a cloth in the cleaning solution and wring out well
8. Clean all internal and external surfaces of the microwave, paying particular attention to the corners and top
9. Frequently rinse the cloth in the cleaning solution.
10. Change the cleaning solution when it becomes soiled
11. Rinse with clear water and dry with a paper towel roll or similar
12. Re-assemble the detachable parts correctly
13. With DRY hands, plug the microwave into the mains socket
14. After use, all equipment should be checked, cleaned, dried and returned to the storage area
15. Remove gloves and wash hands

## Refrigerator

### EQUIPMENT REQUIRED

1. Colour-Coded Bucket
2. Colour-Coded Cloths
3. Rubber Gloves
4. Non-Abrasive Pad
5. General Purpose Detergent suitable for use inside refrigerators (typically a product with NO ODOUR)

### HEALTH & SAFETY

1. Report any items of damage, heavy soiling or disrepair to your Supervisor
2. Report any signs of infestation
3. Clean areas contaminated by your cleaning
4. Mop up any spillages on floor
5. All equipment should be left clean, dry and tidy in storage area after use

### METHOD

1. Put on rubber gloves
2. Remove food to another suitable storage area
3. Discard any out-of-date or unlabelled food
4. Remove all loose debris and excess soiling
5. Prepare the cleaning solution in accordance with manufacturer's instructions)
6. Dampen or rinse a cloth in the cleaning solution and wring out well
7. Remove and clean all shelves, hanging rails and drip trays and take to a clean area to dry
8. Clean accessible fan parts, door seals and handles
9. Frequently rinse the cloth in the cleaning solution
10. Change the cleaning solution when it becomes soiled
11. Return the shelves, hanging rails and drip trays to the correct position
12. Check the refrigerator temperature is correct - if it is not report to your supervisor
13. Replace food in the correct order (but only when the correct refrigerator temperature has been reached)
14. After use, all equipment should be checked, cleaned, dried and returned to the storage area
15. Dispose of the cloth when the task is completed
16. Remove gloves and wash hands



## Walls

### Spot cleaning walls

#### EQUIPMENT REQUIRED

1. Colour-Coded Bucket
2. Colour-Coded Cloth
3. Rubber Gloves
4. Goggles
5. Labelled Spray Bottle
6. Abrasive Pad
7. Suitable Access Equipment for example, Platform, Step Ladder
8. High Dusting Equipment (Refer to the High Dusting Method Statement)
9. Plastic Sheeting (if required)
10. Warning Signs
11. General Surface Cleaner or General Purpose Detergent

#### HEALTH & SAFETY

1. If possible, always work from floor level rather than use access equipment
2. Check access equipment carefully before use and when moving from one area to another
3. Check the condition of the wall, paint or finish to ensure suitability of cleaning agent
4. Avoid splashes of General Surface Cleaner on furniture, curtains or floor
5. Report any damage to surfaces to your supervisor
6. Do not over-stretch or over-reach
7. All equipment should be left clean, dry and tidy in storage area after use

#### METHOD

1. Rinse and wring out a cloth in the cleaning solution
2. Wipe the soiled area from the outside of the mark towards the centre
3. Rinse with water
4. Remove drips and runs as they occur
5. When the area is completely dry, return the furniture to original position
6. After use, all equipment should be checked, cleaned, dried and returned to the storage area
7. Remove gloves and wash hands

## Wall washing

### EQUIPMENT REQUIRED

1. Colour-Coded Bucket
2. Colour-Coded Cloth
3. Rubber Gloves
4. Goggles
5. Labelled Spray Bottle
6. Abrasive Pad
7. Suitable Access Equipment for example, Platform, Step Ladder
8. High Dusting Equipment (Refer to the High Dusting Method Statement)
9. Plastic Sheeting (if required)
10. Warning Signs
11. General Surface Cleaner or General Purpose Detergent

### HEALTH & SAFETY

1. If possible, always work from floor level rather than use access equipment
2. Check access equipment carefully before use and when moving from one area to another
3. Check the condition of the wall, paint or finish to ensure suitability of cleaning agent
4. Avoid splashes of General Surface Cleaner on furniture, curtains or floor
5. Report any damage to surfaces to your supervisor
6. Do not over-stretch or over-reach
7. All equipment should be left clean, dry and tidy in storage area after use

### METHOD

1. Put on rubber gloves
2. Put on goggles
3. Display the warning signs in the area, ensuring all signs are visible
4. Assemble the equipment and check for safety
5. Place dust sheets or plastic sheeting on floors, to protect from spillages
6. Remove furniture or cover with dust sheets
7. Prepare the cleaning solution in accordance with manufacturer's instructions
8. Ventilate the area – open the windows and/or doors
9. High dust to remove loose dust and dirt (refer to the High Dusting Method Statement)
10. Clean the wall by:
  - applying the cleaning solution to the wall, wiping from bottom to top
  - allowing a short time for the cleaning agent to work
  - rinse-wipe the wall from top to bottom, to leave the wall as dry as possible
11. Remove drips and runs as they occur
12. After use, all equipment should be checked, cleaned, dried and returned to the storage area
13. Remove gloves and wash hands

# Washrooms

## Shower cubicle

### EQUIPMENT REQUIRED

1. Colour-Coded Bucket
2. Colour-Coded Labelled Spray Bottle
3. Colour-Coded Cloth
4. Rubber Gloves
5. Non-Abrasive Pad
6. Warning Signs
7. Appropriate Cleaner for Baths, Washbasins, Showers, Bidets, etc

### HEALTH & SAFETY

1. Ensure colour coding system is followed
2. Never mix cleaning agents, as poisonous gases could result (refer to manufacturers' instructions)
3. Display warning signs and ensure they are clearly visible
4. All equipment should be left clean, dry and tidy in storage area after use

### METHOD

1. Put on rubber gloves
2. Display the warning signs in the area, ensuring all signs are visible
3. If possible, ventilate the area
4. Prepare the cleaning solution in accordance with manufacturers' instructions
5. Remove any objects from the shower
6. Remove any hair or other items from the plug-hole
7. Dampen or rinse a cloth in the cleaning solution and wring out well
8. Start cleaning at the highest point and work towards the lowest, from outside to the inside and from clean to dirty
9. Clean the curtain rail, then starting at the highest point of the shower, wipe the wall tiles from clean to dirty areas
10. Check the shower curtain; wipe clean and dry; report any damage to your Supervisor
11. Wipe the showerhead, hose, taps and soap tray
12. Wipe around the inside of the shower cubicle
13. Clean around the overflow
14. Repeat as necessary to remove any built-up soap/grease
15. Frequently rinse the cloth in the cleaning solution
16. Change the cleaning solution when it becomes soiled
17. Rinse the shower cubicle thoroughly with clean water, swilling the water into the overflow
18. Polish stainless steel or chrome
19. After use, all equipment should be checked, cleaned, dried and returned to the storage area
20. Remove gloves and wash hands

## Bath

### EQUIPMENT REQUIRED

1. Colour-Coded Bucket
2. Colour-Coded Labelled Spray Bottle
3. Colour-Coded Cloth
4. Rubber gloves
5. Bottle Brush
6. Non-Abrasive Pad/Cloth
7. Warning Signs
8. Appropriate Cleaner for baths

### HEALTH & SAFETY

1. Ensure colour coding system is followed
2. Never mix cleaning agents, as poisonous gases could result (refer to manufacturers' instructions)
3. Display warning signs and ensure they are clearly visible
4. All equipment should be left clean, dry and tidy in storage area after use

### METHOD

1. Never mix cleaning agents, as poisonous gases could result (refer to manufacturers' instructions)
2. Display warning signs and ensure they are clearly visible
3. Do not scratch with abrasive items as scratches may harbour harmful bacteria
4. Report faults/defects to your Supervisor
5. Polish stainless steel or chrome with the cloth
6. Wipe the inside of the bath, including the plug, plug chain, taps and overflow
7. With running tap water, rinse the bath thoroughly, directing water into the overflow
8. Clean the overflow with a bottle brush
9. Repeat as necessary to remove any build-up of soap and grease
10. Frequently rinse the cloth in the cleaning solution
11. Change the cleaning solution when it becomes soiled
12. Remove any splashes or marks from the walls and wipe door handles
13. After use, all equipment should be checked, cleaned, dried and returned to the storage area
14. Remove gloves and wash hands

# Specialist cleaning

## External glass

### EQUIPMENT REQUIRED

1. Window Cleaners Bucket
2. Window Cleaners Applicator fitted to a T-bar
3. Squeegee
4. Telescopic Extension Pole
5. Rubber Gloves
6. Scraper/Non-Abrasive Pad
7. Step Ladder
8. Warning Signs
9. Glass Cleaner or General Purpose Cleaner

### HEALTH & SAFETY

1. Ensure colour coding system is followed at all times
2. Never mix cleaning agents, as poisonous gases could result (refer to manufacturer's instructions)
3. External window cleaning procedure can be used for internal glass
4. Report any defects to your supervisor
5. Refer to the Method Statement for 'Use Of Step Ladders'
6. All equipment should be left clean/dry and tidy in storage area after use

### METHOD

1. Plan work route
2. Put on rubber gloves
3. Display the warning signs in the area, ensuring all signs are visible
4. Assemble the equipment and check for safety
5. Prepare the cleaning solution in accordance with the manufacturer's instructions
6. Using the applicator apply the cleaning solution
7. Using a Squeegee Blade, wipe the glass surface, starting from the top and working down in a figure-of-eight pattern
8. Use an extension pole for windows beyond reach
9. The Squeegee Blade should be wiped after each completed stroke or if it is lifted from the surface
10. Use a scraper or non-abrasive pad to remove stubborn stains
11. Wipe the window frames with a clean cloth or window cleaner's mop
12. After use, all equipment should be checked, cleaned, dried and returned to the storage area
13. Remove gloves and wash hands

### Pressure washing

#### PRESSURE WASHING

Cleaning areas using a pressure washer (up to 2,000 psi)

#### EQUIPMENT REQUIRED

1. Pressure Washer
2. Rubber gloves
3. Eye Protection
4. Appropriate Footwear
5. Protective Workwear
6. Cordon tape, barriers, warning signs, etc.

#### HEALTH & SAFETY

1. Check if a 'Permission To Work' permit is required at this site & obtain if necessary
2. Examine the area to be cleaned:
  - assess how to keep area safe;
  - cordon-off area with signs or barrier tape etc.
3. Display warning signs and ensure they are clearly visible
4. Perform pre-use checks on the equipment in accordance with manufacturer's instructions

#### METHOD

1. Assemble and prepare pressure washer for use in accordance with manufacturer's instructions – always:
  - Check cables are not damaged cracked or split
  - Use an RCD or circuit breaker
  - Check pressure hoses are in good condition
2. Ensure all warnings & signs are situated in appropriate locations and do not present a hazard themselves
3. Prepare the area to be cleaned by sweeping to remove loose litter & debris
4. Assess the surface to be cleaned, identify any areas which should not be cleaned with high-pressure water
5. Plan how the area will be cleaned, where possible, work away from the pressure washer – this keeps hoses behind you
6. Start-up the pressure washer and check for proper operation
7. Begin the cleaning process, keeping the pressure washer nozzle aimed toward the ground at all times
8. Clean with even sweeps, keeping a careful watch out for people who may have wandered into the cleaning zone
9. After cleaning, ensure the pressure washing equipment is dismantled, cleaned and stowed ready for transport in accordance with the manufacturer's instructions
10. Ensure all warning signs, cones, barrier tape, etc., are collected and properly stowed
11. If necessary, use a broom or squeegee blade to disperse any standing water

### Review

These method statements have been last reviewed and approved by:

**Name:** Jonathan Sisk  
**Position:** Managing Director  
**Date:** 23/01/2024  
**Signature:** *Jonathan Sisk*

The next review is scheduled for one year from the approval date, or sooner if significant changes occur within the company.