Julius Rutherfoord & Co

SECURE COMMERCIAL CLEANING®

JULIUS RUTHERFOORD & CO LTD. 12 Ingate Pl, Nine Elms, London SW8 3NS

Julius Rutherfoord & Co
SECURE COMMERCIAL CLEANING

Site File Introduction

In the site file you will find the following sections:

These are placed here for your benefit, to make your work easier and the contracts/sites where you work a safer environment. Do read the information provided by the Company for your own welfare. Make use of the information and feedback any comments or suggestions you may have to your supervisor or manager.Please take note of all information contained as it is designed to help you.

If you have any queries do not hesitate to contact your supervisor or area manager to seek advice.

Section 1 – HR Guidance & Procedures

Section 2 – Quality Sustainability & Environmental Impacts

Section 3 – Health & Safety

Section 4 – Risk Assessments

Section 5 – Method Statements

Section 6 – COSHH Assessments

Document 1 – Incident Record

Contents

Site File Introduction 1
SECTION 1 – HR GUIDANCE & PROCEDURES 2
Responsibilities of Cleaner(s) 3
Equal Opportunities & Diversity Policy 5
Training Policy 10
Disciplinary Procedure 11
Common Questions 12

SECTION 1 – HR GUIDANCE & PROCEDURES



Responsibilities of Cleaner(s)

1. You must complete Time and Attendance.

2. When using electrical machinery and requiring moving the plug from one socket to another, switch off machine and switch off plug at socket, this must be done in the interest of your safety.

3. Report any faults on electrical equipment or cabling to your supervisor immediately. Do not attempt to use faulty equipment. Do not attempt to carry out any repairs yourself.

4. Do not intentionally or recklessly interfere with, or misuse any electrical equipment or materials provided.

5. Report any incidents or any near miss incidents to your supervisor immediately. (includes; accidents, incidents, dangerous occurrences e.g.; spillages near ground water)

6. Take care for the Health and Safety of yourself and all others who may be affected by your acts or omissions at work.

7. Ensure you familiarize yourself with the site-specific safety regulations of any site where you are working. This should include what to do in the event of a fire and the provision of first aid.

8. Your co-operation is vital if this Health, Safety & Environment Policy is to achieve what it aims to.

9. When using chemicals always refer to the correct dilution rate to protect the environment and to provide the optimum cleaning materials for the area you are working in.

10. Seek advice on matters of Health, Safety and the Environment if you have any queries.

11. It is your responsibility to inform the supervisor if you are unfamiliar with any equipment you are required to use or operate.

12. All equipment and materials must be stored safely and locked in designated cupboards on completion of cleaning.

13. Always ensure chemicals are stored correctly. Do not store Acids, PH6 and below (PH1 being the most corrosive) next to Alkalines, PH8 and above, to prevent the release of a toxic gas. Ensure lids are replaced well to prevent any leaks.

14. Water is a neutralizer of chemicals and therefore water should always be prepared first then add the chemical and it will be neutralized straight away.

15. Ensure that you are familiar with the Company Basic Cleaning Routine.

16. Never use any products that are unlabelled.

17. All employees of the Company are required to wear the uniform provided when working on a Company site. You have been issued with 2 items in order that they may be laundered and to assist personal hygiene; these are your responsibilities. This uniform gives a smart Company image but, more importantly enables clients to identify you. Disciplinary actions will result from any employee found not to be wearing uniform.

Please ensure you are smartly dressed and well presented always, as a part of the Company your appearance reflects the Company image.

18. Employees of the Company are required to have in their possession a Julius Rutherfoord identity card, which we issue to you on commencing employment. You are required to clearly display your identity card always.

19. You must never smoke on a client's property.

20. Employees of the Company must not remove any items from any contract belonging to either the Client or the Company.

21. You must never use any Client phones or computers. Instant dismissal and legal prosecution will result from either of the above

Julius Rutherfoord & Co
SECURE COMMERCIAL CLEANING

Equal Opportunities & Diversity Policy

Policy Statement

Julius Rutherfoord is committed to equal opportunities and diversity in all of its employment practices, policies and procedures including (but not limited to) the advertising of jobs, recruitment and selection, training and development, remuneration and promotion, discipline and dismissal and equal terms and conditions of employment. It is committed to the creation of a positive working environment in which the rights and dignity of all of its employees and delegates are respected, and which is free from discrimination, prejudice, intimidation and all forms of bullying and harassment.

The aim of this policy is to ensure that no job applicant or employee receives less favourable treatment due to race, age, religion, belief, nationality, ethnic origin, gender reassignment, marital status, civil partnership, sex, sexual orientation, disability, pregnancy and maternity, unrelated criminal convictions, or membership or non-membership of a trade union.

To achieve our ambition to develop our business, it is strategically important to us to provide equal opportunities to all individuals who are employed or who may become employed anywhere within our business. We also recognise the need to encourage all of our employees and take full advantage of the talents within our Company. This requires us to treat everyone fairly and equally.

Julius Rutherfoord will therefore follow the recommendations and comply with its responsibilities under the Equality Act, the Race Relations Act, the Sex Discrimination Act, the Equal Pay Act and the Employment Equality (Age) Regulations, and any other similar applicable legislation which may come into force from time to time.

Types of Unlawful Discrimination

The following are examples of types of discrimination which are unlawful. Discrimination of any kind is unacceptable and will be dealt with as a disciplinary offence. Direct discrimination occurs when a person is treated less favourably than another on the grounds of sex, age, marital status, gender, pregnancy, race, sexual orientation, religion, belief or disability.

Indirect discrimination occurs where a provision, criterion or practice is applied equally to everyone, but where the application of the provision results in a disadvantage to people from a particular group i.e. a racial group and where an individual suffers a detriment as a result. An example of indirect sex discrimination could be requiring everyone to work full time unless there is a good reason, unrelated to sex, as to why the particular job has to be done on a full-time basis, since requiring everyone to work full time will normally adversely affect a higher proportion of women than men.

Harassment occurs where unwanted conduct occurs which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person, even if this effect was not intended by the person responsible for the conduct.

Victimisation is where someone is treated less favourably than others because they have alleged unlawful discrimination or supported someone to make a complaint or given evidence in relation to a complaint. An example could be refusing to consider someone for promotion because they had previously made an allegation of sex discrimination.

Responsibilities

Andy Beilby, Director, has overall responsibility for establishing the Company's Equal Opportunities & Diversity Policy, implementing, reviewing and monitoring its overall application.

Whilst the primary responsibility for providing equal opportunity rests with the Company, individual employees at all levels have a responsibility for ensuring that equality of opportunity is continually provided for in the Company's activities. Managers have a particular responsibility for promoting equal opportunity and diversity within their own area of responsibility. All members of staff have a responsibility to co-operate with measures to ensure equal opportunity and non-discrimination. The Company will therefore ensure that all employees are made aware of their responsibilities under this policy and the relevant legislation listed above.

You should be aware that whilst an employer can be held liable in law for acts of discrimination committed by staff, individual members of staff can also be held personally liable in law for acts of discrimination that they commit, authorise, contribute to or condone.

You should therefore be aware that the following acts are unlawful and would constitute misconduct or gross misconduct liable to disciplinary action, which may include summary dismissal

• Discriminating in the course of employment or prospective employment against fellow or future members of staff in job, transfer or promotion applications on the grounds established in this Equal Opportunities & Diversity Policy Statement.

• Inducing or attempting to induce staff to practice unlawful discrimination.

• Indulging in verbal or physical, sexual or racial harassment of a nature that is known, or should be known, to be offensive to the victim.

• Victimising individuals who have made allegations or complaints of any discrimination or harassment or provided information about such discrimination or harassment.

Every employee is responsible for ensuring the Company's policy of Equal Opportunity and Diversity is applied to our dealings with the general public and, especially, our suppliers and customers and should, in addition, be aware that it is unlawful to commit, authorise, contribute to or condone acts of discrimination on the grounds of sex, disability or race in the provision of goods and services. The Company will endeavour to make reasonable adjustments to overcome barriers to using services, caused by disability.

Recruitment & Selection

The Company will strive to ensure that:

• All managers who are involved in recruitment and selection activities receive appropriate training to ensure that such activities are conducted in a non- discriminatory manner and in accordance with the Equal Opportunities & Diversity policy.

• Person and job specifications are limited to those requirements that are necessary for the effective performance of the job and candidates for employment or promotion opportunities will be assessed objectively against the requirements for the job, taking account of any reasonable adjustments that may be required for candidates with a disability.

• Job vacancies are advertised in appropriate places for the position and consideration will be given to ensure that we do not discriminate or discourage applications from any section of the community.

• We will consider making reasonable adjustments, where practicable, to the workplace and to our methods of working, to accommodate disabled applicants.

• We will also monitor the number of job applicants and employees from different sections of the community (e.g. from different ethnic groups).

• Any Company (e.g. client, supplier and recruitment agency) that requests that we discriminate in our selection processes must be reported immediately to the Julius Rutherford Office Manager and the supply of staff will stop, if after investigation, such requests are not justified.

Promotion

The Company will strive to ensure that

• All vacancies are advertised internally and externally, and all employees will have the opportunity to apply for any vacancies which arise

• Employees who apply for promotion opportunities will be assessed fairly and objectively against the requirements for the job

Training

The Company will strive to ensure that

• All existing and new employees are made aware of the Company's Equal Opportunities policy and their responsibilities under it. All employees will also be made aware that failure to adhere to the Equal Opportunities & Diversity policy may result in disciplinary action up to and including dismissal

• Training in equal opportunities is provided to managers and others likely to be involved in recruitment or other decision making where equal opportunities issues are likely to arise.

• All employees are given access to appropriate training and development opportunities in line with organisational needs.

Discipline & Dismissal

The Company will strive to ensure that

• Any employee who is subject to disciplinary action and/or dismissal will be treated fairly and in accordance with the Company's Equal Opportunities & Diversity policy and the Disciplinary and Dismissal policy.

Grievances

If you perceive a problem on recruitment, selection, training, promotion or the application of terms and conditions of employment you should raise it in the first instance with your immediate manager.

If this is not appropriate - perhaps because your manager is the cause of the perceived problem - you should raise the matter directly with a Director.

Any grievance arising from the Equal Opportunities & Diversity policy will be dealt with using the Company's Grievance procedure. All cases will be investigated, and the Company will treat all complaints fairly, quickly and with confidentiality.

Any employee who has taken action, in good faith, over allegations of discrimination or harassment, will not be victimised by being treated any less favourably than any other employee as a consequence of taking such action

You are also required to report any bullying, harassment or discrimination by customers, suppliers, visitors or others to your manager who will take appropriate action

Anti-Bullying & harassment

The Company has a separate policy concerning issues of bullying and harassment on any grounds, and how complaints of this type will be dealt with. Please refer to the Company's Anti-Bullying and Harassment policy for further information.

Monitoring

The Company will monitor the practical effects of the Equal Opportunities & Diversity policy by regularly collecting and reviewing information about employees' and job applicants. In particular, the Company will monitor the number of employees and applicants for jobs (including promotions) from different gender, disability and ethnic groups.

The Company will also monitor the take up of training opportunities amongst employees and the number of employees from different groups who are subject to disciplinary action and who leave the Company's employment.

The information gathered will be analysed, as a minimum on an annual basis, and the Company will consider and take appropriate action to address any disparities which may be identified as a result of the monitoring process, as appropriate.

The Company may use appropriate lawful methods, including lawful positive action, to address the under-representation of any group which the Company identifies as being under represented in particular types of job.

You are expected to co-operate in any work being undertaken to monitor, review and implement this policy.

Data

The processing of this data is required for employment purposes and monitoring purposes and may include sensitive data. All sensitive data will be processed in accordance with the 'Processing Sensitive Data' guidelines provided within the Data Protection Act 1998.

Communication

You will be informed of any changes the Company makes to the policy

Updates

The Equal Opportunities & Diversity policy will be reviewed and updated when changes in legislation and best practice occur. Where possible and appropriate, managers will be involved in consultations to review and update this policy

Signed:

J.A.G. Beilby
Director

D.R. Morris-Marsham
Director

nqa
ISO 9001
ISO 14001
ISO 45001
INTEGRATED MANAGEMENT

Julius Rutherfoord & Co
SECURE COMMERCIAL CLEANING

Training Policy

We acknowledge the essential need to provide appropriate and systematic training and development for our employees. All employees will be encouraged to maximise their potential to achieve job satisfaction and achieve the highest standard of efficiency and competence.

We opened our new Training Academy in June 2009 with Induction and specific training sessions taking place at our head office. In January 2010 we received our accreditation to BICSc and our training centre is known as the Julius Rutherfoord BICSc Accredited Training Academy (BATA).

We are offering free BICSc training to all our managers, supervisors, full time and part time staff that are involved with cleaning. All our Cleaning Operations team have been trained to the new Cleaning Professionals Skills Suite. We have extensive experience within our Operations team and all managers are trained to BICSc Stage 1 or BICSc stage 2 comprising 21 cleaning operations. Our Assessors are also trained to the Train the Trainer course and have all undergone the BICSc Conversion to the new system. Our Training Plan shows our commitment to training further which is available on request.

It is our policy to provide a program of induction training for new employees prior to them working on client's premises. Further 'on the job' training will be conducted by their immediate Supervisor or Area Manager on a customer site. All staff are required to attend our BICSc Accredited Training Academy. With Portering they receive Tool Box Talks training as part of their induction into the role and regular Tool Box Talks before and during their work on site, they are trained in the use of machinery, manual handling, risk assessment etc.

Further development is normally achieved by experience, with which knowledge and capability is extended. This may be aided by appropriate formal training (external or in-house), in accordance with regularly assessed training needs. An individual may be included in training programmes in one of the following ways:

By the recommendation of their immediate Area Manager. Due to additional training needs identified in their workplace.

Arising from legislative, technological or similar external factors that require additional specialist expertise.

It is our policy to ensure that special attention to Health, Safety and Environment training is provided, both at the induction stage and subsequently.

Employees are encouraged to benefit from attaining National Vocational Qualifications (NVQ) at further educational facilities that provide additional knowledge and/or qualifications relevant to their work. Accordingly, financial assistance may be provided in connection with attendance at approved evening classes or in the assessment and registration for a vocational qualification. In order to carry out this policy, we will allocate sufficient resources to achieve the objectives set.

Signed:

J.A.G. Beilby
Director

D.R. Morris-Marsham
Director

nqa
ISO 9001
ISO 14001
ISO 45001
INTEGRATED MANAGEMENT

Disciplinary Procedure

The disciplinary procedure of the Company is designed to encourage better conduct. The full company disciplinary procedure can be found in the Employee Handbook (if you do not have one please ask your Area Manager).

Herewith several items (not conclusive) for which the procedure may be applicable:

- Poor quality of workmanship.
- Poor timekeeping.
- Unreasonable and/or frequent absences from work.
- Poor customer relations.
- Contravention of Company Health, Safety & Environment Policy.
- Unsatisfactory dress or appearance.
- Disruptive behavior.
- Failure to take care of Company or Client property.
- Sexual harassment.
- Sexual/racial discrimination.

Acts of gross miss-conduct will result in immediate dismissal. Several examples are listed below, although this list is not exhaustive:

- Theft from Company or Client.
- Misrepresentation.
- Refusal to act on superior's instructions.
- Being under the influence of drink or drugs while on duty, or at a Client's premises.
- Willful damage to property of the Company or of a Clients property.
- Gross negligence.
- Unauthorized removal of cleaning materials.
- Insulting behavior to Clients or Client's representatives.

Leaving the Company

If for any reason you cease to be in the employment of Julius Rutherfoord & Co. Ltd. your final wage packet is paid into your bank account. You will have to return your identity card and uniform issued by the Company. You will also require notifying our HR department by email or letter confirming your last day of service with Julius Rutherfoord.

If you still have questions or queries

Please read all the information provided, it is designed to assist you and make your workplace a safer area. We hope to assist you as much as possible, so please do not hesitate to contact a superior if you are in any doubt.

Common Questions

Q You cannot enter the building

A. Telephone the office (020 7819 6700). If office is unmanned telephone your Supervisor/Area Manager.

Q You set off the alarm

A. If you have been given a telephone number to ring, do so immediately and give the information required. If the telephone rings, answer it and explain who you are and what has happened.

You may be able to turn the alarm off by entering the correct code.

You must still telephone the office. You should be aware of any relevant passwords.

DO NOT leave the offices with the alarm ringing. Wait for the police; explain to them who you are.

Leave a message with either your Area Manager or the office (020 7819 6700), explaining what has happened, who you are and at which site you work.

Q You are unable to lock the building or set the alarm

A. Never leave the building unlocked.

Call your Supervisor/Area Manager stating your name, the site you are at, the problem and a telephone number (if possible) on which you can be contacted. Wait on site for the arrival of a Supervisor or Area Manager.

Q You discover a fire at the building

A Immediately sound the alarm and leave building by nearest exit, as per the site specific safety regulations for the site you are at.

Q You hear the fire alarm

A Leave the building immediately by the Fire Exit. Do not attempt to collect any personal belongings as this may put you in danger.

Q You discover someone in the building that you do not know

A Ask them if they work there, contact security (if available) and telephone the police. Telephone your Supervisor/Area Manager immediately.

Q You break or damage something

A Report it to your Area Manager or the office immediately (020 7819 6700) and leave a note for the client.

Q You do not know how to use the materials, chemicals or equipment.

A Do not attempt to use it/them. Contact your Supervisor/Area Manager or the office (020 7819 6700) to get training.

Q Your vacuum or other electrical machinery does not work.

A Turn it off and unplug it. Check that the bag is not overfilled, or the hose blocked. Leave it for 10 minutes in case it has overheated. If it still fails to function, complete your cleaning as best you can and inform your Area Manager or the office as soon as possible (020 7819 6700). DO NOT try to repair it.

Q You are becoming low on cleaning stores/materials.

A Telephone your Area Manager or the office 020 7819 6700 with a list of stores you need. Do not wait until your supplies run out.

Q You think another cleaner or employee is drunk or acting strangely.

A Stop them working as this could affect their safety and that of others. Ask them to leave the building, report it immediately to your Supervisor/ Area Manager or the office (020 7819 6700) explaining who you are, the situation and what site you are on.

Q You are sexually/racially harassed at work.

A Report it to your Area Manager or the office (020 7819 6700) as soon as possible.

Q You see another cleaner using the phone.

A Tell them to stop immediately and inform the office (020 7819 6700). Telephone calls are logged.

Q You see another cleaner removing Company or Clients' property

A Report it to your Area Manager or the office (020 7819 6700) immediately.

Remember cleaners are the first to be accused when items go missing.

Q You wish to stop working or go on holiday

A Inform your Area Manager or the office (020 7819 6700) and tell us when you want to go, giving as much notice as possible. You will be required to complete a holiday

request form through the employee portal giving a minimum of 2 week's notice. No operatives are permitted to take more than 2 weeks' holiday at any one time.

Q You need to leave work early because of an emergency at home.

A Ask your Area Manager/Supervisor for permission before you leave.

Q You oversleep/miss your bus/are ill etc.

A Telephone your Supervisor/Area Manager as soon as possible and say who you are, what site you work at and the problem you have.

Q The Client or your Supervisor asks you to do some extra cleaning works

A Carry out the works as requested and keep a record of the extra time spent so that you can be paid and inform your Area Manager or the office (020 7819 6700).

Q You move to a new house or change your contact telephone number

A Come into the office as soon as possible with proof of your new address.

Q You lose your identity card or uniform

A Inform the office (020 7819 6700) or your Supervisor/Area Manager immediately for a replacement.

Q You notice an area of your contract is dirty

A Inform your Supervisor/Area Manager immediately so we can clean it.

Q When you 'nearly' hurt yourself, this is called a 'Near Miss'.

A Inform your Supervisor/Area Manager immediately, you may be able to stop somebody else having the same "Near Miss" or incident

SECTION 2 – QUALITY, SUSTAINABILITY & ENVIRONMENTAL IMPACTS



It is our aim to clean our contracts to the highest of standards. As cleaners you play a vital role in our Quality Policy, which aims to provide a first-class service and satisfy all our customer's needs.

Please refer to site specifications, periodic sheets and checklists to ensure that all tasks and duties are carried out. Your input is vital; should you have any suggestions or queries please do not hesitate to contact your supervisor or area manager.

As set out in your trainings, all employees are required to follow Company Method Statements, and including Risk Assessments as detailed in section 3 & 4 of this file and COSHH Assessments, as set out in your training which is in section 5 of this file.

Contents

SECTION 2 – QUALITY, SUSTAINABILITY & ENVIRONMENTAL IMPACTS 1

Quality Policy 2

Environmental & Sustainability Policy 3

Corporate & Social Responsibility 5

Energy Conservation 8

Water Conservation 9

Prevention of Pollution 9

Julius Rutherfoord & Co
SECURE COMMERCIAL CLEANING®

Quality Policy

Julius Rutherfoord & Co Ltd will clean the premises on our contracts and carry out grounds maintenance and portering services to the highest standards in a professional manner, and will comply with all legal and regulatory requirements.

To achieve this, our objectives are to:

• Maintain a consistently clean environment for our clients and to achieve the Company's aim of being a leading and profitable supplier of cleaning services.

• Maintain grounds according to the clients' specific requirements, in a safe and efficient manner, to ensure the first impressions of any visitor are of neat, well-kept, and pleasant surroundings.

• Provide friendly, helpful, and efficient portering services.

All employees are responsible for the honesty, quality, and presentation of their work. The Company provides training and has established systems to assist employees in achieving the standards required. While we endeavour to clean to the highest standards and offer a service that we can be proud of, we recognise that we don't always achieve our own standards. When a customer complaints, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The Company, its Directors, and Management are fully committed to this policy and its quality system. The objectives of this company are agreed annually at the bi-monthly Quality Health Safety and Environmental meeting. All employees are required to be familiar with the policy and objectives and follow all quality system procedures relevant to their work.

All Directors, management and staff are encouraged to offer input as to how our service performance can be maintained and continuously improved.

The Committee for Quality, Health, Safety, and the Environment is responsible for monitoring the quality system and reports regularly to the Founding Directors on the system's implementation, status, and effectiveness,

Signed:

J.A.G. Beilby
Director

D.R. Morris-Marsham
Director

nqa
ISO 9001
ISO 14001
ISO 45001
INTEGRATED MANAGEMENT

Julius Rutherfoord & Co
SECURE COMMERCIAL CLEANING®

Environmental & Sustainability Policy

Julius Rutherfoord & Co. Ltd is a commercial cleaning contractor. The main impact of our business on the environment is through the disposal of cleaning products and emissions from our vehicles.

We recognise our responsibility for environmental protection and are committed to sustainable development. In accordance with our ISO 14001:2015 accreditation, we produce for all activities:

• Risk assessments to identify the types and scale of the environmental risks involved.

• Assessments of environment impacts along with a significance rating for each impact.

To meet our environmental objectives, we will:

1. Implement a carbon reduction programme to target specific areas of our activity, set targets and monitor our progress against these targets, and report to the bi-monthly Quality Health Safety and Environmental meeting.

Areas identified include:

• Reducing energy consumption, for example by switching off PCs at the end of the day.

• Reducing paper usage, for example by implementing a policy on double sided printing and encouraging the use of paperless communications.

• Enhancing our office waste Management policy to ensure waste going to landfill remains at 0%.

• Reducing CO2 emissions from our fleet for example by using low emission, dual fuel and hybrid vehicles.

• Monitoring fleet emissions by using vehicle tracking to minimize mileage and idling times.

• Developing sustainable and environmental purchasing, including the use of environmentally friendly products and water-based cleaning methods.

• Taking measures to prevent any surface, underground or atmospheric pollution.

• Assessing the chemicals we use for their environmental impact through COSHH and environmental assessment and considering our choices of chemicals, materials and cleaning techniques with environmental impact in mind

2. Audit all sub-contractors on an annual basis, establishing sustainability as a measure of performance.
3. Comply with environmental legislation through regular audit and review.
4. Communicate the Environmental and Sustainability Policy to staff, through training, documentation, other communications and our website, www.juliusrutherfoord.co.uk.

5. Work with our clients to implement environmental initiatives including recycling/waste management solutions and innovative chemical free cleaning methods.

Signed:

J.A.G. Beilby
Director

D.R. Morris-Marsham
Director

nqa.
ISO 9001
ISO 14001
ISO 45001
INTEGRATED MANAGEMENT

Julius Rutherfoord & Co
SECURE COMMERCIAL CLEANING®

Corporate & Social Responsibility

According to ISO 26000 2010, corporate and Social responsibility is the duty of an organisation for the impacts of its decisions and activities on society and the environment, through transparent and ethical behaviour that:

- contributes to sustainable development, including health and the welfare of society
- considers the expectations of stakeholders
- follows applicable law and consistent with international norms of behaviour
- is integrated throughout the organisation and practised in its relationships.

JR&Co recognises that its operations inevitably have an impact on wider environmental, economic and social issues. These issues are an integral part of our quality management process and we believe that placing emphasis on them gives the right message to our employees, members, suppliers and other key stakeholders and demonstrates our awareness of, and concern for, the wider community. We are committed to continuous improvements in environmental, economic and social sustainability. We will comply with all European law applicable to environmental legislation, regulations, approved codes of practice and other external requirements applicable to our business.

We will seek to continuously develop our CSR policy by:

- identifying opportunities and acting where practical to meet legal obligations and improve sustainability
- identifying adverse impacts and risks, and where possible mitigate these
- promoting our CSR policy and gain buy in from our staff and other key stakeholders
- embedding our CSR policy and practice into all our management systems, standards, processes and procedures.

Corporate social responsibility is an integral component of our strategy, planning and operations. At the heart of our approach to CSR is an emphasis of local action to match the needs of individual businesses, while ensuring compliance with business policies in areas such as health and safety, conduct, environment and product management.

We support the argument that there is added value for the company, its employees and stakeholders as well as society in general through promoting socially and environmentally responsible practices throughout the company. Julius Rutherfoord's approach to corporate social responsibility is linked closely to its vision to be the best at what we do, by doing what's right for colleagues and customers.

Economic

To improve the economic value to society from our services through growth and diversification. We will:

- regularly review our procedures and practices and identify opportunities and actions for improvements to economic security
- earn and maintain the trust and respect of our stakeholders

• apply environmental, social and ethical criteria to the procurement of goods and services, and ensure wherever possible that all products purchased that are derived from natural resources are from sustainable sources

• manage risks appropriately and continuously monitor them, taking actions where appropriate

• in accordance with our modern slavery policy our expectations to of our suppliers are that the factories producing their goods must ensure that employment is freely chosen, child labour is not used, and no harsh or inhumane treatment will occur. Our suppliers' factories are required to ensure that all workers retain passports, ID Cards, bankcards and similar documents to facilitate their unhindered freedom of movement.

Social

To have highly engaged and diverse employees. We will:

• measure employee engagement annually and act to improve it

• recruit and retain high potential and high performing individuals through appropriate reward policies

• train and develop our employees as a way of shaping the culture and behaviour in the organisation

• implement effective and appropriate diversity policies

• maintain high standards of health and safety.

To continuously improve the standards and quality of our products and services, and our reputation in the marketplace. We will:

• be open to new ideas, practices and ways of thinking, and challenge our existing methods

• continue to build solid stakeholder relations – identifying key stakeholders, engaging in consultation and balancing demands

• value and harness diversity and adjust our approach as appropriate

• consider how we can have a positive impact on our local social and business community

• explore opportunities for training providers to improve their impacts.

Environmental

To reduce the environmental impact of the operations of JR&Co and protect natural resources wherever possible. We will:

• reduce, reuse and recycle wherever practical

• increase the use of sustainable materials

• ensure that all decisions regarding working practices and purchasing take relevant environmental considerations into account for the medium and long term and not only the short term

• train and encourage all employees to work in an environmentally responsible manner and ensure our communications raise awareness and keep all employees and interested parties informed

• ensure that members, suppliers and contractors with whom we have dealings are likewise environmentally minded in their approach to business

• monitor energy utility use and look to continuously reduce consumption

Community involvement

Supporting the local community and promoting growth in our local economy is very important to us. We are a people-based business and we know that having the right commitment from our people benefits all parties. 90% of Julius Rutherfoord staff live within a 5 miles radius of their employment address. This not only provides a great staff base in case of shortages on sites, but also supports the local community by generating employment opportunities for residents. We also find that employing local staff increases the sense of pride in their work, as they care about the community they live in and go the extra mile to improve it.

Generating Social Value - We will advertise any new vacancies locally, in job centres, colleges and online as this provides employment opportunities for people living near the workplace. Where possible, we ensure that local businesses can compete for the supply of goods and services relating to our contracts.

Julius Rutherfoord has worked in partnership with Wandsworth Council assisting school-leavers who have the basic aptitude, to gain work experience and achieve the skills required to maintain useful employment and gain the dignity and a personal sense of achievement in being able to make a worthwhile contribution to society.

We provide apprenticeship schemes to upskill existing staff and currently have Area Managers and Site Supervisors working through Level 3 Diplomas in Leadership, and departmental managers at Head Office working through CMI Leadership and Management level 5 qualifications.

Signed:

J.A.G. Beilby
Director

D.R. Morris-Marsham
Director

nqa
ISO 9001
ISO 14001
ISO 45001
INTEGRATED MANAGEMENT

Energy Conservation

What is energy Conservation?

A reduction in the use of non-renewable natural fuels – coal, natural gas, and oil (also electricity generated using these fossil fuels)

A reduction in the use of renewable sources of energy – electricity, either hydroelectric, wind or nuclear generated.

Reduced pollution of our planet caused by wasted or escaping energy, or it's byproducts.

Why is it important?

Natural fuels (Coal, Gas and Oil) are unsustainable and are expected to be completely exhausted by the year 2050.

How will conserving energy help?

A reduction in the use of oil, coal and natural gas will also reduce Carbon dioxide (CO2) emissions.

Less use of oil, coal and natural gas will prolong the availability of them.

Will reduce pollution of our planet from wasted and escaping energy and it's byproducts, therefore reducing global warming.

Improved company performance – energy spend is not an unavoidable overhead, it is a controllable cost.

Your duties:

- Switch off lights when leaving areas when they are empty, or when they are not needed.
- Keep doors and windows closed. Turn off equipment not being used. But do not:
- Turn off another people's equipment
- Turn off or unplug anything you are unsure of.
- Switch off lights in any area where others may have to walk through in the dark or it may cause a hazard to do so.

Water Conservation

Why is water conservation important?

Water is a limited resource that continually needs to be treated and recycled. This costs money. The more water consumed, the greater the cost.

Your duties:

- Turn off taps after use.
- Report dripping taps immediately. A tap dripping at 2 drips per second = 5,241 gallons of water down the drain, per year.
- Do not heat water unnecessarily.
- Do not use or heat more water than is needing to do the job.

Prevention of Pollution

- Waste minimization, segregation and disposal
- Do not dispose of any waste water or substances down storm water drains – this is an offence and could lead to prosecution by the Environmental Agency.
- If you are unsure of where to dispose of waste liquids safely, check with your Supervisor or Area Manager.
- Do not allow any spillages to enter drains, streams, rivers etc or soak into the ground. Contain them as much as possible and get help immediately from your Supervisor or Area Manager.
- Keep waste secure from escape, vermin and scavengers.
- Ensure you know the different waste disposal procedures for the site – if in doubt ask your Supervisor or Area Manager.
- If any waste you handle is classed as "special" or "hazardous" and needs separate handling and disposal i.e.: Bio-hazard, oils, tyres, batteries, chemicals etc., you must adhere to the procedures in place on site.
- On sites where, re-use or recycling of certain items is carried out, you are expected to adhere to these programs and report any non-compliance.

SECTION 3 – HEALTH & SAFETY



Contents

SECTION 3 – HEALTH & SAFETY 1
Health & Safety Policy Statement 3
Organisational Structure 4
Responsibilities 5
Board of Directors 5
Health & Safety Representative 6
Managers 7
Health & Safety Advisors 8
Employees 8
Visitors 9
Contractors 9
Arrangements 10
Accident / Incident Reporting 10
Asbestos 10

Audit and Review 11
Contractor Competence and Control 12
Consultation 12
Display Screen Equipment 12
Electrical Hazards 13
Emergency Procedures 13
Equipment and Machinery 14
Fire 14
First Aid 15
Hazardous Substances 15
Legionella 15
Lone Working 16
Manual Handling 16
Monitoring 17
New and Expectant Mothers 17
Night Workers 18
Occupational Health 18
Personal Protective Equipment 21
Risk Assessment 22
Safety Instruction and Training 22
Slips & Trips 23
Safety Inspections 23
Stress 23
Waste Disposal 24
Water Hygiene 25
Welfare 25
Violence & Aggression 25
Work at Height 26
Work Related Driving 26
Young Persons 27

Health & Safety Policy Statement

Julius Rutherfoord & Co Ltd recognises that the safety of its employees engaged in providing cleaning and portering services, its staff at head office and its other stakeholders is a prime responsibility of management at all levels. The Company Directors have overall responsibility for this Policy. Day to day responsibility for ensuring this policy is put into practice is delegated to the company Mobilisation & Projects Manager.

The Company will:

1. Regularly assess the Health and Safety risks arising from its activities and, based on the results of the assessments and consultation with employees, set annual objectives and targets for the continuous improvement of the Company's Health and Safety performance.

2. Comply with all relevant Health and Safety legislation and those additional standards and codes of practice to which it may subscribe.

3. Introduce appropriate procedures and systems to ensure safe and healthy working conditions of its employees and others. This will include:

a. Ensuring that all staff are made aware of the Health and Safety policy and the requirements of its safety management system by appropriate training and awareness briefings.

b. The control of work activities to minimise the risks associated with manual handling, working at height and other risks associated with the activities carried out by its employees.

c. The assessment and minimisation of risks associated with the use and safe storage of chemicals and equipment used in cleaning; and manual handling in Portering.

d. Monitoring its compliance with regulatory, national and Company standards and act to ensure that compliance is maintained through regular audit and review.

A copy of the arrangements for Health and Safety are available as a separate document and form part of our site file inducted to all staff.

All accidents and ill health reported under RIDDOR are recorded in the Company's Incident Record database.

A copy of the Julius Rutherfoord & Co Ltd Health and Safety policy is on display in the reception at its offices and is also displayed on its web site www.juliusrutherfoord.co.uk.

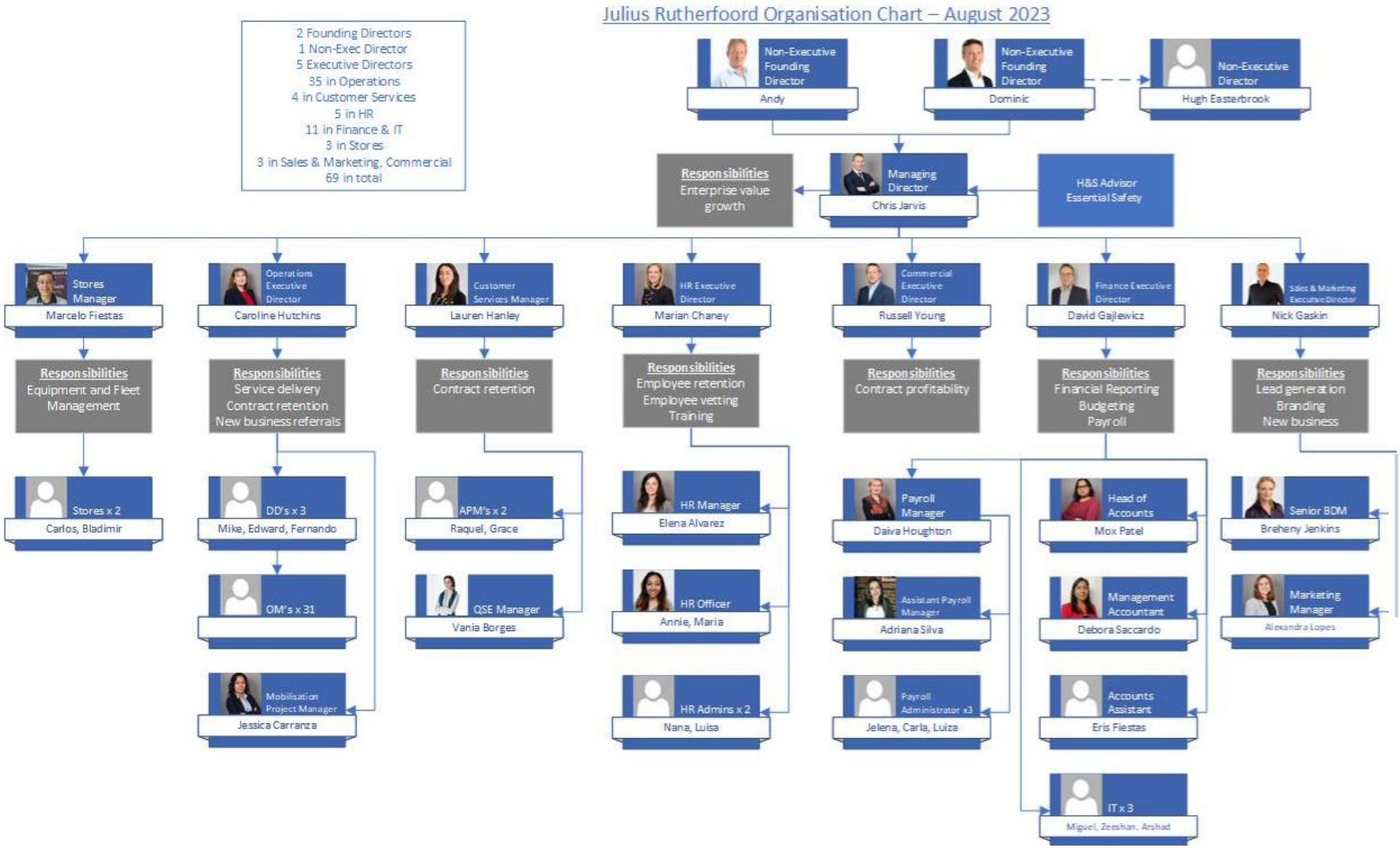
Signed:

J.A.G. Beilby
Director

D.R. Morris-Marsham
Director

nqa
ISO 9001
ISO 14001
ISO 45001
INTEGRATED MANAGEMENT

Organisational Structure



Responsibilities

Board of Directors

The Board of Directors have ultimate responsibility for ensuring that the company fulfils its legal responsibilities, that policy objectives are achieved and that effective systems and mechanisms are in place for the achievement of the policies concerned with health, safety, welfare and environmental protection.

The Board of Directors will also ensure that company policies are reviewed as appropriate in order to ensure continuing compliance with current legislation and any changes in the law. To these ends, The Board of Directors will ensure the allocation of the resources necessary to maintain sound and efficient health and safety arrangements.

The Board of Directors will ensure the appointment of one or more health & safety advisors to assist the Company in undertaking the measures it needs to take to comply with the requirements and prohibitions imposed upon it by or under the relevant statutory provisions.

In particular, the Board of Directors are responsible for implementing and monitoring health & safety procedures within the company and ensuring that:

- A suitable Health & Safety Policy is in place,
- The Health & safety Policy is regularly reviewed and updated as necessary in accordance with statutory requirements and current good practice,
- This policy is implemented and communicated to all necessary personnel,
- Adequate resources are made available to achieve the company’s health & safety objectives.
- Suitable and sufficient risk assessments are carried out for all tasks & activities, and that those risk assessments are reviewed periodically or when circumstances change.
- Safe methods of working are developed and implemented

Health & Safety Representative

The Health & Safety Representative will act as a key coordinator between external health & safety advisors, Essential Safety and internal stakeholders of Julius Rutherfoord & Co Ltd.

The Health & Safety Representative will communicate and coordinate with Directors and Line Managers to ensure policies, procedures, safe systems of work and risk assessments are appropriate and proportionate to the business activities and risk profile, whilst ensuring that they remain both valid and relevant, by maintaining and reviewing whenever there is a change of operation or location.

The Health & Safety Representative is accountable to the Operations Director for implementing Julius Rutherfoord & Co Ltd Health and Safety Policy, encouraging, and assessing in developing safety procedures and ensuring that established rules and safe working practices are adhered to within all areas under their responsibility.

These responsibilities will include:

- To develop and agree with the Board of Directors, the health and safety plan which will include a health and safety training plan.
- To make recommendations to the Board of Directors for the revision of the Health and Safety Policy and other key documents.
- To support the Board of Directors in identifying health & safety policies, practices & procedures, and communicating such to other Managers & employees.
- To provide health & safety reports and information to the Board of Directors as agreed.
- To arrange, manage & monitor all statutory tests, inspections and maintenance of safety systems, installations & equipment at the Company premises, and to ensure that adequate records of such are retained.
- To liaise with statutory bodies, enforcing authorities and emergency services as necessary.
- To ensure that all reportable injuries, diseases and dangerous occurrences are reported to the Enforcing Authority in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
- To provide guidance, assistance & support to Managers & employees in matters of health & safety.

Managers

All Managers will ensure that arrangements for the health and safety of their staff, employed within their function, are made known, maintained and reviewed whenever there is a change of operation or location.

Managers are accountable to the Board of Directors for implementing the Company's Health and Safety Policy, encouraging and assessing in developing safety procedures and ensuring that established rules and safe working practices are adhered to within all areas under their responsibility.

They must also ensure that employees under their control are adequately trained and receive the support they need to perform their duties.

In particular, Managers are responsible for implementing and monitoring health & safety procedures within their area of responsibility and ensuring that:

- This policy is implemented and communicated to all necessary personnel.
- Suitable and sufficient risk assessments are carried out for all tasks & activities, and that those risk assessments are reviewed periodically or when circumstances change.
- Safe methods of working are developed and implemented.
- Fire precautions and emergency procedures are implemented and communicated to all employees and other necessary personnel.
- All hazardous substances are identified, assessed and the appropriate precautions implemented.
- All new equipment is fit for purpose and that all risks associated with new equipment, activities and processes have been assessed.
- Induction training is provided to all employees prior to commencing work for the Company.
- All necessary personal protective equipment is provided, maintained and replaced as necessary.
- All employees are provided with training, instruction and supervision appropriate to their role and responsibilities.
- Inspections are carried out to ensure that workplaces remain, as far as reasonably practicable, safe and without risks to the safety and health of employees, visitors, clients, contractors, and other persons who may be affected by the company's activities.
- Adequate first aid arrangements, training and equipment are in place.
- All accidents and dangerous occurrences are reported in accordance with statutory requirements & company policy, and are fully investigated in liaison with the Managing Director, Senior Manager of safety and/or Directors.
- Adequate welfare facilities are provided, maintained and cleaned.

Health & Safety Advisors

Julius Rutherfoord & Co Ltd will appoint one or more health & safety advisors to assist in undertaking the measures required to comply with the requirements and prohibitions imposed by or under the relevant statutory provisions.

The health & safety advisors will advise the Managing Director and Health & Safety Responsible Manager regarding:

- Ensuring the Company is aware of statutory obligations and recommended Codes of Practice.
- Formulating, developing and maintaining health & safety policies, both for existing activities and new activities.
- How the organisation can promote a positive health & safety culture and secure the effective implementation of the health & safety policy.
- Advising management of their responsibilities for accident prevention and avoidance of health hazards.
- Review of performance and audit of the health & safety management system.

H&S Advisor: Essential Safety

6 Brooklands Court, Kettering Venture Park, Kettering, Northants, NN15 6FD

Tel: 0330 174 9780

Email: lauren.gibson@essentialconsult.co.uk

Employees

All Employees are responsible for ensuring that:

- They are aware of this Safety Policy and their responsibilities within it.
- They cooperate with Julius Rutherfoord & Co Ltd. in meeting its statutory duties.
- They take reasonable care of themselves and others who may be affected by their acts or omissions.
- They use any equipment, substance or safety device provided by Julius Rutherfoord & Co Ltd in accordance with any training or instruction provided.
- They do not intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety.
- They attend, and take note of any health and safety training provided, including induction training.
- They use any Personal Protective Equipment provided, ensure that such equipment is maintained in a condition fit for that use, and report any defects immediately to management.
- All accidents, dangerous occurrences and near misses are immediately reported to their line manager.
- They are fully conversant with all fire, emergency and first aid procedures applicable to the area in which they are working.
- Where an employee identifies any condition, which in his or her opinion is hazardous, the situation is immediately reported to their manager.

Visitors

Visitors and other users of the premises are required to observe Julius Rutherfoord & Co Ltd Health & Safety Policy, including the appropriate fire, emergency & first aid procedures, along with any specific instructions from duly authorised representatives Julius Rutherfoord & Co Ltd .

All visitors to Julius Rutherfoord & Co Ltd premises are required to sign in on arrival and sign out again on departure, even if only leaving the premises for a short period.

Visitors who observe or become aware of any hazardous conditions or circumstances are requested to advise their host as soon as possible in the interests of the health & safety of employees, visitors & contractors.

In the event of an incident or emergency, all visitors should comply with instructions from their host and/or duly authorised representatives of Julius Rutherfoord & Co Ltd.

Contractors

Contractors are responsible for complying with the relevant statutory duties placed upon them by the Health and Safety at Work, etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 and other applicable Regulations.

This responsibility includes ensuring that all employees & sub-contractors are competent to carry out their work safely, and in accordance with the relevant standards & statutory requirements.

Contractors are also responsible for complying with any instructions regarding health & safety from duly authorised representatives of Julius Rutherfoord & Co Ltd

Contractors are responsible for assessing the risks associated with their work on behalf of Julius Rutherfoord & Co Ltd and the methods to be used to eliminate those risks or reduce them so far as reasonably practicable.

Contractors should provide adequate information to Julius Rutherfoord & Co Ltd regarding these risks and the methods used to control them.

Arrangements

Accident / Incident Reporting

It is the policy of Julius Rutherfoord & Co Ltd to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR 13).

All employees have a responsibility to report all incidents, accidents, environmental incidents, including large spillages near water courses, near misses, regardless of the fact that you may not be injured.

All incidents should first be reported to the Supervisor or Manager who will record details on the incident form, copies of which are within the Site File, located on all client sites.

Completed incident forms must be forwarded onto the Customer Service Department, at head office as soon as possible.

Supervisors or Managers are responsible for ensuring the full detail of all accidents/ incidents are recorded in respect of the incident including: -

- Date and time of incident
- Personal particulars of the person(s) involved
- The circumstances of the accident including photographs and diagrams wherever possible
- Place of occurrence
- Details and statement of any eye witnesses to be collected as near to the time of the accident as is reasonably practicable
- Signature of the Supervisor/Manager

Management must ensure that all incidents are investigated and take appropriate action to prevent the accident happening again.

The Directors will ensure that all accidents and near misses are investigated to establish the direct and indirect causes.

Asbestos

Julius Rutherfoord & Co Ltd will seek information regarding any Asbestos Containing Materials (ACM's) within premises occupied by, or under the control of Julius Rutherfoord & Co Ltd and take appropriate measures to protect employees, visitors, clients, contractors, and other persons who may be affected by exposure to ACM's within those premises.

Where necessary, employees will be provided with adequate training to ensure that they are aware of the properties of asbestos and its effects on health; the types, uses and

likely occurrence of asbestos and ACMs in buildings and plant; the general procedures to be followed to deal with an emergency; and how to avoid the risks from asbestos.

Julius Rutherfoord & Co Ltd will develop adequate procedures for the discovery of any previously unknown suspected ACM's and emergency procedures for the disturbance of suspected ACM's which may have resulted in the release of asbestos fibres into the air.

Contractors working on premises occupied by, or under the control of Julius Rutherfoord & Co Ltd will be provided with adequate information regarding the location and type of any known ACM's on the premises, and will be required to take all necessary precautions to prevent the disturbance of known and previously unknown ACM's.

All Contractors' staff working in areas or premises where there is a reasonably foreseeable presence of ACM's will be required to have received adequate asbestos awareness training, and to report any previously unknown ACM's to Julius Rutherfoord & Co Ltd as soon as practicable

Audit and Review

NQA audits Julius Rutherfoord annually on the following standards: ISO 9001, ISO 14001 and ISO 45001. We work in close partnership with NQA who play a crucial role in helping to implement our management systems, providing audits and advice on; Health & Safety Quality Management Energy & Environment Information Security Business Continuity.

NQA Auditors, by necessity, pay attention to Julius Rutherfoord's Internal Audit Reports, Management Review Meeting Minutes, and Corrective Action process. These three sources of information, when reviewed as an integrated set of processes, can help the Internal Auditor and the NQA Auditor identify and correct complacency in the overall Plan-Do Check-Act process.

It's Julius Rutherfoord's responsibility to sample the processes and records of the organization to ensure compliance, identify potential weaknesses in the system, and ensure the overall intent of driving customer satisfaction is met. We monitor our approach via internal audits based on a review of the processes (documented and not documented) providing evidence of compliance with ISO 9001, 14001 and 45001; conducting internal audits to the depth and breadth necessary to provide sufficient evidence of a review of the effectiveness of the entire management system. The Internal Audits ensure the Management System continues to meet the requirements of the standards.

- That Julius Rutherfoord continues to adhere to all processes, documented and undocumented.
- That the system ensures customer requirements are being met all the time.
- That all process descriptions remain current and accurate.
- That all records are maintained and are accurate.

Internal audits follow a yearly schedule, where all reams within Julius Rutherfoord's service provision are swotted, and feedback provided to rectify minor/major non-conformances. Whenever there is room for improvement, internal auditors make recommendations for enhancing processes, policies, and procedures.

Contractor Competence and Control

Julius Rutherfoord & Co Ltd will seek to identify suitable contractors through competence checks and selection procedures.

Julius Rutherfoord & Co Ltd will ensure that any health and safety hazards within the area of work are communicated to contractors.

All Contractors selected to carry out any work on behalf of the company should be made aware of the standard of health and safety management that is expected of them.

All Contractors will also be required to supply Julius Rutherfoord & Co Ltd with a copy of the relevant risk assessments and method statements or approval prior to commencing work on Company premises.

Consultation

Julius Rutherfoord & Co Ltd will consult directly with all employees or their representatives on all matters relating to Health & Safety including:

- the introduction of any measure which may substantially affect employees health and safety at work, e.g. the introduction of new equipment or new systems of work, such as the speed of a process line or shift-work arrangements;
- arrangements for engaging a competent person to help Julius Rutherfoord & Co Ltd comply with health and safety laws (a competent person is someone who has the necessary knowledge, skills and experience to help an employer meet the requirements of health and safety law);
- information Julius Rutherfoord & Co Ltd must give to all employees on the risks and dangers arising from their work, measures to reduce or get rid of these risks and what employees should do if they are exposed to a risk;
- the planning and organisation of health and safety training; and
- the health and safety consequences of introducing new technology.

Relevant H&S changes/arrangements will devise from our QSHE Committee and follow an assessment period. Throughout this period, relevant H&S information will be provided to the Julius Rutherfoord' employees, feedback will be considered before making any health and safety decision.

Employees first line of communication is their immediate line manager on site; the information is then passed to Head Office to the Operations team and extends to our staff on site. Aside from general updates provided by the Area Manager, Julius Rutherfoord & Co Ltd share information with all employees via emails, employee engagement platform Just Rewards, newsletters, and within payslips.

Display Screen Equipment

The Health and Safety (Display Screen Equipment) Regulations apply to workers who use Display Screen Equipment (DSE) daily, for continuous periods of an hour or more. These workers are described as 'DSE users'. The regulations and this policy do not apply to workers who use DSE infrequently or only use it for a short time.

Julius Rutherfoord & Co Ltd. will ensure that all 'Users' of Display Screen Equipment (DSE) are identified; that they are provided with adequate guidance and information; and that they have completed a display screen assessment form. Copies of all display screen assessment forms will be retained in the relevant personnel files.

Managers should review DSE assessment forms and take the action necessary to make the workstation safe for the user. All users should be given a copy of the guidance on the safe use of display screen equipment.

The risks to users of DSE will be reduced to the lowest extent reasonably practicable.

DSE 'users' will be allowed periodic breaks in their work.

DSE 'users' may arrange for their own eyesight tests. Eyesight tests will then be reimbursed by Julius Rutherfoord up to the value of £30, once per annum, on production of a valid receipt. Employees should provide expense receipts to their line manager and include within their expenses.

Where eye tests show an employee needs special glasses prescribed for the distance the screen is viewed at, DSE screen users will be provided with the basic necessary corrective equipment such as glasses or contact lenses.

All DSE users will be given appropriate and adequate training on the health and safety aspects of this type of work and will be given further training and information whenever the organisation of the workstation is substantially modified.

Electrical Hazards

Julius Rutherfoord & Co Ltd will ensure that all fixed and portable electrical installations and equipment is tested, inspected and maintained by competent persons in accordance with the Electricity at Work Regulations 1989 and other relevant legislation and standards.

Employees should carry out visual inspections of any electrical appliances before they use them and report any defects to their manager/supervisor immediately.

Emergency Procedures

Julius Rutherfoord & Co Ltd will develop, maintain and review as necessary procedures to be followed in the event of emergencies or serious and imminent danger to employees and other persons affected by its activities.

Julius Rutherfoord & Co Ltd will ensure that where employees are based at client sites, employees have received appropriate information and training on client's current emergency procedures. Training will be refreshed at least annually, or when there are significant changes to circumstances.

Employees suffering from an impairment which may inhibit their ability to safely evacuate their building, in a timely manner and unassisted then Julius Rutherfoord & Co Ltd will ensure a Personal Emergency Evacuation Plan is developed in consultation with the employee.

Equipment and Machinery

There may be many types of equipment and machinery used by Julius Rutherfoord & Co Ltd employees

- Office machinery;
- Equipment within buildings;
- Lifting equipment;
- Cleaning equipment;

Employees are not permitted to operate machinery or equipment unless authorised and trained to do so.

Guards are to be fitted to any moving part of machinery and are only to be removed for maintenance by qualified persons.

All equipment, plant and machinery provided for use by Julius Rutherfoord & Co Ltd is to be subject to a system of maintenance as recommended by the equipment manufacturer or competent engineer.

Records of the equipment maintenance are to be maintained.

All equipment, plant and machinery in use by Julius Rutherfoord & Co Ltd is to be subject to the required statutory and routine examination/inspections. Records of the examination/inspections are to be maintained for viewing by interested parties

Fire

Julius Rutherfoord & Co Ltd will develop and maintain procedures to minimise fire risks within premises occupied by, or under the control of Julius Rutherfoord & Co Ltd

Julius Rutherfoord & Co Ltd will ensure that suitable and sufficient Fire Risk Assessments are carried out in accordance with the Regulatory Reform (Fire Safety) Order 2005 at all applicable premises occupied or managed by Julius Rutherfoord & Co Ltd. and that all necessary procedures, equipment and installations are implemented to reduce fire risks as low as reasonably practicable.

Julius Rutherfoord & Co Ltd will ensure that all necessary fire precautions are in place and that all fire safety installations and equipment is checked, tested, serviced and maintained in accordance with the relevant British Standards. Records will be retained for future reference.

Julius Rutherfoord & Co Ltd will ensure that adequate Fire Marshals are appointed for all applicable premises, and that adequate training is provided to carry out the role effectively.

Employees should comply with all fire precautions applicable to their area of work and report any hazardous circumstances to their manager as soon as practicable.

The Stores Manager is responsible for ensuring the provision and maintenance of fire prevention and detection equipment.

Staff must not bring onto site any portable electrical equipment without prior authorisation of the Stores Manager. Stores Manager to be satisfied equipment is within manufacturer's warranty period or has passed a Portable Appliance Test within an appropriate timescale.

All company managers are responsible for keeping all operation areas safe from fire, ensuring that all staff are trained in proper fire prevention practices and emergency procedures.

First Aid

Julius Rutherfoord & Co Ltd will ensure via risk assessment that there is adequate first aid cover for all areas of work.

First Aiders and Appointed Persons will be provided with adequate training through suitably competent and approved organisations.

Details of the location of the First Aid kit(s) are given out during your site induction, you will be made aware of the first aid staff and the first aid facilities available on site. Qualified first aid staff are a legal requirement on all sites.

Hazardous Substances

Julius Rutherfoord & Co Ltd will identify all substances used, handled, transported & stored, and ensure that Safety Data Sheets (SDS) are obtained for them.

Where reasonably practicable, hazardous substances will be avoided or substituted by a less hazardous alternative.

Julius Rutherfoord & Co Ltd will arrange for COSHH Assessments to be carried out for all substances hazardous to health.

Adequate precautions will be implemented to eliminate or reduce the risks from hazardous substances, including the provision of Personal Protective Equipment (PPE) to employees free of charge.

Assessment findings will be conveyed to employees. Employees will be provided with information, instruction & training regarding hazardous substances they use as part of their work.

Employees must comply with the assessment findings and if necessary, wear the appropriate PPE.

Legionella

Julius Rutherfoord & Co Ltd will adopt as far as reasonably practicable the principles of control and management identified in the current edition of the H.S.E Approved Code of practice and Guidance Document L8 "The Control of Legionella Bacteria in Water Systems" (ACOP L8).

To comply with its legal duties Julius Rutherfoord & Co Ltd will:

- Identify and assess sources of risk,
- Prepare a scheme for preventing or controlling the risk,
- Implement, manage and monitor all precautionary control measures identified,
- Keep records of precautionary measures,
- Identify responsibilities of employees and contractors within Julius Rutherfoord & Co Ltd.

Lone Working

Lone workers are defined as those who work alone without close or direct supervision.

Examples of lone working activities within Julius Rutherfoord & Co Ltd include:

- Persons meeting with Clients,
- Persons delivering items / stock,
- Persons visiting or inspecting occupied and unoccupied premises,
- Persons travelling to & from, or working on remote sites,
- Persons opening or closing premises at the start and end of the working day,
- People working outside normal hours e.g. evenings and weekends,
- Mobile workers, and those working away from their normal location

Where reasonably practicable, measures will be taken to avoid lone working through the organisation of work routines and practices

Where it is not possible to avoid lone working, the risks will be assessed for circumstances where employees are required to work alone, and suitable arrangements will be put in place to minimise the risks.

Lone working risk reduction measures include:

Training and instruction for staff who are likely to work alone,

Periodic visits and/or contact by telephone or mobile radio with persons working alone,

Automatic or manual warning devices to raise the alarm in the event of an emergency,

Manual Handling

Where reasonably practicable, hazardous manual handling activities will be avoided through the use of task design and / or mechanical aids.

Where manual handling is unavoidable suitable assessments of the risks will be carried out by Managers, and safe working practices and systems will be developed and implemented to eliminate, reduce or control manual handling risks. Including but not limited to:

- Provision of mechanical aids, (trolleys, etc.);
- Provision of PPE;
- Provision of manual handling training;
- Provision of manual handling information. (Posters, etc.);
- Posters giving guidance in lifting technique should be displayed in offices.

Employees who undertake manual handling tasks will be provided with guidance and instruction regarding the safe working practices and manual handling techniques to be followed, taking into account:

The TASK; The nature of the manual handling task to be carried out

The INDIVIDUAL; The capabilities and limitations of the individual(s) carrying out the task

The LOAD; The weight, shape, stability and other physical characteristics of the load to be moved.

The ENVIRONMENT; Environmental factors likely to affect the manual handling activity, such as floor surfaces, obstacles, changes in levels, lighting and noise.

Monitoring

To check working conditions, and to ensure safe working practices are being followed, the following monitoring will take place:

- Monitor the impact of 'new technology' on Health, Safety and Environment issues.
- Perform Health, Safety and Environment audits.
- Organise training, advise and update managers and appointed staff in health and safety.
- Monitor sickness absence to ensure Health, Safety or Environment problems are not the cause of ill health.
- Report on Health, Safety and the Environment within management team meetings.
- Monitor the safe working policy and review annually.
- Keep a record of incidents where staff have encountered potentially violent situations whilst working outside of the office and provide support and counselling if required.
- Review risk assessments.

New and Expectant Mothers

New and Expectant Mothers may be at increased risk of workplace injury because of their physical condition. The law requires that particular consideration be taken of their personal situation.

The definition of a new or expectant mother is one who is pregnant, has given birth within previous six months, or is breastfeeding.

New or expectant mothers should inform their Manager in writing of their pregnancy or condition to enable the Manager to arrange for a risk assessment of the employee's workplace.

New and expectant mothers will be subject to special consideration to take in to account their condition. This will include an individual risk assessment incorporating any medical information provided by the employee's Doctor, which may affect their ability to carry out their work safely.

The risk assessment should ensure that the employee is not subject to work that could place her or her unborn child at risk. The employee should be asked to assist with the assessment to take into account any advice she may have received from her doctor.

Where the New or Expectant Mother Risk assessment identifies risks, the manager is to:

- Remove the risk, where practicable;
- Where risk cannot be removed, consider adjusting the employees' working conditions or hours to avoid the risk. Where this is not possible;
- Consider giving the employee alternative work.

- Where this is not possible alternative arrangements will be considered and agreed between the New and Expectant Mother and the company Directors:
- Managers are to regularly monitor and review these actions and are to maintain records of assessments.

Night Workers

In accordance with the Working Time Regulations 1998 Julius Rutherfoord & Co Ltd must offer Night workers a free health assessment before they become a night worker.

A Night Worker is defined as someone who regularly works at least 3 hours of daily working time during 11.00pm and 6.00am.

Workers do not have to accept. Employees will be asked to complete a signed from to indicate whether they wish to opt in or out of the programme.

For those who do opt in, a repeat assessment will be offered on an annual basis.

The health assessment will be provided in the form of a questionnaire. Julius Rutherfoord will keep confidential records of the health assessment for up to 2 years.

Where Julius Rutherfoord & Co Ltd are unsure if the worker is fit for night work, the worker must get a follow-up examination by a health professional. From the results of the health questionnaire Julius Rutherfoord & Co Ltd may:

- carry out a more detailed risk assessment
- require you to attend a medical examination
- request your permission to obtain further information about your condition

Where practical Julius Rutherfoord & Co Ltd will offer suitable other work, if a worker has health problems that a doctor says are related to night work.

Occupational Health

It is the policy of Julius Rutherfoord & Co Ltd to take all reasonably practicable steps take to prevent work related ill-health, and to support the general health and wellbeing of its employees.

As a Company, Julius Rutherfoord & Co Ltd may want to use occupational health to help:

- when an employee is struggling with their physical or mental health
- make the right reasonable adjustments for disabled people at work
- when an employee has been off sick for a long time or is returning to work after sickness absence
- reduce the amount of time people need to take off sick
- keep to other health and safety regulations
- control risks to mental health, such as too much pressure at work, bullying and harassment

Legal Requirements

The Management of Health and Safety at Work Regulations 1999 (regulation 6) requires every employer to ensure that employees are provided with health surveillance as is appropriate having regard to the risks to their health and safety which is identified by assessment.

Health surveillance is also explicitly required under the following applicable legislation:

- The Control of Noise at Work Regulations 2005
- The Control of Substances Hazardous to Health Regulations 2002
- The Working Time Regulations 1998 (as amended) (in relation to night work)
- The Control of Vibration at Work Regulations 2005

In addition, Julius Rutherfoord & Co Ltd has a duty under the Health and Safety at Work, etc. Act 1974 to ensure, so far as is reasonably practicable, the health, safety and welfare of all employees while at work.

Section 7 of the Health & Safety at Work Act requires employees to take reasonable care of their own health and safety, co-operate with their employer, and to inform their employer of any circumstances they believe represents danger.

In order to comply with our legal duties, Julius Rutherfoord & Co Ltd will, so far as is reasonably practicable:

- Identify the potential causes of ill-health that may arise from its activities and ensure that they are understood, and either prevented or controlled
- Manage health problems through early recognition and monitoring
- Manage early return to work after sickness certification and, wherever possible, support rehabilitation after prolonged illness
- Provide reasonable adjustments for people with disabilities to support them in employment
- Provide employees with information and services to help them maintain and improve their own health
- Ensuring that an occupational health surveillance assessment is undertaken for relevant staff

Risk Assessment

Where necessary Julius Rutherfoord & Co Ltd will undertake individual risk assessments in determining if Occupational Health/ Health Surveillance is required. This may be completed following a return to work following an accident, or after prolonged illness.

Medical Questionnaire

All new employees are required to complete a pre-employment medical questionnaire in order for Julius Rutherfoord & Co Ltd to determine the appropriate controls relating to an individual's health and wellbeing. This will be reviewed by HR who, if required, will seek appropriate medical advice.

Occupational Health Provider

The programme is undertaken by an independent occupational health provider who will also provide:

- Help to identify the need for health surveillance programmes
- Maintenance of health surveillance records and arrange recalls at the appropriate time
- Inform Human Resources about levels of compliance with health surveillance and any health issues that have been identified including recommendations
- Reports relating to fitness for work for all employees undertaking health surveillance

Identification of Health Issues

If health problems are identified following health surveillance, control measures will be reviewed and, where necessary, enhanced.

The occupational health nurse or doctor will advise on any specific actions to take with regard to the affected employee, eg:

- reducing the length of exposure
- restricting work activities which cause exposure
- re-deploying the affected employee
- advising on additional personal protective equipment.

If an individual has an injury or illness which appears to be work related, affects their work, or is made worse by work, Julius Rutherfoord & Co Ltd will seek medical opinion to assist in evaluating the problem and identifying any practical changes required to assist the individual in safely continuing to undertake their job.

Confidentiality

Julius Rutherfoord & Co Ltd may have information about the health of staff. Information and records will not be divulged to any non-medical staff, without the written consent of the individual. Employees have a statutory right of access to their own records.

This does not preclude non-confidential records being reported to ensure that Julius Rutherfoord & Co Ltd has a basis on which to take remedial measures, safeguards and decisions affecting its employees' interests.

Occupational health staff are guided by their own professional codes of conduct in matters of confidentiality.

Document Retention

In accordance with the relevant health and safety legislation, Occupational Health providers will retain documentation as below:

Type of Data	Maximum Retention Period	Reason for Length of Period
Occupational Health Medical records unrelated to a specific Health & Safety Regulation	10 years after the end of employment	Management of Health & Safety at Work regulations 1999
Medical records kept by reason of COSHH	40 years	Control of Substances Hazardous to Health Regulations 2002

The Occupational Health Policy will be reviewed on an annual basis or prior to this if it is considered that there has been a significant change.

Personal Protective Equipment

Personal Protective Equipment (PPE) is defined as all equipment (including clothing affording protection against weather) which is intended to be worn or held by a person at work which protects them against one or more risks to their health & safety.

Examples of PPE include:

- Gloves
- Eye protection
- Face masks
- High-visibility clothing
- Safety footwear
- Hearing protection

Julius Rutherfoord & Co Ltd will ensure that PPE is provided free of charge wherever there are risks at work that cannot be adequately controlled in other ways. And as per The Personal protective equipment (PPE) at work regulations amendments from 6 April 2022 will extend this duty to limb (b) workers.

Julius Rutherfoord & Co Ltd will ensure that all PPE is:

- Properly assessed before use to ensure that it is suitable,
- Maintained and stored correctly,
- Provided with instructions on how to use it safely,
- Correctly used by employees.

Employees will be provided with information and instruction regarding the correct use of all PPE issued to them.

Employees have a duty to:

- Use any PPE provided to them in accordance with the instructions provided,
- Report any loss or defects,

- Return any PPE to the appropriate place after use.

Risk Assessment

The Managing Director will ensure that all managers carry out suitable and sufficient assessments of the risks for all areas and tasks within their area of responsibility at Julius Rutherfoord & Co Ltd. Where requested, the Health & Safety Advisors will provide assistance, guidance and support in the carrying out of these assessments.

Managers required to carry out risk assessment for a site, task or employees' activity are to:

- Identify the hazards involved with the task or activity (a hazard is anything that can cause harm);
- Identify who might be harmed and how;
- Identify the risks arising from the hazard (a risk is the likelihood that someone may be harmed by the hazard);
- Where possible, eliminate the hazard;
- Where the hazard cannot be eliminated, evaluate the risks remaining and decide if the existing precautions in place are adequate or should further controls be implemented to provide a Safe System of Work?
- Record the findings of the risk assessment;
- Regularly review the risk assessments particularly where the task or activity changes.

A copy of risk assessments are to be available on site where employees are employed, and their attention brought to any hazards and risks identified by the risk assessment.

Appropriate safe systems of work, including method statements and safe operating systems, will be developed by managers, based upon the findings of their risk assessments, and communicated to all necessary employees, contractors & visitors within their area of responsibility.

Safety Instruction and Training

Julius Rutherfoord & Co Ltd will ensure that all employees are provided with adequate information, instruction & training to enable them to carry out their role safely.

Health & Safety training will include instruction regarding:

- The Health & Safety Policy and their responsibilities within it.
- Their responsibility to take reasonable care of themselves and others who may be affected by their acts or omissions.
- Information regarding significant hazards at Julius Rutherfoord & Co Ltd and the precautions in place to eliminate those hazards, or the risks arising from them.
- The importance of following risk assessments & method statements, and of using any equipment, substance or safety device provided by Julius Rutherfoord & Co Ltd in accordance with any training or instruction provided.

- The importance of using any Personal Protective Equipment provided, ensuring that such equipment is maintained in a condition fit for that use, and that any defects are reported immediately to management.
- First Aid and the procedures for reporting accidents, dangerous occurrences and near misses.
- Fire & emergency procedures applicable to the area in which they are working.
- The requirement to report any condition, which in his or her opinion is hazardous to their immediate manager.

Health & Safety training will be refreshed periodically, or when there are significant changes to circumstances.

Managers are to ensure that specific health and safety training required by employees is arranged by the directors. This may include manual handling training, specific equipment training, etc.

Records of all training completed are to be maintained.

Slips & Trips

Julius Rutherfoord & Co Ltd will ensure, as far as reasonably practicable, that floors and walkways are suitable for their purpose, in a good condition and free from obstructions.

Julius Rutherfoord & Co Ltd will arrange regular visual inspections of workplaces and take appropriate remedial action to reduce risks.

Employees should not cause slip or trip hazards, should clear any spillage that they make and should wear suitable footwear while at work.

Employees should report any defects or slip / trip hazards to their manager / team leader as soon as practicable

Safety Inspections

Julius Rutherfoord & Co Ltd will arrange for active monitoring of health and safety standards to be carried out as appropriate.

Julius Rutherfoord & Co Ltd will ensure that workplaces are routinely inspected for defects and that any such defects are rectified as soon as practicable, or that suitable measures are taken to ensure that employees, visitors, clients, contractors and members of the public are not exposed to risks arising from those defects.

Stress

Reactions to stress will vary from one person to another, so recognition of the symptoms of stress and individual support are acknowledged as being critical.

Stress is defined by the HSE as “the adverse reaction people have to excessive pressure or other types of demand placed on them at work”. At work, the employee who is severely stressed could become a danger to themselves and also to others at work.

Julius Rutherfoord & Co Ltd have a responsibility to control the health, safety and welfare of their employees and this includes looking at the impact of stress at work.

Everyone requires some level of pressure at work in order to perform his or her role to the maximum. However, dangers arise when the maximum pressure limit is exceeded and the employee then becomes a high risk for an accident or becomes totally unable to carry out their role at work.

Employees can become stressed at work by a number of factors, including:

- Lack of communication causing a feeling of ill-informed;
- Lack of interest or support from Management causing a feeling of isolation;
- Pressure to work harder or faster;
- Impossible targets;
- Ill-defined role or conflicting priorities;
- Inadequate training for role;
- Workplace politics;
- Bullying and harassment.

Symptoms of stress include:

- Irritability;
- Impulsive behaviour;
- Difficulty in making decisions;
- Sudden increase in smoking or drinking;
- Excessive worrying or brooding;
- Feeling of worthlessness;
- Sudden reduction in productivity;
- Sudden high absenteeism or poor time keeping;
- High employee turnover.

Managers are to be aware of stress indicators and regularly review each employee's work performance and workload. Employees should be given every chance to air their views and grievances at these reviews.

Julius Rutherfoord also supplies a suitable number of trained Mental Health First Aiders who can be a point of contact for those in need.

Employee Support Programme:

Provider: BHSF

Telephone: 0800 015 7287 – Quote Employer's Name.

Hours: 24/7

Waste Disposal

Waste must be properly handled and disposed of to prevent it from becoming a safety or health hazard. In addition, there are significant environmental issues to be considered for which legal obligations exist.

Waste will not be allowed to accumulate on sites and will be appropriately stored, packaged and handled.

All waste movement on site will be managed in agreement with client requirements and arrangements at all times. All requirements and arrangements will be made clear to site employees prior to the commencement or work.

Water Hygiene

Clean drinking water must be provided as water systems can harbour harmful bacteria, including Legionella, which can cause health problems in some situations. All employees will have access to clean drinking water.

Where additional cleaning or flushing through of systems is required as a part of cleaning programmes, arrangements and specific risks will be clarified prior to the commencement of work.

All staff will receive training on water hygiene and procedures as required.

Welfare

The Company is aware of its responsibilities to protect the safety and health of everyone in their workplace and the need to provide welfare facilities for its employees.

Suitable and sufficient welfare facilities will be available to all employees, including:

- Toilets and hand basins, with soap and towels or a hand-dryer;
- A plentiful supply of drinking water;
- A place to store clothing (and somewhere to change if special clothing is worn for work;
- Somewhere to rest and eat meals.

The Company is also aware if the importance of a healthy working environment and will ensure there is:

- Good ventilation – a supply of fresh, clean air drawn from outside or a ventilation system;
- A reasonable working temperature.
- Lighting suitable for the work being carried out;
- Enough room space and suitable workstations and seating;
- A clean workplace with appropriate waste containers.

Violence & Aggression

Work related violence can be defined as any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.

Julius Rutherfoord & Co Ltd will not tolerate anti-social behaviour from customers towards our employees and contractors and will deal firmly with such incidents.

Julius Rutherfoord & Co Ltd will treat all complaints of violence and abusive behaviour directed toward staff and contractors seriously, investigate each case where appropriate and take appropriate action to protect staff and contractors.

Julius Rutherfoord & Co Ltd will assess the risks of violence and aggression in the workplace and take appropriate measures to reduce those risks, including:

Providing information, instruction and guidance to staff so that they can spot the early signs of aggression, and either avoid or respond to it appropriately,

Arranging for staff to be accompanied by a colleague if they are required to meet with a person they suspect may act aggressively or violently,

Where necessary, consider physical measures such as CCTV cameras, alarm systems & security systems

Where persons have experienced violence or aggression, Julius Rutherfoord & Co Ltd will provide counselling and support to minimise any long-term distress.

Employee Support Programme:

Provider: BHSF

Telephone: 0800 015 7287 – Quote Employer's Name.

Hours: 24/7

Work at Height

The Work at Height Regulations 2005 were introduced specifically to address the high number of workplace injuries arising from these issues.

Work at height is to be avoided wherever reasonably practicable.

Where work at height cannot be avoided, Managers are responsible for conducting risk assessments, and reducing risk to as low a level as reasonably practicable.

All work at height is to be properly planned and organized.

Those involved in work at height activities are to be trained, competent and authorised to do so.

Where work at height equipment is provided, i.e. ladders, kick stools etc is must be regularly inspected.

The place where work at height is done must be safe, the risks from fragile surfaces and falling objects must be properly controlled.

Work Related Driving

Work related driving can be defined as any occasion when an employee is required to drive as part of their work. This might include, but is not limited to:

Driving to sites,

Driving to meetings

Visiting clients/customers,

Julius Rutherfoord & Co Ltd have developed a Driving at work and road safety policy which are issued to all Company Car Drivers.

All Company Car Drivers are responsible for complying with Julius Rutherfoord & Co Ltd's Driving at work and road safety policy and reporting any concerns to their line manager.

Julius Rutherfoord & Co Ltd will assess the risks of work related driving activities, and will take measures to reduce the risks. Where necessary, employees will be provided with training, information & instruction regarding work-related driving, and the procedures to be followed.

Employees who drive on behalf of Julius Rutherfoord & Co Ltd must not:

- Drive under the influence of alcohol or drugs,
- Carry hitchhikers or unauthorised persons,
- Use a hand held phone whilst driving,
- Drive in a manner that places themselves, other road users or pedestrians at risk,
- Drive whilst fatigued.

Julius Rutherfoord & Co Ltd has implemented procedures to ensure that all drivers are eligible to drive the relevant vehicle(s); that they hold the relevant licence; that their vehicle has a valid MOT certificate; and that they hold insurance for the use of their vehicle for business purposes.

Young Persons

Julius Rutherfoord & Co Ltd will assess the risks to young persons (under 18 years old) before they start work, taking into account their lack of experience and training.

These assessments will take account of any specific restrictions (use of dangerous machinery, hazardous substances etc). The findings of the risk assessments should be provided to the young persons' school or guardians if they are below the minimum school leaving age (16 years).

Adequate supervision and training will be provided to all young persons, including information regarding prohibited or restricted areas, tasks, or equipment.

Julius Rutherfoord & Co
SECURE COMMERCIAL CLEANING

Covid 19 Risk Assessment

Assessors: Lauren Gibson	**Premises:** Julius Rutherfoord & Co Ltd Head Office & client sites	**Location:** Various
Authorised by: Marian Chaney (HR Director) & Caroline Hutchins (Operations Director)	**Date:** October 2022	**Review Date:** Ongoing
Area/Activities:	All Julius Rutherfoord activities, at both head office and client sites.	

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures	Residual Risk Rating L	S	R
COVID 19 Inhalation	Employees, visitors, or contractors may be harmed through inhalation of COVID 19 droplets transmitted from person to person. This could lead to flu like symptoms, or prove fatal to those with pre-existing medical conditions.	Julius Rutherfoord will continue to follow the latest Government guidance on how to protect again the spread of Covid 19. Employees displaying symptoms of Covid 19 are discouraged from attending work and advised to seek a confirmation test. Julius Rutherfoord will continue to work in accordance with clients Covid 19 policies. Employees are encouraged to "let fresh air in" and naturally ventilate high-volume or confined work spaces through the opening of windows or doors. Where practical teams meetings are conducted, rather than face to face, to limit potential spread of infection.	**2**	**3**	**6**	Continue to monitor latest Government guidance and infection statistics.	**2**	**3**	**6**
COVID 19 Contact	Employees, visitors, or contractors may be harmed through contact with COVID 19 droplets transmitted from objects. This could lead to flu like symptoms, or	Welfare facilities are provided for all staff with access to running water and soap to facilitate frequent handwashing. Where soap and water cannot be provided, hand sanitiser is provided instead. Touch points such as door handles, telephones and printers are frequently cleaned.	**2**	**3**	**6**	Continue to monitor latest Government guidance and infection statistics.	**2**	**3**	**6**

Covid 19 Risk Assessment

	prove fatal to those with pre-existing medical conditions	Julius Rutherfoord implements a regular cleaning schedule to ensure sanitation levels are to the highest standard at both client sites and head office. Adequate levels of cleaning equipment is provided, to discourage employees from having to share items. Electrostatic disinfectant room sprayers are used on a regular basis, frequency to be increased dependant on covid case rates.							
Miscommunication	Employees, visitors, or contractors may be harmed through misinformation surrounding Covid 19 and the correct procedures to follow.	Julius Rutherfoord will continue to follow the latest Government guidance on how to protect again the spread of Covid 19. Julius Rutherfoord will provide written communication to all staff when necessary, regarding changes to Covid protocol. Where necessary communication with be translated for non-native speakers. Copies of this risk assessment will be made available In all site files.	**1**	**3**	**3**	Continue to monitor latest Government guidance and infection statistics.	**1**	**3**	**3**

I have read and understood the above Covid 19 Risk Assessment – October 2022

Signed:	Date:	Signed:	Date:
Signed:	Date:	Signed:	Date:
Signed:	Date:	Signed:	Date:
Signed:	Date:	Signed:	Date:

Risk Evaluation Matrix

The risk arising from any identified hazard can be evaluated using the matrix below.

By combining the **Likelihood** of a hazard causing harm with the most likely **Severity** of that harm if realised, a **Risk Rating** is achieved.

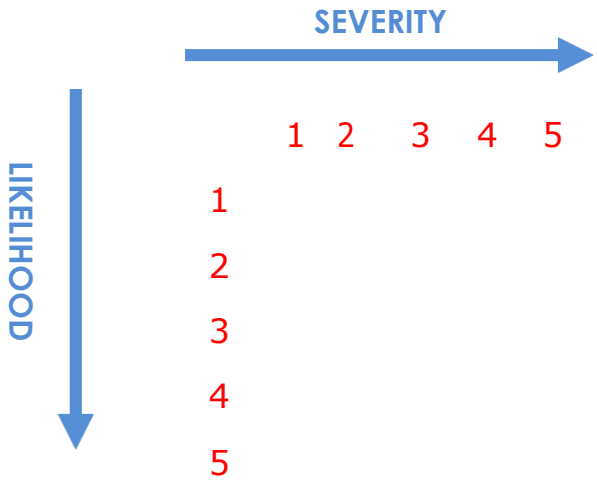
Using Risk Ratings will assist you to identify the significant hazards in your workplace with the most potential to cause harm, and to prioritise your actions accordingly.

Likelihood Rating

- 1 = Very unlikely
- 2 = Unlikely
- 3 = Possible
- 4 = Probable
- 5 = Certain or near certain

Severity Rating

- 1 = Minor injury
- 2 = First aid injury
- 3 = Lost time, "over 7 day" injury
- 4 = Major injury, disabling disease
- 5 = Fatality



Recommended Control Measure Priorities

High Risk (12-25)	-	Take urgent action to reduce the risk. If necessary, stop the task immediately and review control measures
Medium Risk (5-10)	-	Take reasonably practicable action to reduce the risk
Low Risk (1-4)	-	Continue with the task, but monitor the situation

Reviewing Risk Assessments

Risk Assessments should be reviewed at least annually or when there are significant changes such as staff, layout, equipment, work processes or legislation.

High-risk activities, or those with specific, changeable hazards should be reviewed more frequently.

Julius Rutherfoord & Co
SECURE COMMERCIAL CLEANING®

SECTION 4 - RISK ASSESSMENTS

Contents

001 Chemical Competence 3
002 Mop Sweeping 5
003 Damp Mopping 6
004 Single Solution Mopping 8
005 Vacuum Cleaning – Tub vac 10
006 Vacuum Cleaning – Battery Backpack 12
007 Vacuum Cleaning – Battery Handheld 14
008 Dusting & Damp Wiping 16
009 Cleaning of Stairs Landings and Balustrades 17
010 Washroom Cleaning 19
011 Shower Cleaning 21
012 Machine Scrubbing 23
013 Machine Scrubbing using Handheld Scrubber 26
014 Machine Scrubbing using Rotary Machine 29
015 Spray Buffing with Rotary Machine 32
016 Chewing Gum Removal 35
017 Graffiti Removal 36
018 Carpet Spot Cleaning 37
019 Lift Cleaning 39
020 Internal and External Sweeping, Litter Picking 41
021 Control of Sharps and Body Fluids 43

SECTION 4 - RISK ASSESSMENTS

022 Extraction Cleaning Using Wet Pick Up 45
023 Emptying and Cleaning Waste Bins 47
024 Kitchen Cleaning 48
025 Fridge Cleaning 51
026 Microfibre Cloth & Mop Care 53
027 Manual Handling 55
028 Storage of Equipment and Materials 58
029 Interior Glass Panels/ Glass Cleaning 60
030 Internal Window Cleaning 62
031 Telephone Cleaning 64
032 High Level Dusting 65
033 Personal Safety 67
034 Fire Safety 70
035 Asbestos 71
Appendix 1 – HSE HAVS Calculator 72

Julius Rutherfoord & Co
SECURE COMMERCIAL CLEANING®

SECTION 4 - RISK ASSESSMENTS

001 Chemical Competence

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Use of various cleaning chemicals	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Accidental release	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or harm caused to the environment or water systems.	COSHH Assessments are created for all hazardous substances used by Julius Rutherfoord, which details measures for accidental release.	**1**	**2**	**2**	Consider the provision of spills kits for sites where copious quantities of hazardous substances are held
Storage of incompatible materials	Employee, clients, visitors, members of the public. Harm may be caused through fire, explosion or corrosion caused by mixture of incompatible materials.	COSHH Assessments are created for all hazardous substances used by Julius Rutherfoord, which details any safe storage procedures necessary. Hazardous substances are locked away when not in use, to prevent access by unauthorised persons.	**1**	**3**	**3**	
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	Hazardous substances are substituted for non-hazardous wherever practical. Use of hazardous substances is restricted to trained and authorised Julius Rutherfoord employees only. Appropriate PPE is readily available to all staff including, safety goggles, gloves, aprons, face visors etc. Cleaners must wear the appropriate PPE for the substance they are handling, and always when there is a risk of contact with bodily fluids. COSHH Assessments are conducted for all hazardous substances used by Julius Rutherfoord. These detail appropriate PPE to be worn for each substance and necessary first aid procedures. Physical copies of COSHH Assessments are stored on site within the Julius Rutherfoord site file.	**3**	**2**	**6**	Provision of First Aid Kits for each Julius Rutherfoord site. Copies of Manufacturers safety data sheets to be held on all sites within the Julius Rutherfoord site file. Supervisors to monitor PPE Levels. Cleaners to be provided with toolbox talk on the hazards of handling hazardous substances including bodily fluids.

SECTION 4 - RISK ASSESSMENTS

		Hazardous substances are locked away when not in use, to prevent access by unauthorised persons. Employees are advised to wash their hands before and after use of hazardous substances. Employees must not eat, drink or smoke whilst using hazardous substances.				
Incorrect use of Hazardous Substances		Julius Rutherfoord employees receive training on induction regarding the safe and proper use of hazardous substances. COSHH Assessments detail directions for use for each substance in accordance with the manufacturer's guidance.	**3**	**2**	**6**	Supervisors to monitor use of hazardous substances.

SECTION 4 - RISK ASSESSMENTS

002 Mop Sweeping

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Dry Mop Sweeping a variety of hard floorings at client sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	R	S	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Where practical Dry mop sweeping is conducted outside of peak hours, where there is minimal footfall. Cleaning equipment should not be left unattended. Cleaning equipment must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin and removed once cleaning activities have concluded. Signs should be placed in a location so that they are visible to other occupiers, but do not obstruct safe access/ egress. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances which may lead to burns, skin/ eye / breathing irritation.	No hazardous substances used when dry mop sweeping. Employees are advised to wash their hands before and after cleaning activities. Provision of gloves for handling of waste or unsanitary items.	**1**	**1**	**1**	

SECTION 4 - RISK ASSESSMENTS

003 Damp Mopping

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Damp mopping a variety of hard flooring types at clients' sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Where practical damp mopping is conducted outside of peak hours, where there is minimal footfall. Damp mopping smooth floors such as marble, poses greater risk of slips, than textured floors. For this reason, where practical access to these areas should be restricted whilst cleaning takes place and until such times as the floor is fully dry. Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin. Cleaning signage is to be removed once floor surfaces are fully dry. Signs should be placed in a location so that they are visible to other occupiers, but do not obstruct safe access/ egress. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately. Regular cleaning programmes in place to reduce build-up of contaminants which could cause slip hazards. Use the correct amount of the right cleaning product, information contained within COSHH Assessment relating to dilution and directions for use. Allow detergents enough time to work on greasy floors.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.

SECTION 4 - RISK ASSESSMENTS

		Spills should be cleaned up immediately.				
Falls	Employee, clients, visitors, members of the public may be injured through falls from stairs which are currently or have recently been damp mopped.	Damp mopping stairs poses a greater risk of slips, trips and falls. For this reason, where practical access to these areas should be restricted whilst cleaning takes place and until such times as the stairs are fully dry. Prior to cleaning stairs ensure that steps including nosing are in safe condition. Any deficiencies should be reported to a supervisor immediately. A decision will then be made if it is safe to continue cleaning. Cleaner to take great care when stepping backwards down the stairs. Mop bucket to be placed at bottom of stairway, or on a platform. Not on individual steps.	**2**	**4**	**8**	
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Manual Handling	Employee, may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners should avoid carrying full mop buckets, containing water up flights of stairs. Instead use passenger lifts or fill buckets on the floor in which cleaning is to take place. Reduce travel distance with mops and buckets, where trollies are provided, use these. Only fill the mop bucket with the minimal amount of water required for the job, do not overfill as this will increase the weight. Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**2**	**3**	**6**	Cleaners to report musculoskeletal injuries to supervisors.

SECTION 4 - RISK ASSESSMENTS

004 Single Solution Mopping

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Single solution mopping a variety of hard flooring types at clients' sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	R	S	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs, or contaminated flooring.	Where practical single solution mopping is conducted outside of peak hours, where there is minimal footfall. Single solution mopping smooth floors such as marble, poses greater risk of slips, than textured floors. For this reason, where practical access to these areas should be restricted whilst cleaning takes place and until such times as the floor is fully dry. Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin. Cleaning signage is to be removed once floor surfaces are fully dry. Signs should be placed in a location so that they are visible to other occupiers, but do not obstruct safe access/ egress. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately. Regular cleaning programmes in place to reduce build-up of contaminants which could cause slip hazards.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.

SECTION 4 - RISK ASSESSMENTS

		Use the correct amount of the right cleaning product, information contained within COSHH Assessment relating to dilution and directions for use. Allow detergents enough time to work on greasy floors. Spills should be cleaned up immediately				
Falls	Employee, clients, visitors, members of the public may be injured through falls from stairs which are currently or have recently been damp mopped.	Single solution mopping stairs poses a greater risk of slips, trips and falls. For this reason, where practical access to these areas should be restricted whilst cleaning takes place and until such times as the stairs are fully dry. Prior to cleaning stairs ensure that steps including nosing are in safe condition. Any deficiencies should be reported to a supervisor immediately. A decision will then be made if it is safe to continue cleaning. Cleaner to take great care when stepping backwards down the stairs.	**2**	**4**	**8**	
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Manual Handling	Employee may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**2**	**3**	**6**	Cleaners to report musculoskeletal injuries to supervisors.

SECTION 4 - RISK ASSESSMENTS

005 Vacuum Cleaning – Tub vac

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Vacuum cleaning using tub vac at client sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	R	S	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin and removed once cleaning activities have concluded. Cleaning in progress signs should be used strategically to highlight trailing cables. Cables should be kept at as short a length as practical, using the nearest socket will help minimise the length of the cable. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.
Falls	Employee, clients, visitors, members of the public may be injured through falls from stairs which are currently or have recently been damp mopped.	Vacuuming stairs poses a greater risk of slips, trips and falls. For this reason, where practical access to these areas should be restricted whilst cleaning takes place. Prior to vacuuming stairs ensure that steps including nosing are in safe condition. Any deficiencies should be reported to a supervisor immediately. A decision will then be made if it is safe to continue cleaning. Cleaner to take great care when stepping backwards down the stairs. Vacuum to be placed at bottom of stairway, or on a platform. Not on individual steps.	**2**	**4**	**8**	

SECTION 4 - RISK ASSESSMENTS

Manual Handling	Employee may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**2**	**3**	**6**	Cleaners to report musculoskeletal injuries to supervisors.
Electricity	Employee, clients, visitors, members of the public. May be harmed through contact with faulty electrical equipment leading to electrocution, shock or burns.	Electrical equipment is subject to Portable Appliance Testing on an annual basis. Do not mix water and electrics, do not touch electrical equipment with wet hands. Cleaners to visually inspect equipment prior to use including the plug sockets, plug and cables. Any deficiencies should be reported to a supervisor immediately. Faulty equipment must be taken out of service to prevent others from inadvertently using it. Plug sockets should be in the off position, prior to plugging in any electrical equipment. Maintenance of electrical equipment is restricted to those who are trained and authorised to do so, cleaners must not attempt to fix electrical equipment.	**1**	**4**	**4**	Cleaners to receive toolbox talk on electrical safety.

Julius Rutherfoord & Co
SECURE COMMERCIAL CLEANING®

SECTION 4 - RISK ASSESSMENTS

006 Vacuum Cleaning – Battery Backpack

Authorised by:	**Date: January 2023**	**Review Date: January 2024**	
Area/Activities:	Vacuum cleaning using a battery powered back pack, at clients sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	R	S	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs, or contaminated flooring.	Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin and removed once cleaning activities have concluded. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.
Falls	Employee, clients, visitors, members of the public may be injured through falls from stairs which are currently or have recently been damp mopped.	Prior to vacuuming stairs ensure that steps including nosing are in safe condition. Any deficiencies should be reported to a supervisor immediately. A decision will then be made if it is safe to continue cleaning. Cleaner to take great care when stepping backwards down the stairs.	**2**	**4**	**8**	
Manual Handling	Employee may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**2**	**3**	**6**	Cleaners to report musculoskeletal injuries to supervisors.
Electricity	Employee, clients, visitors, members of the public. May be harmed through contact with faulty electrical equipment	Electrical equipment is subject to Portable Appliance Testing on an annual basis. Do not mix water and electrics, do not touch electrical equipment with wet hands.	**1**	**4**	**4**	

SECTION 4 - RISK ASSESSMENTS

	leading to electrocution, shock or burns.	Cleaners to visually inspect equipment prior to use, any deficiencies should be reported to a supervisor immediately. Faulty equipment must be taken out of service to prevent others from inadvertently using it. Maintenance of electrical equipment is restricted to those who are trained and authorised to do so, cleaners must not attempt to fix electrical equipment.				

Julius Rutherfoord & Co
SECURE COMMERCIAL CLEANING®

SECTION 4 - RISK ASSESSMENTS

007 Vacuum Cleaning – Battery Handheld

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Vacuum cleaning using a battery powered handheld vacuum, at clients sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	R	S	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin and removed once cleaning activities have concluded. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.
Falls	Employee, clients, visitors, members of the public may be injured through falls from stairs which are currently or have recently been damp mopped.	Prior to vacuuming stairs ensure that steps including nosing are in safe condition. Any deficiencies should be reported to a supervisor immediately. A decision will then be made if it is safe to continue cleaning. Cleaner to take great care when stepping backwards down the stairs.	**2**	**4**	**8**	
Manual Handling	Employee may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**2**	**3**	**6**	Cleaners to report musculoskeletal injuries to supervisors.
Electricity	Employee, clients, visitors, members of the public. May be harmed through contact with faulty electrical equipment	Electrical equipment is subject to Portable Appliance Testing on an annual basis. Do not mix water and electrics, do not touch electrical equipment with wet hands.	**1**	**4**	**4**	

SECTION 4 - RISK ASSESSMENTS

	leading to electrocution, shock or burns.	Cleaners to visually inspect equipment prior to use, any deficiencies should be reported to a supervisor immediately. Faulty equipment must be taken out of service to prevent others from inadvertently using it. Maintenance of electrical equipment is restricted to those who are trained and authorised to do so, cleaners must not attempt to fix electrical equipment.				

SECTION 4 - RISK ASSESSMENTS

008 Dusting & Damp Wiping

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Dusting and damp wiping a variety of surfaces at client sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	R	S	Further Control Measures
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	

SECTION 4 - RISK ASSESSMENTS

009 Cleaning of Stairs Landings and Balustrades

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Damp mopping, wiping and hoovering of stairs at various client sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs, or contaminated flooring.	Where practical damp mopping is conducted outside of peak hours, where there is minimal footfall. Damp mopping smooth floors such as marble, poses greater risk of slips, than textured floors. For this reason, where practical access to these areas should be restricted whilst cleaning takes place and until such times as the floor is fully dry. Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin. Cleaning signage is to be removed once floor surfaces are fully dry. Signs should be placed in a location so that they are visible to other occupiers, but do not obstruct safe access/ egress. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately. Regular cleaning programmes in place to reduce build-up of contaminants which could cause slip hazards. Use the correct amount of the right cleaning product, information contained within COSHH Assessment relating to dilution and directions for use. Allow detergents enough time to work on greasy floors.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.

SECTION 4 - RISK ASSESSMENTS

		Spills should be cleaned up immediately.				
Falls	Employee, clients, visitors, members of the public may be injured through falls from stairs which are currently or have recently been damp mopped.	Damp mopping and vacuuming stairs poses a greater risk of slips, trips and falls. For this reason, where practical access to these areas should be restricted whilst cleaning takes place and until such times as the stairs are fully dry. Prior to cleaning stairs ensure that steps including nosing are in safe condition. Any deficiencies should be reported to a supervisor immediately. A decision will then be made if it is safe to continue cleaning. Vacuum and mop bucket to be placed at bottom of stairway, or on a platform. Not on individual steps. Cleaners to ensure firm footing on steps prior to commencing task. Cleaners to position themselves closes enough to handrail, that they may be able to reach it if necessary.	**2**	**4**	**8**	
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Manual Handling	Employee may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners should avoid carrying full mop buckets, containing water up flights of stairs. Instead use passenger lifts or fill buckets on the floor in which cleaning is to take place. Reduce travel distance with mops and buckets, where trollies are provided, use these. Only fill the mop bucket with the minimal amount of water required for the job, do not overfill as this will increase the weight. Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**2**	**3**	**6**	Cleaners to report musculoskeletal injuries to supervisors.

SECTION 4 - RISK ASSESSMENTS

010 Washroom Cleaning

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Damp mopping and cleaning a variety of hard surfaces at clients' sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Where practical damp mopping is conducted outside of peak hours, where there is minimal footfall. Damp mopping smooth floors such as marble, poses greater risk of slips, than textured floors. For this reason, where practical access to these areas should be restricted whilst cleaning takes place and until such times as the floor is fully dry. Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin. Cleaning signage is to be removed once floor surfaces are fully dry. Signs should be placed in a location so that they are visible to other occupiers, but do not obstruct safe access/ egress. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately. Regular cleaning programmes in place to reduce build-up of contaminants which could cause slip hazards. Use the correct amount of the right cleaning product, information contained within COSHH Assessment relating to dilution and directions for use. Allow detergents enough time to work on greasy floors.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.

SECTION 4 - RISK ASSESSMENTS

		Spills should be cleaned up immediately.				
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Manual Handling	Employee, may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners should avoid carrying full mop buckets, containing water up flights of stairs. Instead use passenger lifts or fill buckets on the floor in which cleaning is to take place. Reduce travel distance with mops and buckets, where trollies are provided, use these. Only fill the mop bucket with the minimal amount of water required for the job, do not overfill as this will increase the weight. Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**2**	**3**	**6**	Cleaners to report musculoskeletal injuries to supervisors.

SECTION 4 - RISK ASSESSMENTS

011 Shower Cleaning

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Damp mopping and cleaning of showers and various other surfaces at client sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Where practical damp mopping is conducted outside of peak hours, where there is minimal footfall. Damp mopping smooth floors such as marble, poses greater risk of slips, than textured floors. For this reason, where practical access to these areas should be restricted whilst cleaning takes place and until such times as the floor is fully dry. Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin. Cleaning signage is to be removed once floor surfaces are fully dry. Signs should be placed in a location so that they are visible to other occupiers, but do not obstruct safe access/ egress. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately. Regular cleaning programmes in place to reduce build-up of contaminants which could cause slip hazards. Use the correct amount of the right cleaning product, information contained within COSHH Assessment relating to dilution and directions for use. Allow detergents enough time to work on greasy floors.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.

SECTION 4 - RISK ASSESSMENTS

		Spills should be cleaned up immediately.				
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Manual Handling	Employee, may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners should avoid carrying full mop buckets, containing water up flights of stairs. Instead use passenger lifts or fill buckets on the floor in which cleaning is to take place. Reduce travel distance with mops and buckets, where trollies are provided, use these. Only fill the mop bucket with the minimal amount of water required for the job, do not overfill as this will increase the weight. Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**2**	**3**	**6**	Cleaners to report musculoskeletal injuries to supervisors.
Legionella	Employees may contract legionnaires disease through inhalation of legionella bacteria produced from shower head.	Ensure adequate ventilation to area prior to cleaning. Where showers are infrequently used (less than once per week) water should be purged from the shower every 7 days. This can be done by running the shower for 3-5 minutes. Never direct the spray of water towards your face.	**2**	**4**	**8**	Cleaners to receive toolbox talks on the risks and controls associated with Legionella.

SECTION 4 - RISK ASSESSMENTS

012 Machine Scrubbing

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Scrubbing of a variety of hard flooring types at clients' sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs, or contaminated flooring.	Where practical machine scrubbing is conducted outside of peak hours, where there is minimal footfall. Machine scrubbing smooth floors such as marble, poses greater risk of slips, than textured floors. For this reason, where practical access to these areas should be restricted whilst cleaning takes place and until such times as the floor is fully dry. Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin. Cleaning signage is to be removed once floor surfaces are fully dry. Signs should be placed in a location so that they are visible to other occupiers, but do not obstruct safe access/ egress. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Cables should be kept at as short a length as practical, using the nearest socket will help minimise the length of the cable. Damage to floor surfaces should be reported to a supervisor immediately. Regular cleaning programmes in place to reduce build-up of contaminants which could cause slip hazards. Use the correct amount of the right cleaning product, information contained within COSHH Assessment relating to dilution and directions for use.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.

SECTION 4 - RISK ASSESSMENTS

		Allow detergents enough time to work on greasy floors. Spills should be cleaned up immediately.				
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Manual Handling	Employee may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**2**	**3**	**6**	Cleaners to report musculoskeletal injuries to supervisors.
Vibration	Employees may suffer from hand arm vibration syndrome or other work related upper limb disorders (WRULD) from prolonged use of vibration equipment.	HSE HAVS Calculator used to assess the exposure of Julius Rutherfoord Employees from scrubber driers and other rotary equipment. Calculator indicates operators could use the equipment for up to 5.5hrs before being exposed to the exposure action value of 2.5 m/s2 A (8). Even during periods of intensive and deep cleaning, no cleaners would be expected to use a combination of vibration equipment for more than 5.5hrs. Staff operate equipment indoors within ambient temperatures and are not subject to cold weather conditions. This helps to improve the flow of circulation in the hands. Equipment undergoes periodic maintenance and inspection from the Storeroom team. Issues with equipment are reported to supervisors immediately and taken out of action, for inspection and where necessary repair/ replacement. Individual risk assessments to be carried out for those with existing health conditions which may be impacted by Vibration, for example Carpal Tunnel or Vibration White Finger.	**1**	**4**	**4**	Introduce a policy on purchasing suitable equipment, taking account of vibration emission, efficiency and your specific requirements. Those responsible for purchasing should select the lowest vibration tool that is suitable and can do the work efficiently. Equipment to be maintained in line with manufacturers recommendations to prevent avoidable increases in vibration.

SECTION 4 - RISK ASSESSMENTS

		Employees are able to take sufficient rest breaks during the course of their working day.				
Electricity	Employee, clients, visitors, members of the public. May be harmed through contact with faulty electrical equipment leading to electrocution, shock or burns.	Electrical equipment is subject to Portable Appliance Testing on an annual basis. Do not mix water and electrics, do not touch electrical equipment with wet hands. Cleaners to visually inspect equipment prior to use, any deficiencies should be reported to a supervisor immediately. Faulty equipment must be taken out of service to prevent others from inadvertently using it. Maintenance of electrical equipment is restricted to those who are trained and authorised to do so, cleaners must not attempt to fix electrical equipment.	**1**	**4**	**4**	
Nipping/ Trapping	Employees could injure themselves through contact with parts of floor scrubber whilst assembling, causing nipping or trapping of fingers	Method statement indicates how to set up and use scrubber correctly. Employees receive training on the safe use of equipment. Employees should familiarise themselves with the manufacturer's instructions	**2**	**1**	**2**	Near miss incidents to be reported to supervisor.
Entanglement	Employees could injure themselves through contact with rotating parts, leading to entanglement, and scalping injuries.	Equipment should only be turned on when it is directed away from the operator or any other persons. If you are required to inspect the unit close up, it must be turned off. Long hair must be bound back, loose clothing and jewellery to be removed, prior to carrying out scrubbing activities. Hold to run switch, as operators lets go of trigger switch, scrubber powers down.	**1**	**3**	**3**	Near miss incidents to be reported to supervisor.

SECTION 4 - RISK ASSESSMENTS

013 Machine Scrubbing using Handheld Scrubber

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Scrubbing of a variety of hard flooring types at clients' sites using a handheld scrubber.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Where practical scrubbing is conducted outside of peak hours, where there is minimal footfall. Scrubbing smooth floors such as marble, poses greater risk of slips, than textured floors. For this reason, where practical access to these areas should be restricted whilst cleaning takes place and until such times as the floor is fully dry. Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin. Cleaning signage is to be removed once floor surfaces are fully dry. Signs should be placed in a location so that they are visible to other occupiers, but do not obstruct safe access/ egress. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately. Regular cleaning programmes in place to reduce build-up of contaminants which could cause slip hazards. Use the correct amount of the right cleaning product, information contained within COSHH Assessment relating to dilution and directions for use. Allow detergents enough time to work on greasy floors.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.

SECTION 4 - RISK ASSESSMENTS

		Spills should be cleaned up immediately.				
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Manual Handling	Employee, may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**2**	**3**	**6**	Cleaners to report musculoskeletal injuries to supervisors.
Vibration	Employees may suffer from hand arm vibration syndrome or other work related upper limb disorders (WRULD) from prolonged use of vibration equipment.	HSE HAVS Calculator used to assess the exposure of Julius Rutherfoord Employees from scrubber driers and other rotary equipment. Calculator indicates operators could use the equipment for up to 5.5hrs before being exposed to the exposure action value of 2.5 m/s2 A (8). Even during periods of intensive and deep cleaning, no cleaners would be expected to use a combination of vibration equipment for more than 5.5hrs. Staff operate equipment indoors within ambient temperatures and are not subject to cold weather conditions. This helps to improve the flow of circulation in the hands. Equipment undergoes periodic maintenance and inspection from the Storeroom team. Issues with equipment are reported to supervisors immediately and taken out of action, for inspection and where necessary repair/ replacement. Individual risk assessments to be carried out for those with existing health conditions which may be impacted by Vibration, for example Carpal Tunnel or Vibration White Finger.	**1**	**4**	**4**	Introduce a policy on purchasing suitable equipment, taking account of vibration emission, efficiency and your specific requirements. Those responsible for purchasing should select the lowest vibration tool that is suitable and can do the work efficiently. Equipment to be maintained in line with manufacturers recommendations to prevent avoidable increases in vibration.

SECTION 4 - RISK ASSESSMENTS

		Employees are able to take sufficient rest breaks during the course of their working day.				
Electricity	Employee, clients, visitors, members of the public. May be harmed through contact with faulty electrical equipment leading to electrocution, shock or burns.	Electrical equipment is subject to Portable Appliance Testing on an annual basis. Cleaners to visually inspect equipment prior to use, any deficiencies should be reported to a supervisor immediately. Faulty equipment must be taken out of service to prevent others from inadvertently using it. Maintenance of electrical equipment is restricted to those who are trained and authorised to do so, cleaners must not attempt to fix electrical equipment. Do not mix water and electrics, do not touch electrical equipment with wet hands.	**1**	**4**	**4**	
Nipping/ Trapping	Employees could injure themselves through contact with parts of floor scrubber whilst assembling, causing nipping or trapping of fingers	Method statement indicates how to set up and use scrubber correctly. Employees receive training on the safe use of equipment. Employees should familiarise themselves with the manufacturer's instructions	**2**	**1**	**2**	Near miss incidents to be reported to supervisor.
Entanglement	Employees could injure themselves through contact with rotating parts, leading to entanglement, and scalping injuries.	Equipment should only be turned on when it is directed away from the operator or any other persons. If you are required to inspect the unit close up, it must be turned off. Long hair must be bound back, loose clothing and jewellery to be removed, prior to carrying out scrubbing activities. Hold to run switch, as operators lets go of trigger switch, scrubber powers down.	**1**	**3**	**3**	Near miss incidents to be reported to supervisor.

SECTION 4 - RISK ASSESSMENTS

014 Machine Scrubbing using Rotary Machine

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Machine scrubbing of a variety of hard flooring types at clients' sites using a rotary machine.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Where practical machine scrubbing is conducted outside of peak hours, where there is minimal footfall. Machine scrubbing smooth floors such as marble, poses greater risk of slips, than textured floors. For this reason, where practical access to these areas should be restricted whilst cleaning takes place and until such times as the floor is fully dry. Cleaning equipment should not be left unattended and must not obstruct access / egress. Cables should be kept at as short a length as practical, using the nearest socket will help minimise the length of the cable. Cleaning in progress signs are to be displayed immediately before cleaning is to begin. Cleaning signage is to be removed once floor surfaces are fully dry. Signs should be placed in a location so that they are visible to other occupiers, but do not obstruct safe access/ egress. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately. Regular cleaning programmes in place to reduce build-up of contaminants which could cause slip hazards. Use the correct amount of the right cleaning product, information contained within COSHH Assessment relating to dilution and directions for use.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.

SECTION 4 - RISK ASSESSMENTS

		Allow detergents enough time to work on greasy floors. Spills should be cleaned up immediately.				
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	See Risk Assessment 001 – Chemical Competence	**3**	**2**	**6**	
Manual Handling	Employee, may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**2**	**3**	**6**	Cleaners to report musculoskeletal injuries to supervisors.
Vibration	Employees may suffer from hand arm vibration syndrome or other work related upper limb disorders (WRULD) from prolonged use of vibration equipment.	HSE HAVS Calculator used to assess the exposure of Julius Rutherfoord Employees from scrubber driers and other rotary equipment. Calculator indicates operators could use the equipment for up to 5.5hrs before being exposed to the exposure action value of 2.5 m/s2 A (8). Even during periods of intensive and deep cleaning, no cleaners would be expected to use a combination of vibration equipment for more than 5.5hrs. Staff operate equipment indoors within ambient temperatures and are not subject to cold weather conditions. This helps to improve the flow of circulation in the hands. Equipment undergoes periodic maintenance and inspection from the Storeroom team. Issues with equipment are reported to supervisors immediately and taken out of action, for inspection and where necessary repair/ replacement. Individual risk assessments to be carried out for those with existing health conditions which may be impacted by Vibration, for example Carpal Tunnel or Vibration White Finger.	**1**	**4**	**4**	Introduce a policy on purchasing suitable equipment, taking account of vibration emission, efficiency and your specific requirements. Those responsible for purchasing should select the lowest vibration tool that is suitable and can do the work efficiently. Equipment to be maintained in line with manufacturers recommendations to prevent avoidable increases in vibration.

SECTION 4 - RISK ASSESSMENTS

		Employees are able to take sufficient rest breaks during the course of their working day.				
Electricity	Employee, clients, visitors, members of the public. May be harmed through contact with faulty electrical equipment leading to electrocution, shock or burns.	Electrical equipment is subject to Portable Appliance Testing on an annual basis. Do not mix water and electrics, do not touch electrical equipment with wet hands. Cleaners to visually inspect equipment prior to use, any deficiencies should be reported to a supervisor immediately. Faulty equipment must be taken out of service to prevent others from inadvertently using it. Maintenance of electrical equipment is restricted to those who are trained and authorised to do so, cleaners must not attempt to fix electrical equipment.	**1**	**4**	**4**	
Nipping/ Trapping	Employees could injure themselves through contact with parts of floor scrubber whilst assembling, causing nipping or trapping of fingers	Method statement indicates how to set up and use rotary machine correctly. Employees receive training on the safe use of equipment. Employees should familiarise themselves with the manufacturer's instructions	**2**	**1**	**2**	Near miss incidents to be reported to supervisor.
Entanglement	Employees could injure themselves through contact with rotating parts, leading to entanglement, and scalping injuries.	Equipment should only be turned on when it is directed away from the operator or any other persons. If you are required to inspect the unit close up, it must be turned off. Long hair must be bound back, loose clothing and jewellery to be removed, prior to carrying out scrubbing activities. Hold to run switch, as operators lets go of trigger switch, rotary machine powers down.	**1**	**3**	**3**	Near miss incidents to be reported to supervisor.

SECTION 4 - RISK ASSESSMENTS

015 Spray Buffing with Rotary Machine

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Spray Buffing of a variety of hard flooring types at clients' sites using a rotary machine.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Where practical buffing is conducted outside of peak hours, where there is minimal footfall. Spray buffing smooth floors such as marble, poses greater risk of slips, than textured floors. For this reason, where practical access to these areas should be restricted whilst cleaning takes place and until such times as the floor is fully dry. Cleaning equipment should not be left unattended and must not obstruct access / egress. Cables should be kept at as short a length as practical, using the nearest socket will help minimise the length of the cable. Cleaning in progress signs are to be displayed immediately before cleaning is to begin. Cleaning signage is to be removed once floor surfaces are fully dry. Signs should be placed in a location so that they are visible to other occupiers, but do not obstruct safe access/ egress. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately. Regular cleaning programmes in place to reduce build-up of contaminants which could cause slip hazards. Use the correct amount of the right cleaning product, information contained within COSHH Assessment relating to dilution and directions for use.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.

SECTION 4 - RISK ASSESSMENTS

		Allow detergents enough time to work on greasy floors. Spills should be cleaned up immediately.				
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	See Risk Assessment 001 – Chemical Competence	**3**	**2**	**6**	
Manual Handling	Employee, may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**2**	**3**	**6**	Cleaners to report musculoskeletal injuries to supervisors.
Vibration	Employees may suffer from hand arm vibration syndrome or other work related upper limb disorders (WRULD) from prolonged use of vibration equipment.	HSE HAVS Calculator used to assess the exposure of Julius Rutherfoord Employees from scrubber driers and other rotary equipment. Calculator indicates operators could use the equipment for up to 5.5hrs before being exposed to the exposure action value of 2.5 m/s2 A (8). Even during periods of intensive and deep cleaning, no cleaners would be expected to use a combination of vibration equipment for more than 5.5hrs. Staff operate equipment indoors within ambient temperatures and are not subject to cold weather conditions. This helps to improve the flow of circulation in the hands. Equipment undergoes periodic maintenance and inspection from the Storeroom team. Issues with equipment are reported to supervisors immediately and taken out of action, for inspection and where necessary repair/ replacement. Individual risk assessments to be carried out for those with existing health conditions which may be impacted by Vibration, for example Carpal Tunnel or Vibration White Finger.	**1**	**4**	**4**	Introduce a policy on purchasing suitable equipment, taking account of vibration emission, efficiency and your specific requirements. Those responsible for purchasing should select the lowest vibration tool that is suitable and can do the work efficiently. Equipment to be maintained in line with manufacturers recommendations to prevent avoidable increases in vibration.

SECTION 4 - RISK ASSESSMENTS

		Employees are able to take sufficient rest breaks during the course of their working day.				
Electricity	Employee, clients, visitors, members of the public. May be harmed through contact with faulty electrical equipment leading to electrocution, shock or burns.	Electrical equipment is subject to Portable Appliance Testing on an annual basis. Do not mix water and electrics, do not touch electrical equipment with wet hands. Cleaners to visually inspect equipment prior to use, any deficiencies should be reported to a supervisor immediately. Faulty equipment must be taken out of service to prevent others from inadvertently using it. Maintenance of electrical equipment is restricted to those who are trained and authorised to do so, cleaners must not attempt to fix electrical equipment.	**1**	**4**	**4**	
Nipping/ Trapping	Employees could injure themselves through contact with parts of floor scrubber whilst assembling, causing nipping or trapping of fingers	Method statement indicates how to set up and use rotary machine correctly. Employees receive training on the safe use of equipment. Employees should familiarise themselves with the manufacturer's instructions	**2**	**1**	**2**	Near miss incidents to be reported to supervisor.
Entanglement	Employees could injure themselves through contact with rotating parts, leading to entanglement, and scalping injuries.	Equipment should only be turned on when it is directed away from the operator or any other persons. If you are required to inspect the unit close up, it must be turned off. Long hair must be bound back, loose clothing and jewellery to be removed, prior to carrying out scrubbing activities. Hold to run switch, as operators lets go of trigger switch, rotary machine powers down.	**1**	**3**	**3**	Near miss incidents to be reported to supervisor.

SECTION 4 - RISK ASSESSMENTS

016 Chewing Gum Removal

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Removal of chewing gum at various clients sites, using chemicals and various tools.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Lacerations	Employees could injure themselves through contact with scrapers, leading to cuts, lacerations or impact injuries.	Method statement indicates how to remove gum safely. Employees receive training on the safe use of equipment. Employees must keep other hand clear of the work area, whilst scraping away from themselves, to minimise risk of personal injury.	**2**	**1**	**2**	

SECTION 4 - RISK ASSESSMENTS

017 Graffiti Removal

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Removal of graffiti from various surfaces using cleaning chemicals.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Manual Handling	Employee, may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners should avoid carrying full buckets, containing water up flights of stairs. Instead use passenger lifts or fill buckets on the floor in which cleaning is to take place. Reduce travel distance with buckets, where trollies are provided, use these. Only fill the bucket with the minimal amount of water required for the job, do not overfill as this will increase the weight. Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**1**	**3**	**3**	Cleaners to report musculoskeletal injuries to supervisors.

SECTION 4 - RISK ASSESSMENTS

018 Carpet Spot Cleaning

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Removal of small stains from carpets at client sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Manual Handling	Employee, may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners should avoid carrying full buckets, containing water up flights of stairs. Instead use passenger lifts or fill buckets on the floor in which cleaning is to take place. Reduce travel distance with buckets, where trollies are provided, use these. Only fill the bucket with the minimal amount of water required for the job, do not overfill as this will increase the weight. Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**1**	**3**	**3**	Cleaners to report musculoskeletal injuries to supervisors.
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.

SECTION 4 - RISK ASSESSMENTS

		Cleaning signage is to be removed once floor surfaces are fully dry. Signs should be placed in a location so that they are visible to other occupiers, but do not obstruct safe access/ egress. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately. Regular cleaning programmes in place to reduce build-up of contaminants which could cause slip hazards. Use the correct amount of the right cleaning product, information contained within COSHH Assessment relating to dilution and directions for use. Spills should be cleaned up immediately. ***Use of extraction cleaner may be used if stain/ spill is heavy. See separate Risk Assessment 22- Extraction Cleaning using wet pick up.***				

SECTION 4 - RISK ASSESSMENTS

019 Lift Cleaning

Authorised by:	**Date: January 2023**	**Review Date: January 2024**	
Area/Activities:	Cleaning passenger lifts at various client sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Entrapment	Employee may become trapped in lift due to mechanical or electrical failure whilst cleaning takes place.	Where there is a lift key available to the cleaner, the lift should be isolated using key to turn off power whilst cleaning is undertaken. Where no lift key is available 2 people must always be present. 1 person stands on the door whilst the other cleans.	**1**	**1**	**1**	
Manual Handling	Employee, may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners should avoid carrying full buckets, containing water up flights of stairs. Instead use passenger lifts or fill buckets on the floor in which cleaning is to take place. Reduce travel distance with buckets, where trollies are provided, use these. Only fill the bucket with the minimal amount of water required for the job, do not overfill as this will increase the weight. Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**1**	**3**	**3**	Cleaners to report musculoskeletal injuries to supervisors.

SECTION 4 - RISK ASSESSMENTS

		Use of extension poles where required to reach surfaces at height and prevent overreaching and stretching of employee. Work at height using ladders is prohibited.				
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Cleaning equipment should not be left unattended and must not obstruct access / egress. Cables should be kept at as short a length as practical, using the nearest socket will help minimise the length of the cable. Cleaning in progress signs are to be displayed immediately before cleaning is to begin. Cleaning signage is to be removed once floor surfaces are fully dry. Signs should be placed in a location so that they are visible to other occupiers, but do not obstruct safe access/ egress. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately. Regular cleaning programmes in place to reduce build-up of contaminants which could cause slip hazards. Use the correct amount of the right cleaning product, information contained within COSHH Assessment relating to dilution and directions for use. Allow detergents enough time to work on greasy floors. Spills should be cleaned up immediately.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.

SECTION 4 - RISK ASSESSMENTS

020 Internal and External Sweeping, Litter Picking

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Litter picking and sweeping both internally and externally at client sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Sharps	Employees may come into contact with needlesticks leading to blood borne diseases such as HIV, hepatitis B (HBV) and hepatitis C (HCV).	***See Risk Assessment 21 Control of bodily fluids & sharps.***	**2**	**4**	**8**	
Manual Handling	Employees may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Litter pickers provided to prevent the need for bending or stooping. Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**1**	**3**	**3**	Cleaners to report musculoskeletal injuries to supervisors.
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs, or contaminated flooring.	Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin and removed once task has concluded and the area made safe. Cleaners are required to wear fully enclosed, sensible footwear.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.

SECTION 4 - RISK ASSESSMENTS

		Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately. Regular cleaning programmes in place to reduce build-up of contaminants which could cause slip/ trip hazards. Spills should be cleaned up immediately.				

SECTION 4 - RISK ASSESSMENTS

021 Control of Sharps and Body Fluids

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Litter picking and sweeping both internally and externally at client sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Sharps	Cleaners may come into contact with needlesticks leading to blood borne diseases such as HIV, hepatitis B (HBV) and hepatitis C (HCV).	Report discovery of sharps to a Supervisor and await further instruction and arrival of specialist hazard-cleaning equipment. Only trained and authorised staff to carry out tasks involving sharps. Where there is a risk of encountering sharps this will be highlighted by Julius Rutherfoord Supervisor on site induction. Litter pickers should be used to pick up needlesticks, you should not pick up needlesticks with your bare hands. Needlesticks should be disposed of in sharps bins only. Contact to be made with supervisor or area manager to arrange secure collection and disposal. In the event of a needlestick or sharps injury, this should be reported to a Julius Rutherfoord supervisor immediately. Always wear 2nd pair of protective gloves when dealing with sharps.	**2**	**4**	**8**	

SECTION 4 - RISK ASSESSMENTS

Biological Hazards	Cleaners may come into contact with bodily fluids such as blood, vomit, or excrement in the course of their cleaning activities which could lead to the development of Gastro-intestinal infections such as Norovirus or blood borne viruses such as HIV, hepatitis B (HBV) and hepatitis C (HCV).	Cleaners receive training in the control of body fluids and sharps. Ensure that all cuts and abrasions are covered with a waterproof dressing before work begins. Cleaners must wear suitable PPE for handling of bodily fluids including waterproof nitrile gloves, disposable overalls or apron, shoe covers and where there is a risk of splashes, a face shield. Cleaners must report all illness to their Julius Rutherfoord supervisor. Use of dedicated cleaning equipment for the cleaning of bodily fluids. Colour-coded equipment is used in different areas with separate equipment for bathrooms. Always wear 2nd pair of protective gloves when dealing with bodily fluids. Dispose of all soiled material & PPE in a clinical waste bag, dispose of as contaminated waste. Close, seal & tag. Contact to be made with supervisor or area manager to arrange secure collection and disposal.	**2**	**4**	**8**	
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin. Cleaning signage is to be removed once floor surfaces are fully dry. Signs should be placed in a location so that they are visible to other occupiers, but do not obstruct safe access/ egress. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately. Use the correct amount of the right cleaning product, information contained within COSHH Assessment relating to dilution and directions for use. Allow detergents enough time to work on greasy floors. Spills should be cleaned up immediately.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.

Julius Rutherfoord & Co
SECURE COMMERCIAL CLEANING®

SECTION 4 - RISK ASSESSMENTS

022 Extraction Cleaning Using Wet Pick Up

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Extracting moisture from wet floors using wet pick up.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin and removed once cleaning activities have concluded. Cleaning in progress signs should be used strategically to highlight trailing cables. Cables should be kept at as short a length as practical, using the nearest socket will help minimise the length of the cable. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.
Manual Handling	Employee may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks. Empty the tank of the machine when it is ¾ full to reduce the weight to be carried. Manoeuvre the machine as close to designated drainage area as possible, before taking out tank for emptying.	**2**	**3**	**6**	Cleaners to report musculoskeletal injuries to supervisors.

SECTION 4 - RISK ASSESSMENTS

Electricity	Employee, clients, visitors, members of the public. May be harmed through contact with faulty electrical equipment leading to electrocution, shock or burns.	Electrical equipment is subject to Portable Appliance Testing on an annual basis. Do not mix water and electrics, do not touch electrical equipment with wet hands. Cleaners to visually inspect equipment prior to use including the plug sockets, plug and cables. Any deficiencies should be reported to a supervisor immediately. Faulty equipment must be taken out of service to prevent others from inadvertently using it. Plug sockets should be in the off position, prior to plugging in any electrical equipment. Maintenance of electrical equipment is restricted to those who are trained and authorised to do so, cleaners must not attempt to fix electrical equipment.	**1**	**4**	**4**	Cleaners to receive toolbox talk on electrical safety.

SECTION 4 - RISK ASSESSMENTS

023 Emptying and Cleaning Waste Bins

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Emptying and cleaning waste bins at client sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Sharps	Cleaners may come into contact with needlesticks leading to blood borne diseases such as HIV, hepatitis B (HBV) and hepatitis C (HCV).	***See Risk Assessment 21 Control of bodily fluids & sharps.***	**2**	**4**	**8**	
Biological Hazards	Cleaners may come into contact with bodily fluids such as blood, vomit or excrement in the course of their cleaning activities which could lead to the development of Gastro-intestinal infections such as Norovirus or blood borne viruses such as HIV, hepatitis B (HBV) and hepatitis C (HCV).	***See Risk Assessment 21 Control of bodily fluids & sharps.***	**2**	**4**	**8**	

SECTION 4 - RISK ASSESSMENTS

024 Kitchen Cleaning

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Cleaning of kitchens including wiping of surfaces, cleaning of appliances such as kettles and microwaves and damp mopping, at various client sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Where practical damp mopping is conducted outside of peak hours, where there is minimal footfall. Damp mopping smooth floors such as marble, poses greater risk of slips, than textured floors. For this reason, where practical access to these areas should be restricted whilst cleaning takes place and until such times as the floor is fully dry. Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin. Cleaning signage is to be removed once floor surfaces are fully dry. Signs should be placed in a location so that they are visible to other occupiers, but do not obstruct safe access/ egress. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately. Regular cleaning programmes in place to reduce build-up of contaminants which could cause slip hazards. Use the correct amount of the right cleaning product, information contained within COSHH Assessment relating to dilution and directions for use. Allow detergents enough time to work on greasy floors.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.

SECTION 4 - RISK ASSESSMENTS

		Spills should be cleaned up immediately.				
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Manual Handling	Employee may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners should avoid carrying full buckets, containing water up flights of stairs. Instead use passenger lifts or fill buckets on the floor in which cleaning is to take place. Reduce travel distance with mops and buckets, where trollies are provided, use these. Only fill the bucket with the minimal amount of water required for the job, do not overfill as this will increase the weight. Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**2**	**3**	**6**	Cleaners to report musculoskeletal injuries to supervisors.
Electricity	Employee, clients, visitors, members of the public. May be harmed through contact with faulty electrical equipment leading to electrocution, shock, or burns. Cleaners may be harmed through cleaning of electrical equipment using the improper techniques or use of water with electrical equipment which may lead	Do not mix water and electrics, do not touch electrical equipment with wet hands. Disconnect appliances fully from power before cleaning. Cleaners to visually inspect equipment prior to use or cleaning, any deficiencies should be reported to a supervisor immediately. Faulty equipment must be taken out of service to prevent others from inadvertently using it. Maintenance of electrical equipment is restricted to those who are trained and authorised to do so, cleaners must not attempt to fix electrical equipment.	**1**	**4**	**4**	

SECTION 4 - RISK ASSESSMENTS

	to electrocution, burns or shock.					

SECTION 4 - RISK ASSESSMENTS

025 Fridge Cleaning

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Cleaning of fridges at various client sites, using damp cloths.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin. Cleaning signage is to be removed once floor surfaces are fully dry. Signs should be placed in a location so that they are visible to other occupiers, but do not obstruct safe access/ egress. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Spills should be cleaned up immediately.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation, or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Manual Handling	Employees may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners should avoid carrying full buckets, containing water up flights of stairs. Instead use passenger lifts or fill buckets on the floor in which cleaning is to take place. Reduce travel distance with buckets, where trollies are provided, use these.	**2**	**3**	**6**	Cleaners to report musculoskeletal injuries to supervisors.

SECTION 4 - RISK ASSESSMENTS

		Only fill the bucket with the minimal amount of water required for the job, do not overfill as this will increase the weight. Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.				
Electricity	Employee, clients, visitors, members of the public. May be harmed through contact with faulty electrical equipment leading to electrocution, shock or burns. Cleaners may be harmed through cleaning of electrical equipment using the improper techniques or use of water with electrical equipment which may lead to electrocution, burns or shock.	Do not mix water and electrics, do not touch electrical equipment with wet hands. Disconnect appliances fully from power before cleaning. Cleaners to visually inspect equipment prior to use or cleaning, any deficiencies should be reported to a supervisor immediately. Faulty equipment must be taken out of service to prevent others from inadvertently using it. Maintenance of electrical equipment is restricted to those who are trained and authorised to do so, cleaners must not attempt to fix electrical equipment.	**1**	**4**	**4**	

SECTION 4 - RISK ASSESSMENTS

026 Microfibre Cloth & Mop Care

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Hand cleaning or machine cleaning of microfibre cloths and mop heads, at various customer sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Spills should be cleaned up immediately.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Manual Handling	Employee, may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners should avoid carrying full buckets, containing water up flights of stairs. Instead use passenger lifts or fill buckets on the floor in which cleaning is to take place. Reduce travel distance with buckets, where trollies are provided, use these. Only fill the bucket with the minimal amount of water required for the job, do not overfill as this will increase the weight. Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**2**	**3**	**6**	Cleaners to report musculoskeletal injuries to supervisors.

SECTION 4 - RISK ASSESSMENTS

Electricity	Employee, clients, visitors, members of the public. May be harmed through contact with faulty electrical equipment leading to electrocution, shock or burns.	Cleaners to visually inspect equipment prior to use or cleaning, any deficiencies should be reported to a supervisor immediately. Faulty equipment must be taken out of service to prevent others from inadvertently using it. Maintenance of electrical equipment is restricted to those who are trained and authorised to do so, cleaners must not attempt to fix electrical equipment.	**1**	**4**	**4**	

SECTION 4 - RISK ASSESSMENTS

027 Manual Handling

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	General manual handling assessment for cleaning activities, as outlined in the site file.	**Assessor:**	Lauren Gibson (Essential Safety)

CONSIDERATIONS	YES/ NO	RISK			ACTION / CONTROLS	GUIDANCE
		HIGH	MED	LOW		
DOES THE TASK INVOLVE?						**CAN YOU?**
Holding loads away from the trunk	Yes				Typically loads held by cleaners are light, no more than 5kg.	• **Use a lifting aid?** • **Improve the layout to improve efficiency?** • **Reduce the amount of twisting and stooping?** • **Avoid lifting from floor level or above shoulder height, especially heavy loads?** • **Reduce carrying distances?** • **Avoid repetitive handling?** • **Vary the work, allowing one set of muscles to rest while another is used?** • **Push rather than pull?**
Stooping	Yes				Cleaners receive manual handling training on induction which covers the correct manual handling principles to adopt.	
Twisting	Yes				Cleaners receive manual handling training on induction which covers the correct manual handling principles to adopt.	
Reaching upwards	Yes				Extension poles are provided to eliminate the need for reaching upwards.	
Large/prolonged vertical movements	No					
Carrying long distances	Yes				Heavier items such as hoovers and rotary cleaners are provided with wheels to eliminate the need for carrying. Items such as water tanks and mop buckets should be filled and emptied at the closest available drainage point to the task. Where available cleaning trollies should be utilized to reduce carrying distances.	
Strenuous pushing / pulling	No					
Repetitive handling	No				Cleaners have the flexibility to rotate their jobs to avoid repetitive tasks	
Insufficient rest or recovery	No				Cleaners have the opportunity to take breaks away from their work stations.	

CONSIDERATIONS	YES/ NO	RISK			ACTION / CONTROLS	GUIDANCE
		HIGH	MED	LOW		
IS THE LOAD?						**CAN YOU MAKE THE LOAD?**

SECTION 4 - RISK ASSESSMENTS

Heavy (> 15kg)	No					• **Lighter or less bulky?** • **Easier to grasp?** • **More stable?** • **Less damaging to hold?**
Bulky	Yes				Some items such as rotary cleaners or buffers may be particularly bulky in their size and shape but have been ergonomically designed with wheels to aid movement. Large pieces of equipment should be moved across floors using passenger or goods lifts where practical to do so. Where bulky equipment cannot be moved using mechanical lifts and must be transported downstairs, assistance must be sort from other colleagues, with 1 member of staff acting as a spotter.	
Difficult to grasp	No				Majority of all equipment supplied to cleaners is ergonomically designed with handles, for ease of use.	
Unstable/unpredictable	Yes				Containers such as tanks and buckets, may be unpredictable or unstable when filled with water as the center of gravity may shift. Cleaners should avoid carrying full buckets, containing water up flights of stairs. Instead use passenger lifts or fill buckets on the floor in which cleaning is to take place. Reduce travel distance with mops and buckets, where trollies are provided, use these. Only fill the bucket with the minimal amount of water required for the job, do not overfill as this will increase the weight.	
Harmful/sharp/hot/very cold	Yes					
CONSIDERATIONS	**YES/ NO**	**RISK**			**ACTION / CONTROLS**	**GUIDANCE**
		HIGH	**MED**	**LOW**		
DOES THE WORKING ENVIRONMENT?						**CAN YOU?**
Create a poor posture	No					• **Remove obstructions to allow free movement?** • **Provide better flooring?** • **Improve housekeeping or remove slip/trip hazards?** • **Avoid steps and steep ramps?**
Have poor floors	Yes				Cleaners inspect environment where cleaning is to take place, deficiencies in the environment such as broken furniture, faulty lighting, potential trip hazards are to be reported to a supervisor	
Have slip or trip hazards	Yes					
Have steps /ramps / ladders etc.	Yes					

SECTION 4 - RISK ASSESSMENTS

Have wet / icy / slippery conditions	Yes				immediately and await further guidance on whether cleaning activities are safe to commence.	• **Prevent extremes of hot and cold?** • **Improve lighting?** • **Ensure that clothing and footwear is suitable for the work?**
Have poor lighting	Yes					
INDIVIDUAL CAPABILITY - DOES THE TASK?	**Yes/ No**	**HIGH**	**MED**	**LOW**		**CAN YOU?**
Require unusual individual capability	No				Cleaners are not expected to have unusual strength or capabilities. Equipment used is ergonomically designed to be light weight and easily maneuverable. Cleaners receive manual handling training on induction which covers the correct manual handling principles to adopt. Where employees disclose that they are pregnant, injured or suffering from ill health, individual risk assessments will be documented to identify any potential risks from manual handling and suggest appropriate control measures.	• **Pay particular attention to those who have a health issues or a physical weakness?** • **Take extra care of pregnant staff?** • **Give employees more information or training?** • **Review PPE for the task?**

028 Storage of Equipment and Materials

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Storage of equipment and consumables within designated cleaners' cupboards at various clients' sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Spills should be cleaned up immediately.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation, or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Manual Handling	Employees may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners receive information and instruction relating to the correct manual handling principles. Heavier items to be stored between ground level and waist height to minimise need for reaching and stooping. Whilst lighter items or those infrequently used are stored at height.	**2**	**3**	**6**	Cleaners to report musculoskeletal injuries to supervisors.

SECTION 4 - RISK ASSESSMENTS

Electricity	Employee, clients, visitors, members of the public. May be harmed through contact with faulty electrical equipment leading to electrocution, shock or burns.	Cleaners to visually inspect equipment prior to use or cleaning, any deficiencies should be reported to a supervisor immediately. Faulty equipment must be taken out of service to prevent others from inadvertently using it. Maintenance of electrical equipment is restricted to those who are trained and authorised to do so, cleaners must not attempt to fix electrical equipment.	**1**	**4**	**4**	
Falling items	Employees, clients' visitors or members of the public may be struck by consumables or equipment falling from height, leading to impact injuries such as bruises or concussions.	Cleaners to visually inspect the integrity of any racking or shelving on a regular basis. Deficiencies are to be reported to supervisors immediately. Heavier items to be stored between ground level and waist height to minimise need for reaching and stooping. Whilst lighter items or those infrequently used are stored at height. Cleaners' cupboards restricted access to cleaners only and nominated representatives of client. Cupboard to remain locked to prevent access by members of the public, visitors or other non-authorised persons.	**1**	**3**	**3**	

SECTION 4 - RISK ASSESSMENTS

029 Interior Glass Panels/ Glass Cleaning

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Cleaning or interior glass panels or mirrors using damp cloths at various client sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Contact with Hazardous Substances	Employee, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Manual Handling	Employees may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners should avoid carrying full buckets, containing water up flights of stairs. Instead use passenger lifts or fill buckets on the floor in which cleaning is to take place. Reduce travel distance with buckets, where trollies are provided, use these. Only fill the bucket with the minimal amount of water required for the job, do not overfill as this will increase the weight. Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks.	**1**	**3**	**3**	Cleaners to report musculoskeletal injuries to supervisors.
Slips & Trips	Employees, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin and removed once task has concluded and area made safe. Cleaners are required to wear fully enclosed, sensible footwear.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.

SECTION 4 - RISK ASSESSMENTS

		Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately. Spills should be cleaned up immediately.				
Lacerations	Employees could injure themselves through contact with broken glass or mirrors, leading to cuts, lacerations or impact injuries.	Gloves to be worn whilst cleaning may offer minimal protection from sharp glass or mirrors. Broken glass or mirrors to be reported to supervisor immediately, do not continue cleaning.	**1**	**2**	**2**	

SECTION 4 - RISK ASSESSMENTS

030 Internal Window Cleaning

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Cleaning of interior windows, using extendable poles at client sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Contact with Hazardous Substances	Employees, clients, visitors, members of the public. May be harmed through contact with hazardous substances or bodily fluids which may lead to burns, skin/ eye / breathing irritation or contraction of infection/ disease.	***See Risk Assessment 001 – Chemical Competence***	**3**	**2**	**6**	
Manual Handling	Employees may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks. Extendable work equipment is to be used specifically for this task to prevent the need for overreaching. Where duration of tasks takes more than 1 hour, job rotation should be considered, to minimise the risk of repetitive strain. If this is not possible, then regular breaks to be taken every hour by cleaner whilst performing high level window cleaning.	**1**	**3**	**3**	Cleaners to report musculoskeletal injuries to supervisors.
Slips & Trips	Employees, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin and removed once task has concluded and area made safe. Cleaners are required to wear fully enclosed, sensible footwear.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.

SECTION 4 - RISK ASSESSMENTS

		Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately. Spills should be cleaned up immediately.				
Lacerations	Employees could injure themselves through contact with broken glass or mirrors, leading to cuts, lacerations or impact injuries.	Gloves to be worn whilst cleaning may offer minimal protection from sharp glass or mirrors. Broken glass or mirrors to be reported to supervisor immediately, do not continue cleaning.	**1**	**2**	**2**	
Falls	Employees may be injured through falls from stairs whilst attempting to clean windows. Clients, visitors, members of the public may be injured by items of equipment falling from stairs or over handrail, leading to impact or head injuries.	Window cleaning to be done from ground level where practical. Where working at ground level cannot be achieved and cleaners are required to use stairs for access to windows, no additional work at height equipment such as steps or ladders are to be used on stairs. Cleaners must not lean or reach over handrail. Use of stairs for cleaning activities should be avoided during peak operational times, to minimise footfall in area. Cleaning in progress signs to be displayed both at the top and bottom of stairs to alert others of the hazards. Cleaners to ensure firm footing on steps prior to commencing task. Cleaners to position themselves closes enough to handrail, that they may be able to reach it if necessary. Area below stairs should be securely cordoned off to prevent access by unauthorised persons.	**2**	**3**	**6**	

SECTION 4 - RISK ASSESSMENTS

031 Telephone Cleaning

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Cleaning of telephones using antibacterial wipes.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Electricity	Employee, clients, visitors, members of the public. May be harmed through contact with faulty electrical equipment leading to electrocution, shock or burns. Cleaners may be harmed through cleaning of electrical equipment using the improper techniques or use of water with electrical equipment which may lead to electrocution, burns or shock.	Do not mix water and electrics, do not touch electrical equipment with wet hands. Cleaners to visually inspect equipment prior to use or cleaning, any deficiencies should be reported to a supervisor immediately. Faulty equipment must be taken out of service to prevent others from inadvertently using it. Maintenance of electrical equipment is restricted to those who are trained and authorised to do so, cleaners must not attempt to fix electrical equipment.	**1**	**4**	**4**	

SECTION 4 - RISK ASSESSMENTS

032 High Level Dusting

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	High level dusting with use of extendable poles, at various client sites.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Manual Handling	Employee may suffer musculoskeletal injuries from repetitive handling or hazardous manual handling activities.	Cleaners receive information and instruction relating to the correct manual handling principles. Jobs can be rotated to avoid repetitive tasks. Extendable work equipment is to be used specifically for this task to prevent the need for overreaching. Where duration of tasks takes more than 1 hour, job rotation should be considered, to minimise the risk of repetitive strain. If this is not possible, then regular breaks to be taken every hour by cleaner whilst performing high level cleaning.	**1**	**3**	**3**	Cleaners to report musculoskeletal injuries to supervisors.
Slips & Trips	Employee, clients, visitors, members of the public. May be harmed through slipping or tripping on cleaning equipment, signs or contaminated flooring.	Cleaning equipment should not be left unattended and must not obstruct access / egress. Cleaning in progress signs are to be displayed immediately before cleaning is to begin and removed once task has concluded and area made safe. Cleaners are required to wear fully enclosed, sensible footwear. Ensure there is sufficient lighting and ventilation to area prior to commencing the task. Damage to floor surfaces should be reported to a supervisor immediately. Spills should be cleaned up immediately.	**2**	**2**	**4**	Supervisors to monitor cleaning activities. Cleaners to report deficiencies with work equipment/ processes to supervisors.

SECTION 4 - RISK ASSESSMENTS

Falls	Employees may be injured through falls from stairs whilst attempting to clean windows. Clients, visitors, members of the public may be injured by items of equipment falling from stairs or over handrail, leading to impact or head injuries.	High level dusting to be done from ground level where practical. Where working at ground level cannot be achieved and cleaners are required to use stairs for access high levels, no additional work at height equipment such as steps or ladders are to be used on stairs. Cleaners must not lean or reach over handrail. Use of stairs for cleaning activities should be avoided during peak operational times, to minimise footfall in area. Cleaning in progress signs to be displayed both at the top and bottom of stairs to alert others of the hazards. Cleaners to ensure firm footing on steps prior to commencing task. Cleaners to position themselves closes enough to handrail, that they may be able to reach it if necessary. Area below stairs should be securely cordoned off to prevent access by unauthorised persons.	**2**	**3**	**6**	

SECTION 4 - RISK ASSESSMENTS

033 Personal Safety

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Cleaners lone working in properties, contact with the general public, working in evenings, early hours of the morning.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Lone Working	Employees working alone may suffer personal injury through accident and be unable to seek assistance from others. Employees working alone may be locked in or out of building.	All buildings where employees work alone are assessed for their individual risks. Employees use personal mobile phones to contact supervisors where necessary. All employees have access to an external telephone line and are made aware of all relevant contacts. Only competent and fully trained employees to lone work. Where required employees are trained how to secure individual buildings. When lone working access points are locked to prevent unauthorised access. All employees are made aware of emergency evacuation procedures for their respective sites.	**2**	**5**	**10**	Regular review to ensure contact details held on file for employees and next of kin are up to date. Responses from medical questionnaires to be taken into consideration when identifying employees for lone working roles. Employees to receive periodic lone worker toolbox talks by Management. Employees should have access to First Aid equipment during their working hours. Develop systems for increased communication including regular check ins by supervisors, buddy systems or utilisation of messaging apps. Consider the use of personal security alarms for those lone working in high risk environments

SECTION 4 - RISK ASSESSMENTS

						Supervisors to perform spot checks on lone workers to ensure company procedures are adhered to.
Violence and aggression	Where Employees work in public spaces, they may be subject to violence or aggression from members of the public.	Employees are polite, professional, and courteous to all whom they come into contact with. Lone working is avoided where practicable. Unacceptable behaviour is not acceptable or tolerated. Telephones are available at the workplace if required to contact supervisors or emergency services. Employees are not expected to receive or be subject to violent, aggressive and/or inappropriate behaviour. Employees will contact the emergency services for support and assistance if required.	**2**	**3**	**6**	Recommend employees are provided with guidance regarding personal safety and lone working during induction and refreshed periodically during employment. Unacceptable and difficult circumstances will be managed appropriately as the situation dictates.
Accidents / Incidents	Cleaners could suffer minor accidents and/or injuries. Risk of accident not being recorded resulted in similar instances or failure to comply with RIDDOR 2013.	All accidents and incidents must be reported to supervisors and logged via an accident/ incident form. Blank copies of accident/ incident forms are kept in the site file. Alternatively, employees can log accidents with the use of a company app. Accidents/ Incidents are investigated and recommendations made for preventative/ corrective actions. Julius Rutherfoord Management understand their obligations to report specific injuries, dangerous occurrences and over 7 day injuries in accordance with RIDDOR 2013.	**3**	**2**	**6**	Ensure each site has suitable provision of first aid supplies which is always accessible to employees. The overall responsibility to provide first aid provision for its employees is Julius Rutherfoord. Where clients agree to provide first aid supplies for Julius Rutherfoord Employees, Julius Rutherfoord should seek assurance that the supplies are adequate, are regularly monitored and replenished when necessary. Where first aid provision is not provided by the client or may not be accessible during cleaning hours, first aid supplies should be provided by Julius Rutherfoord In accordance with BS8599.

SECTION 4 - RISK ASSESSMENTS

						Site specific arrangements for first aid should be documented and communicated with all employees working on the site.

SECTION 4 - RISK ASSESSMENTS

034 Fire Safety

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Employees working on client sites, may contribute to the risk of fire on the premises or could be harmed by fire.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Fire	Employee, clients, visitors, members of the public could suffer burns, smoke inhalation & suffocation in the event of a fire.	Julius Rutherfoord Supervisors receive onsite training from clients in fire safety, including on site fire hazards, control measures and evacuation procedures. Julius Rutherfoord Supervisors then are responsible for delivering fire safety training to cleaners on induction. Employees take part in regular onsite drills. Employees are instructed to minimise waste materials stored inside building. Waste should be transported to external bins provided. External bins should be kept clean and tidy, where bins are provided with lids, these should be kept closed. Combustible materials should not be allowed to accumulate near bins. Where locks or cages are provided around external bins, Employees are to ensure they are locked after their use. If employees suspect suspicious activity around bins, such as attempted arson, cleaners to report to supervisor immediately. Employees are instructed not to block fire exits or important access routes during cleaning activities. Smoking including vaping is only allowed in designated smoking areas. When not in use electrical equipment must be turned off. Faulty equipment must be reported immediately, out of order signage used, cease use until either repaired or maintained.	**2**	**5**	**10**	Recommend site specific fire safety training is documented and copies of clients emergency procedures are obtained by both employees and Julius Rutherfoord Management team. Site specific fire safety training should be periodically refreshed.

SECTION 4 - RISK ASSESSMENTS

035 Asbestos

Authorised by:		**Date: January 2023**	**Review Date: January 2024**
Area/Activities:	Employees working on client sites, may encounter Asbestos containing materials (ACMs) during the course of their work.	**Assessor:**	Lauren Gibson (Essential Safety)

Significant Hazards	Who Might be Harmed and How	Existing Control Measures	Risk Rating L	S	R	Further Control Measures
Asbestos	Employees, visitors, members of the public and contractors may suffer ill health such as respiratory diseases, asbestosis, mesothelioma, cancers if they come into contact with Asbestos Containing Materials (ACM's)	Findings from asbestos registers are communicated with relevant employees. Cleaning activities are low risk and unlikely to disturb asbestos. It is the responsibility of the landlord to clearly label and identify ACM's where present. Employees to notify supervisors immediately if they suspect ACM's have been disturbed. Access to area to be prevented until landlord has inspected and acted.	**1**	**5**	**5**	Management at Julius Rutherfoord ahead of taking on new clients will seek to obtain copies of any asbestos registers. Employees working in premises with ACM's should received periodic toolbox talks on asbestos awareness.

SECTION 4 - RISK ASSESSMENTS

Appendix 1 – HSE HAVS Calculator

HSE

HAND-ARM VIBRATION EXPOSURE CALCULATOR

Version 5.6 June 2019

Company name / work area: Julius Rutherfoord & Co Ltd

Employee ID and/or task name: Use of scrubber dryers/ rotary cleaners

Tool or process name	Vibration magnitude m/s²	Exposure points per hour	Time to reach EAV 2.5 m/s² A (8) hours	Time to reach EAV 2.5 m/s² A (8) minutes	Time to reach ELV 5 m/s² A (8) hours	Time to reach ELV 5 m/s² A (8) minutes	Exposure duration hours	Exposure duration minutes	Partial exposure m/s² A (8)	Partial exposure points
Polishers - Hand-held, Mop head	3	18	5	33	22	13	1	15	1.2	23

Daily exposure m/s² A (8)	Total exposure points
1.2	23

Exposure likely to be below 2.5m/s²A(8) EAV (100 points)

Exposure calculation by: Lauren Gibson

Job role: H&S Consultant (Essential Safety)

Calculation date: 18 Jan 2023

Health and Safety Executive | Control of Vibration at Work Regulations 2005 | Printed: 16:42 18/01/2023

Julius Rutherfoord & Co
SECURE COMMERCIAL CLEANING

SECTION 5 – METHOD STATEMENTS

Contents

SECTION 5 – METHOD STATEMENTS 1
001 Chemical Competence 2
002 Mop Sweeping 3
003 Damp Mopping 5
004 Single Solution Mopping 7
005 Vacuum Cleaning – Tub vac 9
006 Vacuum Cleaning – Battery Back Pack 11
007 Vacuum Cleaning – Battery Handheld 13
008 Dusting & Damp Wiping 15
009 Cleaning of Stairs Landings and Balustrades 17
010 Washroom Cleaning 19
011 Shower Cleaning 22
012 Machine Scrubbing 24
013 Machine Scrubbing with Handheld Scrubber 26
014 Machine Scrubbing using Rotary Machine 28
015 Spray Buffing with Rotary Machine 30
016 Chewing Gum Removal 32
017 Graffiti Removal 34
018 Carpet Spot Cleaning 36
019 Lift Cleaning 38
020 Internal and External Sweeping, Litter Picking 40
021 Control of Sharps and Body Fluids 42
022 Extraction Cleaning Using Wet Pick Up 44
023 Emptying and Cleaning Waste Bins 46
024 Kitchen Cleaning 48
025 Fridge Cleaning 58
026 Microfibre Cloth & Mop Care 60
027 Manual Handling 62
028 Storage of Equipment and Materials 64
029 Interior Glass Panels/ Glass Cleaning 66
030 Internal Window Cleaning 68
031 Telephone Cleaning 70
032 High Level Dusting 71
033 E-Spray Disinfecting 73
034 Clorox T360 Disinfectant 75

001 Chemical Competence Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select & check your equipment	Check dilution rates and fill with cold water	Add the correct amount of cleaning product to the cold water as per dilution chart or label on bottle	Wipe clean and secure containers after use
11	**12**	**13**	**14**	**15**
				
Dispose of prepared solution as per COSHH instructions ***do not carry out this task daily***	Check, clean and dry equipment and materials	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands

002 Mop Sweeping Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Remove debris, chewing gum deposits and stickers/tape	Cut in parallel to skirting boards	Sweep using continuous strokes with 'figure of 8' or straight lines, using overlapping passes Work systematically
11	**12**	**13**	**14**	**15**
				
Clean/ remove the mop head at the end of the task to remove dust and dirt deposits	Collect floor debris and dispose in rubbish sack	Carry out final quality check / visual inspection	Check, clean and dry equipment and materials	Remove and clean warning signs paying particular attention to the feet

16	17			
				
Close ventilation	Remove PPE and wash your hands			

003 Damp Mopping Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Check dilution rates and fill with cold water	Add the correct amount of cleaning product to the cold water as per dilution chart or label on bottle	Stand to the front of wringer & apply firm downward pressure
11	**12**	**13**	**14**	**15**
				
Mop parallel to skirting boards	Mop using systematic FIGURE OF EIGHT overlapping PASSES	Work backwards	Rinse mop frequently and change mop head as required	Carry out final quality check / visual inspection

16	17	18	19	20
				
Dispose of dirty mop solution & clean and dry equipment	Check, clean and dry equipment and materials Spread mop head and let it air dry on top of wringer	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands

004 Single Solution Mopping Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Check dilution rate, open cap and fill the reservoir with correct solution. Replace the cap	Affix the microfibre damp mop to the frame	Start in far corner of room. Press red button to trigger enough solution onto floor to moisten mop
11	**12**	**13**	**14**	**15**
				
Mop moving backwards using figure of 8 strokes. As mop becomes dry press trigger for more solution	Remove the soiled mop by placing foot on one end and pulling up with frame	Lift mop with frame at 90' angle	Place dirty mop pad in laundry bag to be washed	Carry out final quality check / visual inspection

16	17	18		
				
Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands		

005 Vacuum Cleaning – Tub vac Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Check PAT test is in date	Mark any faulty equipment and do not use	Check the plug socket prior to use ensuring it is in the 'off' position before plugging in appliance
11	**12**	**13**	**14**	**15**
				
Vacuum parallel to skirting boards 'cutting in'	Systematic up and down stokes – vacuum always behind you NB. For stairs vacuum from bottom to top to keep vacuum cleaner behind you	Carefully take apart the equipment, wipe and store as per storage instructions	Carry out final quality check / visual inspection	Remove and clean warning signs paying particular attention to the feet

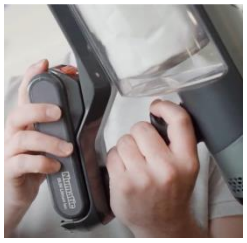
16	17			
 Close ventilation	 Remove PPE and wash your hands			

006 Vacuum Cleaning – Battery Back Pack Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Check PAT test is in date on the charger	Mark any faulty equipment and do not use	Ensure the filter and bag are in place
11	**12**	**13**	**14**	**15**
				
Connect vacuum hose to machine	Insert batteries ensuring the machine is in the 'off' position	Place the machine on your back, fasten the waist belt and adjust shoulder strap until secure and comfortable	Press switch to 'on' to operate	Vacuum area from left to right up and down strokes NB. For stairs vacuum from bottom to top

16	17	18	19	20
 Check bag and filter regularly	 When battery is low, light will flash Connect to charger and allow to charge fully	 Store in upright position in a dry area	 Carry out final quality check / visual inspection	 Remove and clean warning signs paying particular attention to the feet
21	**22**			
 Close ventilation	 Remove PPE and wash your hands			

007 Vacuum Cleaning – Battery Handheld Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Check PAT test is in date on the charger	Mark any faulty equipment and do not use	Open cover, insert pod and close cover
11	**12**	**13**	**14**	**15**
				
Slide battery into place	Attach handle	Press power button to turn on machine	Vacuum area from left to right up and down strokes NB. For stairs vacuum from bottom to top	Use accessories to clean high to reach areas

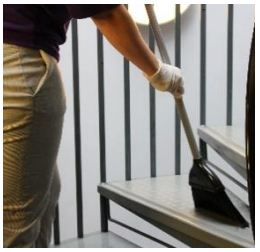
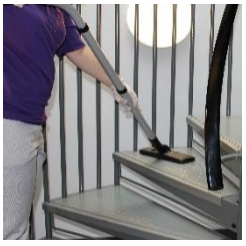
16	17	18	19	20
 Check pod regularly and dispose of when full To empty, open cover and pull back black handle, pod will pop out	 When finished, connect to charger and allow to charge fully	 Store in upright position in a dry area	 Carry out final quality check / visual inspection	 Remove and clean warning signs paying particular attention to the feet
21	**22**			
 Close ventilation	 Remove PPE and wash your hands			

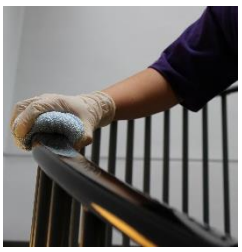
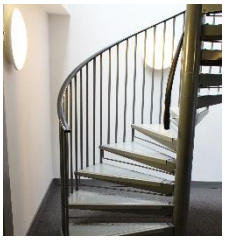
008 Dusting & Damp Wiping Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select & check your equipment	Check dilution rates and fill with cold water	Add the correct amount of cleaning product to the cold water as per dilution chart or label on bottle	Wipe clean and secure containers after use
11	**12**	**13**	**14**	**15**
				
Fold cloth 4 times so you can use every side	Spray solution onto cloth	Start cleaning from the outside edges	Wipe inwards on horizontal surfaces	Wash vertical surfaces from bottom to top

16	17	18	19	20
				
Dispose of prepared solution as per COSHH instructions ***do not carry out this task daily***	Carry out final quality check / visual inspection	Check, clean and dry equipment and materials	Remove and clean warning signs paying particular attention to the feet	Close ventilation
21				
				
Remove PPE and wash your hands				

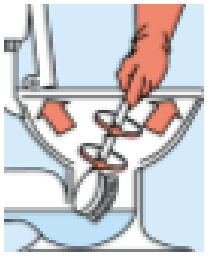
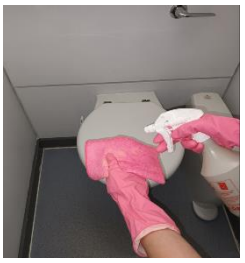
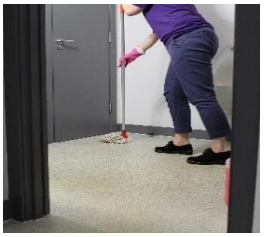
009 Cleaning of Stairs Landings and Balustrades Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Pick up large loose items using litter picker	Remove any applicable chewing gum/ stickers with scraper	Sweep systematically from top to bottom
11	**12**	**13**	**14**	**15**
				
Use vacuum as per RAM 005 or RAM 006 Ensure tub-vac is placed on bottom on stairway platform or bottom of stairs	Vacuum systematically from bottom to top to ensure vacuum cleaner is behind you	Pay attention to edges and corners – use attachments as required	Prepare mop solution bucket as per RAM 003	Position mop bucket on staircase platform or bottom of stairway **Never position mop bucket on stair step itself**

16	17	18	19	20
 Stand to the front of wringer & apply firm downward pressure	 Systematically mop from top step to bottom. Wringing as required	 Prepare trigger bottle solution	 Spray trigger bottle solution onto microfibre cloth	 Damp wipe handrail from top to bottom
21	**22**	**23**	**24**	**25**
 Damp wipe balustrades from top to bottom	 Carry out final quality check / visual inspection	 Check, clean and dry equipment and materials	 Remove and clean warning signs paying particular attention to the feet	 Close ventilation
26				
 Remove PPE and wash your hands				

010 Washroom Cleaning Method Statement

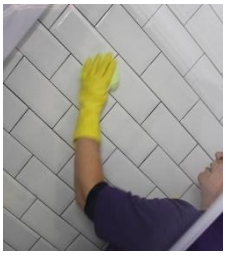
1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Prepare trigger bottle solution	Spray solution onto yellow cloth	Damp wipe fixtures and fittings including dispensers
11	**12**	**13**	**14**	**15**
				
Wipe clean mirrors, partitioning, ledges, pipework, doors and handles	Using a clean yellow cloth, apply solution to hand wash basin. Use abrasive pad if required to remove heavy stains	Wipe dry	Select RED equipment, check and assemble Select, check and wear required PPE	Flush toilet/ urinal bowl

16	17	18	19	20
				
Force water down in toilet bowls with brush to lower water level	Apply toilet descaler to exposed surfaces including under rim	Brush thoroughly over exposed surfaces	Close lid and flush the toilet bowl, ensuring no chemical residue is left	Spray solution onto clean red cloth
21	**22**	**23**	**24**	**25**
				
Clean outer surfaces of toilet including pipework, toilet seat and hinges	Carry out final quality check / visual inspection Areas should be dry and streak free	Fill red mop bucket with cold water. Add the correct amount of cleaning product to the cold water as per dilution chart or label on bottle	Rinse red dolly mop in bucket with solution and wring dry	Work from furthest corner from entrance/exit
26	**27**	**28**	**29**	**30**
				
Start at edges and move to centre using figure of 8 motion	Work backwards	Rinse mop frequently	Allow floor to air dry Carry out final quality check / visual inspection	Wash and rinse all equipment and store

31	32	33		
				
Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands		

011 Shower Cleaning

Method Statement

1	2	3	4	5
 Place warning signs to let building users know you are working in this area	 Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	 Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	 Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	 Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
 Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	 Select required equipment, check and assemble	 Prepare trigger bottle solution	 Spray solution onto yellow cloth	 Wipe all tiles and surroundings
11	**12**	**13**	**14**	**15**
 Damp wipe shower tray	 Buff stainless fittings Descale shower head as required	 **When shower head descaling required** Select yellow equipment and descaler	 Fill yellow bucket with water. Add the correct amount of product to the water as per dilution chart or label on bottle	 Place shower head into solution

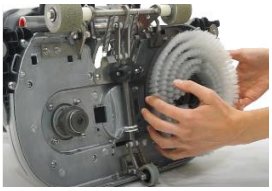
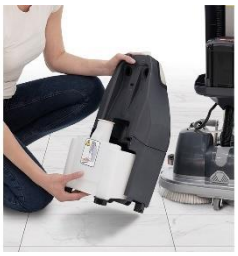
16	17	18	19	20
				
Follow manufacturer's instructions for contact time	Remove shower head and dispose of solution– run tap at the same time	Buff and wipe dry shower head	Place shower head back into position Carry out final quality check / visual inspection Shower head should be limescale free, dry and smear free	Fill yellow mop bucket with cold water. Add the correct amount of cleaning product to the cold water as per dilution chart or label on bottle
21	**22**	**23**	**24**	**25**
				
Rinse yellow dolly mop in bucket with solution and wring dry	Work from furthest corner from entrance/exit	Start at edges and move to centre using figure of 8 motion	Rinse mop frequently	Allow floor to air dry Carry out final quality check / visual inspection
26	**27**	**28**	**29**	
				
Wash and rinse all equipment and store	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands	

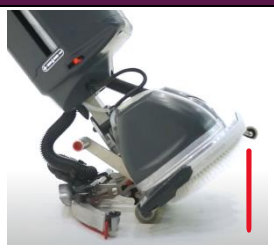
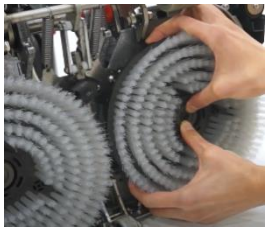
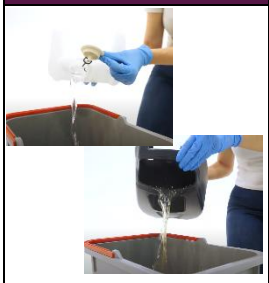
012 Machine Scrubbing Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Add water and solution to tank	Attach brush or pad holder by placing machine on top, lower the deck with the pedal and turn machine on. Run the machine until it locks into place	Check squeegee and if it needs rotating, loosen the wingnuts, take the blades off, flip them around and secure
11	**12**	**13**	**14**	**15**
				
Pedal Lower deck by pressing the pedal, this will bring down the brush and squeegee	**Vacuum** Press green button to turn machine on, this will turn everything on. Turn **off** vacuum and start scrubbing	Operate the machine up and down the area to be cleaned, moving methodically from left to right, slightly overlapping the previous working width slightly	**Vacuum** When area scrubbed, switch **on** vacuum mode and repeat prior step, moving methodically from left to right (dry to wet)	Side tube shows how much water is in the tank

16	17	18	19	20
				
Carry out final quality check / visual inspection	After use, drain dirty water tank via the hose	Drain the clean water tank	Check and clean filters	Check and clean solution filter once a week
21	**22**	**23**	**24**	
				
Recharge batteries after every use and safely store equipment	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands	

013 Machine Scrubbing with Handheld Scrubber Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Attach brushes or pad holders by turning it to the right until it locks into place	Attached the squeegee by clicking it into place	Attach the hose to the squeegee
11	**12**	**13**	**14**	**15**
				
Open casing to access battery and water tank	Insert battery	Remove the water tank Add water and solution to tank	Attach tank back to machine	Adjust water as required

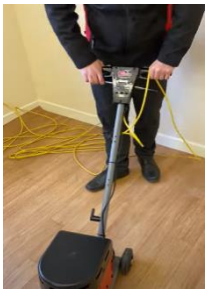
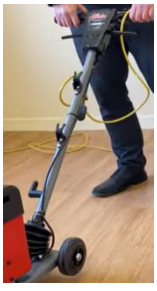
16	17	18	19	20
				
Lower squeegee by pressing pedal	**Bottom red lever** Press bottom red lever to tilt handle	Press the yellow button to start the machine along with the top red levers	**Water** **Vacuum** Press buttons to turn water and vacuum on or off as required	Operate the machine up and down the area to be cleaned, moving methodically from left to right, slightly overlapping the previous working width slightly
21	**22**	**23**	**24**	**25**
				 
When finished, put handle back into upright position and press red button to lock into place	**Front wheel** Tilt machine all the way back until you hear a click and the small front wheel pops out. This will bring up the squeegee **Only transport the machine in this position**	Carry out final quality check / visual inspection	Remove brushes or pad holder by pulling disc towards you	Open casing to access clean and dirty water tanks
26	**27**	**28**	**29**	**30**
				
Empty both water tanks and allow to air dry Check and clean filters	Recharge battery after every use and safely store equipment	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands

014 Machine Scrubbing using Rotary Machine Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Add water and solution to tank	Place the brush in front of the base and activate the handlebar tilt lever. Pulse-press the main switch control lever to engage	Press the man present push button and top levers to operate the machine
11	**12**	**13**	**14**	**15**
				
Apply a small amount of solution to the floor by pressing lever until the brush is saturated with solution	Work in slow movements from right to left, moving backwards and overlapping previous working width slightly whilst standing on the surface yet to be cleaned	The machine moves to the right by slightly lifting the handlebars and to the left when they are lowered	Use wet vacuum when scrubbing has finished Work from dry to wet, always pulling the vacuum head back to you. Empty wet vac as required	Carry out final quality check / visual inspection

16	17	18	19	20
 Check that solution tank is empty. To empty tank, keep the tap control lever on. Remove the water distribution pipe from the hole on the brush head	 Disconnect the tie-rod from the tap control lever	 Remove the solution tank and clean with running water Allow to air dry	 Store equipment safely	 Remove and clean warning signs paying particular attention to the feet
21	**22**			
 Close ventilation	 Remove PPE and wash your hands			

015 Spray Buffing with Rotary Machine Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Tilt machine all the way back and lay down. Attach pad to pad holder and lock into place by twisting to the left	Spray trigger bottle solution directly onto floor in front of you – do not over wet	Using lower lever bring handle down to waist height. Press the man present push button and top levers to operate the machine
11	**12**	**13**	**14**	**15**
				
Work in slow movements from right to left, moving backwards and overlapping previous working width slightly whilst standing on the surface yet to be cleaned	The machine moves to the right by slightly lifting the handlebars and to the left when they are lowered	Check condition of pads frequently and turn /change as necessary Continue to spray solution as required	Carry out final quality check / visual inspection	Remove pad and pad holder, unlock by twisting to the right Store equipment safely

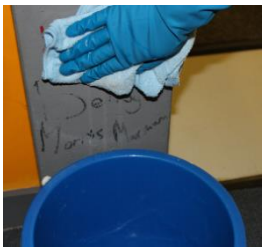
16	17	18		
				
Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands		

016 Chewing Gum Removal Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Check for colour fading in inconspicuous area	Apply product directly onto gum	Follow manufacturer's instructions for contact time
11	**12**	**13**	**14**	**15**
				
Blot with paper towel	Remove solids gently with scraper	Repeat process steps 9-12 if required	Rinse hard floors/ brush carpet in one direction using carpet brush	Carry out final quality check / visual inspection

16	17	18	19	
				
Check, clean and dry equipment and materials	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands	

017 Graffiti Removal
Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Check for colour fading in inconspicuous area	Spray onto graffiti	Follow manufacturer's instructions for contact time
11	**12**	**13**	**14**	**15**
				
Agitate with microfibre cloth	Wash off with plenty of warm water and microfibre cloth	Reapply as necessary	Carry out final quality check / visual inspection	Check, clean and dry equipment and materials

16	17	18		
				
Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands		

018 Carpet Spot Cleaning Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Pre-test inconspicuous area to avoid colour or texture change	Apply stain remover with sprayer	Blot with clean white towel, working from outside to centre of large stains
11	**12**	**13**	**14**	**15**
				
Follow manufacturer's instructions for contact time For difficult stains reapply and leave	Rinse with clean water	Use extraction cleaner if stain is large or heavy	Carry out final quality check / visual inspection Always recheck when surface has dried (this might be on the next cleaning day)	Check, clean and dry equipment and materials

16	17	18		
				
Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands		

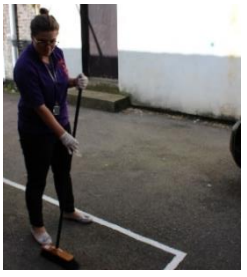
019 Lift Cleaning

Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Add the correct amount of cleaning product to the cold water as per dilution chart or label on bottle	If there is a key, turn the lift operations off whilst cleaning	If no locking off device, 2 people must always be present 1 person stands on the door whilst the other cleans
11	**12**	**13**	**14**	**15**
				
Fold cloth 4 times so you can use every side	Spray solution onto cloth	Clean walls and panels first working from ground upwards Rinse cloth as necessary	Vacuum lift runners	Clean external lift doors & buttons; send lift to top/bottom whilst cleaning in progress. Lift recalled when completed

16	17	18	19	20
		 		
Dispose of prepared solution as per COSHH instructions ***do not carry out this task daily***	Carry out final quality check / visual inspection Do all surfaces appear mark free?	Check, clean and dry equipment and materials	Remove and clean warning signs paying particular attention to the feet	Close ventilation
21				
				
Remove PPE and wash your hands				

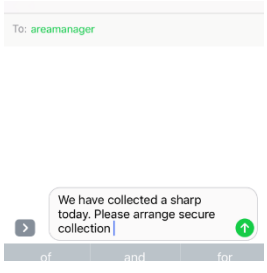
020 Internal and External Sweeping, Litter Picking Method Statement

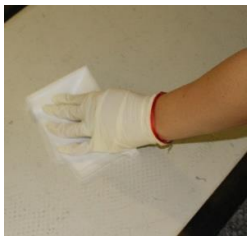
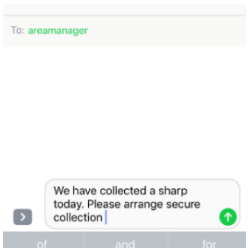
1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble (Broom Long handled Dustpan and Brush Refuse Sacks, Litter Picker)	Pick up large items of debris with litter picker	**If sharps identified contact supervisor** **DO NOT TOUCH** (separate cleaning procedure)	Commence sweeping at point furthest from entrance
11	**12**	**13**	**14**	**15**
				
Pay attention to corners and edges	Sweep in manageable strokes area in front of you	Sweep waste into dustpan and deposit in refuse sack and place in bin store as required	Carry out final quality check / visual inspection	Check, clean and store equipment and materials

16	17	18		
				
Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands		

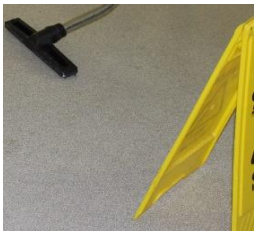
021 Control of Sharps and Body Fluids

Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Always wear 2nd pair of protective gloves Protective gloves must be replaced immediately if they are torn, punctured or damaged	**Sharps** Report to Supervisor, wait until hazard-cleaning equipment arrives Only **TRAINED STAFF** to carry out task	Assemble equipment: Body Fluid Spillage /Sharps Control Kit, Cleaning agent, Colour coded mop & bucket, Colour coded clinical waste bags, Colour coded cloths, Litter picker, Centrefeed roll and scraper	Handle sharps only with litter picker **Do not touch with your hands**	All sharps should be placed in suitable sharps container only **Never put sharps in general waste**
11	**12**	**13**	**14**	**15**
				
Contact your Supervisor or Area Manager who will arrange a secure collection and disposal	**Body Spillages** Stay in the area and ensure no other personnel are present	Cover spillage liberally with sanitising product powder and allow 5 minutes contact time Reapply as necessary until deposit is completely removed	Carefully collect the absorbent material without causing dust clouds & place in biohazard waste sack	Hard surfaces - Mop area with a solution of sanitising product

16	17	18	19	20
				
Dry surface with disposable cloth or paper towel	For carpets/ upholstery, carry out extraction clean	Dispose of all soiled material & PPE in a clinical waste bag, dispose of as contaminated waste. Close, seal & tag	Contact your supervisor/ Area Manager for safe disposal	Check, clean and store all other non-contaminated equipment, materials and PPE
21	**22**	**23**		
				
Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands		

022 Extraction Cleaning Using Wet Pick Up Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Check PAT test is in date	Always start on dry ground moving to wet Work systematically moving forwards and backwards with cable behind you	Move to next area as area dries
11	**12**	**13**	**14**	**15**
				
When machine becomes ¾ full, turn the machine off, then turn the mains off and disconnect from plug	Take machine to designated drainage area and dispose of the water safely	Re connect the machine and ensure all clips are fastened securely Ensure hands are dry	Re-connect plug, turn on mains so machine is ready to use again	Finish area requiring extraction Repeat steps 9 to 14 as required

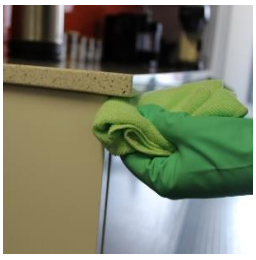
16	17	18	19	20
				
Carry out final quality check / visual inspection	Check, clean and dry equipment and materials Store equipment safely	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands

023 Emptying and Cleaning Waste Bins Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Add the correct amount of cleaning product to the cold water as per dilution chart or label on bottle	Check waste bin for any sharp objects – shaking and visually looking only **If sharps identified contact supervisor – do not touch – separate cleaning procedure**	Remove waste sack from bin
11	**12**	**13**	**14**	**15**
				
Commence cleaning from outside using a damp cloth Use nonabrasive pad for stubborn marks	Clean internal bin areas	Allow to dry and replace bin liner	Carry out final quality check / visual inspection	Check, clean and dry equipment and materials

16	17	18		
 Remove and clean warning signs paying particular attention to the feet	 Close ventilation	 Remove PPE and wash your hands		

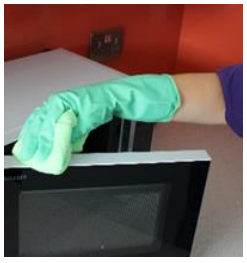
024 Kitchen Cleaning Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Add the correct amount of cleaning product to the cold water as per dilution chart or label on bottle	Damp wipe all surfaces	'Cut in' cleaning edges
11	**12**	**13**	**14**	**15**
				
Pay attention to underside edge and corners	Rinse cloth regularly to remove dirt build up	Clean/ sanitise sink	Sweep and mop floor	Carry out final quality check / visual inspection

16	17	18	19	
				
Check, clean and dry equipment and materials	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands	

Microwave Cleaning

Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Add the correct amount of cleaning product to the cold water as per dilution chart or label on bottle	Disconnect appliance from power supply	Remove and clean all removable parts
11	**12**	**13**	**14**	**15**
				
Clean all external and internal surfaces	…including door and edges	Rinse cloth regularly to remove dirt build up	Carry out final quality check / visual inspection	Reconnect microwave

16	17	18	19	
				
Check, clean and dry equipment and materials	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands	

Kettle Descaling

Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Check kettle is cold and empty	Disconnect appliance from power supply	Pour recommended amount of kettle descaler solution
11	**12**	**13**	**14**	**15**
				
Add cold water to maximum fill line	Follow manufacturer's instructions for contact time	Rinse thoroughly into kitchen sink (repeat 3-4 times to ensure descaler is removed)	Damp wipe kettle	Carry out final quality check / visual inspection

16	17	18	19	
				
Reconnect kettle	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands	

Kitchen Sink Cleaning

Method Statement

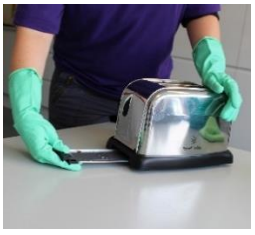
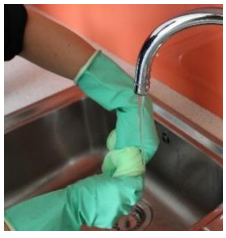
1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Add the correct amount of cleaning product to the cold water as per dilution chart or label on bottle	Spray solution onto cloth	Remove loose food and debris from sink & surrounding surfaces
11	**12**	**13**	**14**	**15**
				
Clean al Pay attention to the area under sink, ledges, supporting frame & exposed pipework	Clean ink, plug, overflow and taps Use non-abrasive pad if required	Wipe clean drainer	Flip cloth to dry side to buff dry stainless or alternative surface	Carry out final quality check / visual inspection

16	17	18	19	
				
Check, clean and dry equipment and materials	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands	

Julius Rutherfoord & Co
SECURE COMMERCIAL CLEANING

Toaster Cleaning

Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Add the correct amount of cleaning product to the cold water as per dilution chart or label on bottle	Disconnect appliance from power supply	Move toaster to suitable area for easy access
11	**12**	**13**	**14**	**15**
				
Remove, clean and dry crumb tray	Systematically clean all external areas of toaster	Rinse cloth regularly to remove dirt build up	Carry out final quality check / visual inspection	Reconnect toaster

16	17	18	19	
				
Check, clean and dry equipment and materials	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands	

025 Fridge Cleaning Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select required equipment, check and assemble	Add the correct amount of cleaning product to the cold water as per dilution chart or label on bottle	Disconnect appliance from power supply	Remove all items and dispose of out of date food as per client policy
11	**12**	**13**	**14**	**15**
				
Remove and clean removable parts	Ensure all sides and back of the fridge are wiped down with solution	Rinse cloth regularly to remove dirt build up	Carry out final quality check / visual inspection	Replace all in date food

16	17	18	19	20
				
Reconnect fridge	Check, clean and dry equipment and materials	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands

026 Microfibre Cloth & Mop Care

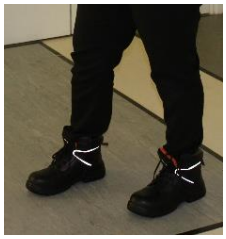
Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Allow for sufficient clean cloths/ mop heads	Place cloth/mop head in laundry bag after use	Seal bag	Place laundry in appropriate area for laundering
11	**12**	**13**	**14**	**15**
				
Washing Machine Wash on cool or warm setting with NO DETERGENT	Allow to air dry OR	Tumble dry as per manufacturing label	If no washing machine available: Fill container with water or use sluice sink to wash	Add cloths/ mop heads and allow enough time for absorption

16	17	18	19	20
				
Allow to air dry	Check, clean and dry equipment and materials	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands

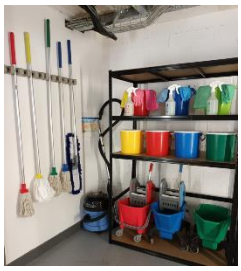
027 Manual Handling
Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Assess size, shape, condition, and weight of loads	Carry out a visual risk assessment (any obstacles, help required, etc)	Confirm weight of load before lifting	Use mechanical aids where available Check equipment and carry out visual safety checks
11	**12**	**13**	**14**	**15**
				
Stand reasonably close to the load, feet hip-width apart, one foot slightly forward pointing in the direction you're going	Trial lift by rocking the load side to side before lifting	Bend your knees and keep your back straight	Get a secure grip on the load	Keep shoulders level and facing the same direction as the hips

16	17	18	19	20
				
Lift smoothly using leg muscles and keep your back straight	When changing direction move with your feet, do not twist	Keep the load close to your body	When lowering keep fingers away from bottom of object	Put load down then slide object into position
21	**22**	**23**		
				
Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands		

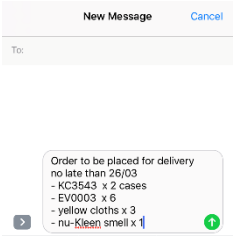
028 Storage of Equipment and Materials

Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Remove waste if applicable	Check shelving racks	Ensure heavy items are stored at the bottom, chemical bottles are labelled correctly and facing forwards	Check all cleaning materials are stored according to colour coding to avoid contamination	Check materials are stored correctly to allow for air drying
11	**12**	**13**	**14**	**15**
				
Check equipment is not blocking entrance or exit	Carry out final quality check / visual inspection	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands

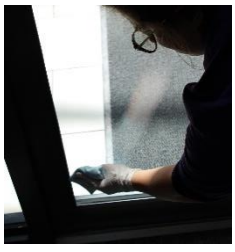
Julius Rutherfoord & Co
SECURE COMMERCIAL CLEANING

Storage of Consumables Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Check levels of stock on an ongoing basis	When stock is low, inform manager	Inform manager of quantities required so an order can be placed prior to stock running out	When stock arrives, ensure that good manual handling techniques are used and where possible, store light goods high and heavier goods low	Carry out final quality check / visual inspection
11	**12**	**13**		
				
Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands		

029 Interior Glass Panels/ Glass Cleaning

Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select & check your equipment	Check dilution rates and fill with cold water	Add the correct amount of cleaning product to the cold water as per dilution chart or label on bottle	Fold cloth 4 times so you can use every side
11	**12**	**13**	**14**	**15**
				
Spray solution onto cloth	Wipe systematically	Pay attention to corners and edges Pay attention to corners and edges	Flip cloth and re-spray solution on clean side	Carry out final quality check / visual inspection

16	17	18	19	
				
Check, clean and dry equipment and materials	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands	

030 Internal Window Cleaning

Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select & check your equipment	Open the compartment on handheld unit by sliding the black button back and remove the lid	Insert pouch into connector at top of compartment	Push pouch as far as possible to prevent leakage
11	**12**	**13**	**14**	**15**
				
Replace the lid and confirm that the black button is locked in place	Put the microfibre tri pad onto the pad holder using elastic straps in each corner	Pre-moisten tri-pad pressing activation pump for max 5 seconds	Start by cleaning the window frames. Turn the right edge of the tripad to next frame side and move it to the next corner. Repeat for all 4 corners of the window	Clean the inner area of the window. You can clean from side to side or from top to bottom. Always turn the triangle head to the side beyond

16	17	18	19	20
				
Carry out final quality check / visual inspection	Check, clean and dry equipment and materials Wash pad as per washing instructions	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands

031 Telephone Cleaning

Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select & check your equipment	Remove wipe from packet and wipe handset, cradle and number pad	Pay special attention to ear and mouth pieces	Turn wipe to use other side and change as required
11	**12**	**13**	**14**	**15**
				
Dispose of used wipes	Carry out final quality check / visual inspection	Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands

Julius Rutherfoord & Co
SECURE COMMERCIAL CLEANING

032 High Level Dusting Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Uniform Closed shoes	Select & check your equipment	Attach microfibre to wand	Wand by itself can be used for all dusting within hands reach	Dust systematically using the wands curve to dust in hard-to-reach places
11	**12**	**13**	**14**	**15**
				
Adjust extension pole to desired height by twisting red and black twister	Dust systematically using the wands curve to dust in hard-to-reach places	Carry out final quality check / visual inspection	Check, clean and dry equipment and materials	Remove and clean warning signs paying particular attention to the feet

16	17			
 Close ventilation	 Remove PPE and wash your hands			

033 E-Spray Disinfecting Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Surgical mask	Select & check your equipment	Check PAT test is in date	Carefully unscrew mini bottle tank	If using an additional back pack reservoir instead of the mini bottle tank, attach two reservoir tubes to the two connections shown
11	**12**	**13**	**14**	**15**
				
Select an appropriate viricidal cleaner tested to EN 14476	Pour pre-diluted or prepared viricidal disinfectant solution into the mini bottle tank (or back pack reservoir) if applicable	Securely tighten the mini bottle tank to the red screw cap on e-sprayer	Check the external battery pack is fully charged by pressing and holding button on side of battery *3 illuminated green lights means fully charged*	Insert the battery to the rear of the e-sprayer Make sure the battery is placed in the right way

16	17	18	19	20
				
Start from the furthest point in the room so you can then move backwards towards entrance/exit	Turn the e-sprayer on by pressing the green button at the top of the machine	Hold gun and point in front of you from a raised position. When ready press and hold the trigger on the gun to release the mist	Spray the mist from top to bottom in a large Z motion A maximum 5 seconds worth of mist is required per area	When disinfecting IT and phone equipment, stand back a minimum of 1 metre to ensure a thin and even disinfectant layer is applied Too close contact will leave a visible residual coating
21	**22**	**23**	**24**	**25**
				
Continue to work your way back from your starting position disinfecting all required areas *Product is safe to be applied on most soft furnishings and fabrics*	When finished (or when replacing battery), turn the green button off by pressing once	Remove the battery and place on charge	Unscrew and remove leftover disinfectant Dispose of disinfectant in accordance with disposal methods stated in the COSHH documentation	Wipe clean and return E-sprayer machine to its secure location Store e-sprayer securely
26	**27**	**28**		
				
Remove and clean warning signs paying particular attention to the feet	Close ventilation	Remove PPE and wash your hands		

034 Clorox T360 Disinfectant Method Statement

1	2	3	4	5
				
Place warning signs to let building users know you are working in this area	Carry out a dynamic risk assessment. Check the area for damage and pest infestations and report to your line manager	Ventilate the area where possible. Open a window or a door, turn on air conditioning if available	Check site file for relevant RAMS, COSHH, manufacturer's instructions and required PPE	Wash your hands following the BICS hand hygiene poster
6	**7**	**8**	**9**	**10**
				
Select, check and wear required PPE: Gloves Goggles Surgical mask	Select & check your equipment	Check PAT test is in date	Place one bottle of Clorox T360 on top of machine (machine can hold two bottles either side of handle at one time)	Unscrew lid and peel off metal foil seal
11	**12**	**13**	**14**	**15**
				
Attach the smaller clear tube directly to the open bottle of Clorox T360 using the black nozzle that comes attached as standard	Check both tubes are free from kinks or any obstruction	Check the plug socket prior to use ensuring it is in the 'off' position before plugging in appliance	Turn machine on pressing the blue button once	Carefully manoeuvre Clorox machine into position Note: wheels are sensitive and must be wheeled over flat and firm surfaces only

16	17	18	19	20
				
Start from the furthest point in the room so you can then move backwards towards entrance/exit	Hold gun and point in front of you from a raised position	Press and hold the black button on the gun to release mist	Spray the mist from top to bottom in a large Z motion A maximum 5 seconds worth of mist is required per area	Mist particles will wrap around furniture, fixtures and fittings so one 5 second spray will capture a large area **Up to 300m2 per minute**
21	**22**	**23**	**24**	**25**
				
Replace bottles of T360 disinfectant cleaner as required during clean following steps 9-12	When job completed, turn off and unplug T360 Dispose of any empty bottles according to local waste recommendations and company arrangements	Replace screw on lid for any open product for transportation	Wipe clean and return Clorox T360 machine to storage	Remove and clean warning signs paying particular attention to the feet
26	**27**			
				
Close ventilation	Remove PPE and wash your hands			

SECTION 6: COSHH ASSESSMENTS



Control of Substances Hazardous to Health (COSHH)

In the course of your work, you will be required to use a range of chemical products. Care has been taken to ensure that all of the products you are provided with are safe to use. All authorised cleaning materials provided by the company are safe to use as long as they are used in accordance with the manufacturers' instructions, which are printed on the label.

You must never bring unauthorised chemicals into the workplace or use unauthorised products on the contract.

This site file maintains a register of all approved cleaning chemicals, details of the principal constituents, instructions for use, protective clothing to be used and action to be taken in the case of contact with skin, eyes etc and in the case of ingestion.

Some substances can be dangerous because they can cause fires or explosions and some can cause damage to your health or the environment if care is not taken when using them.

You must therefore take the time to familiarise yourself with the products and be aware of the dangers each of them can potentially pose.

THE 10 GOLDEN RULES OF COSHH

1. NEVER MIX cleaning chemicals together
2. NEVER STORE or use chemicals in containers unless correctly labelled
3. NEVER USE a substance for any purpose other than its intended use
4. ALWAYS USE suitable Protective Equipment (PPE)
5. ALWAYS FOLLOW manufacturer’s instructions and safe methods of working
6. ALWAYS KEEP Site File / COSHH information in a safe and accessible place
7. ALWAYS STORE chemicals safely, preferably in a locked cupboard
8. USE ONLY chemicals supplied by Julius Rutherfoord and DISPOSE of used chemical SAFELY, to protect the environment
9. ADD the chemical to water, NOT the water to chemical
10. REMEMBER more chemical is not always better; FOLLOW the manufacturer’s dilution rates.

Symbol/Abbreviation	Hazard	Prevention	Symbol/Abbreviation	Hazard	Prevention
 Corrosive - C	Products that can have a destructive effect on live tissue i.e. skin, eyes etc. They burn the skin and mucous membranes They cause injuries that can lead to permanent scarring	Use personal Protective Equipment (PPE) in order to avoid all contact i.e. gloves, goggles, overalls, masks. Work in well ventilated areas. Do not smoke. Keep products in their original packaging. Protect your eyes and skin against splashing or accidental contact. Do not mix products. After use wash your hands (face if applicable) thoroughly. Always dispense the product into water and not the other way around. Always ensure that products are stored correctly in a secure storage area. Ensure access to storage areas containing these products is strictly controlled.	 Dangerous for the environment - N	Products that can cause harm to the environment, land, air, or water. These products can kill aquatic life and damage our rivers; they can deplete the ozone layer and poison the land to cause trees and vegetation to die.	Only dispose of chemicals as directed in training, drains that lead to sewers. Never let any chemicals enter rain water/surface drains to enter a water course.
 Harmful – Xn Irritant – Xi	**Harmful:** Products that can cause an inflammatory reaction when in contact with the skin, mucous membrane, and eyes. **Irritant:** They can cause itching, red blotches and inflammation of the respiratory tract.		 Oxidising - O  Highly Flammable - F	Products capable of favouring or activating combustion. Products can ignite very easily when in contact with a source of energy (flame, spark) at an ambient temperature. Products that can ignite very easily when in contact with a source of energy, even below 0°C.	Do not smoke. Store the products in a place which is well ventilated. Keep flammable products (F symbol) well away from combustible items (O). Do not use near any heat source. Do not wear synthetic clothes.

? - ASK - If you are unsure of anything!

Hazard Symbols

Our supplier's packaging, including cartons, tins, cans, bottles and flasks, is clearly labelled. The labels contain the appropriate universal symbols that indicate the dangers relating to the use of the product. It is important that you learn and recognise these symbols.

Assessment Register

Contents

SECTION 6: COSHH ASSESSMENTS 1
Control of Substances Hazardous to Health (COSHH) 2
Assessment Register 4
CA 001 Cleanline Acid Toilet Descaler 5
CA 002 OdorBac Tec4 7
CA 003 Sprint Hard Surface Cleaner 9
CA 004 Cleanline Glass & Stainless Steel Cleaner 11
CA 005 Brasso Metal Polish 13
CA 006 Cleanline Chewing Gum Remover 15
CA 007 Cleanline Universal Floor Cleaner 17
CA 008 Cleanline Acid Washroom and Limescale Remover 19
CA 009 Cleanline Multi-Purpose Cleaner with Bleach 21
CA 010 Clorox Total 360 Disinfectant Cleaner 23
CA 011 Cleanline Brick & Stone Forecourt 25
CA 012 Cleanline Thick Bleach 27
CA 013 Cleanline Furniture Polish 29
CA 014 Cleanline Floor Maintainer 31
CA 015 Cleanline Wet Look Floor Polish 33
CA 016 Titan Sanitise 35
CA 017 Carefree Eternum Floor Polish 37
CA 018 Carefree Floor Maintainer 39
CA 019 Carefree Speed Stripper 41
CA 020 ABS Urizap Uric Acid Digestor 43
CA 021 Viakal Limescale Remover 45
CA 022 BioHygiene Organic Acid Descaler 47
CA 023 Carefree Undercoat 49
CA 024 Enhance Anti Gum 51
CA 025 Prochem Odour Fresh Carpet Deodoriser 53
CA 026 Kleen Off Kettle & Shower Descaler 55
CA 027 BioHygiene Gum, Mark & Graffiti Remover 57

CA 001 Cleanline Acid Toilet Descaler

Assessment: CA 001 **Date:** 26/07/2023	**Substance:** ***Cleanline Acid Toilet Descaler***	
Physical Form	Clear blue liquid	
Use of the Material	A professional acidic descaling toilet cleaner	
Method of Use	Do not carry out any cleaning activity without prior washing hands and selecting the appropriate PPE stipulated in this assessment. This assessment requires all operatives to wear chemical resistant impervious gloves EN374 and goggles EN166 to protect skin & eye contact. Carefully squeeze cleaner inside the toilet bowl around inner lip. Allow product to have suitable contact time before scrubbing with toilet brush. Flush toilet.	
Quantity Used	Product is ready to use	
Hazards Associated with the Material	 Danger H314 - Causes severe skin burns and eye damage.	
Can a Safer Alternative Be Used	No practical commercial alternatives exist, and physical methods cannot be used.	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Low risk of skin contact. Risks are mitigated by the use of PPE. Can cause eye irritation low risk – mitigated through use of PPE
	Indirectly	Not used in areas with access by clients or the public. Area closed off or material used out of normal working hours. Other employees are not likely to be in the immediate working area during use. Very low risk.

Control Measures Used	Minimum quantities used consistent with effective performance. Training in application, handling and storage. Limited exposure and PPE worn as detailed below. Product is stored only in suitable closed containers and locked between use. Area of work is ventilated
PPE Used	**Personal protective equipment symbol(s):**  **Environmental exposure controls:** Avoid release to the environment. **Other information:** PPE should be worn to prevent any contact with the chemical. Any contaminated clothing should be washed prior to re-use.
First Aid Arrangements	First-aid measures general : Call a physician immediately. First-aid measures after inhalation : Remove person to fresh air and keep comfortable for breathing. First-aid measures after skin contact : Rinse skin with water/shower. Take off immediately all contaminated clothing. Call a physician immediately. First-aid measures after eye contact : Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. Call a physician immediately. First-aid measures after ingestion : Rinse mouth. Do not induce vomiting. Call a physician immediately.
Emergency Arrangements	For containment: Collect spillage. Methods for cleaning up: Take up liquid spill into absorbent material.
Notes	MSDS date of issue: 22/06/2020 JR&Co last revision 26/07/2023
Name Of Assessor:	Jessica Carranza
Approved By:	Chris Jarvis
MSDS:	SCAN ME

CA 002 OdorBac Tec4

<table>
<tr><td>Assessment:
CA 002

Date:
26/07/2023</td><td colspan="2">Substance:

OdorBac Tec⁴</td></tr>
<tr><td>Physical Form</td><td colspan="2">Clear pale liquid</td></tr>
<tr><td>Use of the Material</td><td colspan="2">A multi - purpose cleaning product used no matter the surface or delivery method.</td></tr>
<tr><td>Method of Use</td><td colspan="2">Do not carry out any cleaning activity without prior washing hands and selecting the appropriate PPE stipulated in this assessment.

This assessment requires all operatives to wear chemical resistant gloves EN374.

Use in trigger sprays, mop & bucket, extraction and scrubbing machines to effortlessly complete most cleaning tasks</td></tr>
<tr><td>Quantity Used</td><td colspan="2">Dilute according to attended usage – see reverse label on bottle</td></tr>
<tr><td>Hazards Associated with the Material</td><td colspan="2"><table><tr><th>Exposure route</th><th>Specific hazard of concentrated product</th></tr><tr><td>Skin
Eyes
Ingestion
Inhalation</td><td>None expected
May cause mild irritation
Possible stomach upset
Excessive inhalation of aerosolized product may cause mild irritation of the respiratory system.</td></tr></table></td></tr>
<tr><td>Can a Safer Alternative Be Used</td><td colspan="2">No practical commercial alternatives exist, and physical methods cannot be used.</td></tr>
<tr><td rowspan="2">Persons Exposed, Method of Exposure and Risk Level</td><td>Operator</td><td>Can cause eye irritation low risk – mitigated through use of PPE, user training and product being used in low quantities</td></tr>
<tr><td>Indirectly</td><td>Low risk to third party as product is only to be handled by authorised users only and it is stored in locked cupboard when not in use. Risk reduced further as product is applied directly to cloth and is immediately safe to touch so suitable for use in public environments where control measures maintained</td></tr>
<tr><td>Control Measures Used</td><td colspan="2">Minimum quantities used consistent with effective performance. Exposure timeframe limited, prior training and instruction and PPE worn as detailed below.</td></tr>
<tr><td>PPE Used</td><td colspan="2">No personal equipment is required but JR&Co require all operatives to wear full uniform and chemical resistant gloves EN374</td></tr>
</table>

First Aid Arrangements	INHALATION: In case of adverse reaction, remove casualty from area of exposure. If breathing is difficult, remove victim to fresh air and keep at rest in a position comfortable for breathing. If concerned or the victim continues to feel unwell, seek medical attention. SKIN CONTACT: In case of adverse (allergic) reaction, drench the affected area with running water for 10 minutes, or longer if necessary. If concerned, symptoms persist or the victim feels unwell, seek medical attention. EYE CONTACT: Rinse cautiously with running water for 15 minutes. Remove contact lenses is present and easy to do so. If concerned, symptoms persist or the victim feels unwell, seek medical attention. INGESTION: Give 1 pint of water to drink immediately and consult a doctor if deemed necessary. Do not induce vomiting. If concerned or the victim feels unwell, seek medical attention.
Emergency Arrangements	Environmental Precautions: Avoid spilled material from entering storm drains or surface waterways. Clean-up Procedures: Follow company spillage instructions.
Notes	MSDS date of issue: 02/2016 JR&Co last revision 26/07/2023
Name Of Assessor:	Jessica Carranza
Approved By:	Chris Jarvis
MSDS:	SCAN ME

CA 003 Sprint Hard Surface Cleaner

Assessment: CA 003 **Date:** 26/07/2023	**Substance:** ***Sprint Hard Surface Cleaner***
Physical Form	Clear Green Liquid
Use of the Material	For cleaning unpolished floors and all other hard surfaces.
Method of Use	Do not carry out any cleaning activity without prior washing hands and selecting the appropriate PPE stipulated in this assessment. Although no formal PPE requirement as per COSHH, JR&Co policy stipulate that gloves and suitable clothing to protect skin contact must be worn for all cleaning tasks. JR&Co also requires operatives to wear goggles when diluting product. By mop and bucket or trigger spray. The liquid is pumped into the spray or bucket via a pelican pump at a dose rate specified in the standard procedure.
Quantity Used	Dilute according to attended usage – see reverse label on bottle
Hazards Associated with the Material	 Warning H319 - Causes serious eye irritation.
Can a Safer Alternative Be Used	Operator should consider using 'OdorBac Tec4' as an alternative

Persons Exposed, Method of Exposure and Risk Level	**Operator**	Low risk of skin contact and splashing during filling buckets, mitigated by use of PPE and pelican pumps. Inhalation of vapour during bucket filling carries only low risk since material is of low toxicity and low vapour pressure.
	Indirectly	Not used in areas with access by clients or the public. Area closed off or material used out of normal working hours. Other employees are not likely to be in the immediate working area during use. Very low risk.
Control Measures Used	Minimum quantities used consistent with effective performance. Trigger sprays used where practical to reduce volumes used. Training in correct handling, storage and application	
PPE Used	Eye / face protection: Safety glasses EN 166 are not normally required. However, their use is recommended in those cases where splashes may occur when handling the product. **(JR&CO operatives must wear chemical resistant gloves EN374 when diluting product)**	
First Aid Arrangements	INHALATION: Get medical attention or advice if you feel unwell. SKIN: Wash skin with plenty of lukewarm, gently flowing water. If skin irritation occurs: Get medical adviceor attention. EYES: Hold eyelids apart and flush eyes with plenty of lukewarm water for at least 15 minutes. Remove contact lenses, if present and easy to do. Continue rinsing. If irritation occurs and persists, get medical attention. INGESTION: Rinse mouth. Immediately drink 1 glass of water. Never give anything by mouth to an unconscious person. Get medical attention or advice if you feel unwell.	
Emergency Arrangements	In the unlikely event that a concentrated form is spilled, immediately dilute with fresh water and mop. Dyke to collect large liquid spills. Absorb with liquid-binding material (sand, diatomite, universal binders, sawdust). Do not place spilled materials back into the original container. Collect in closed and suitable containers for disposal. Do not allow to enter drainage system, surface, or ground water. Dilute with plenty of water.	
Notes	MSDS date of issue: 29/04/2020 JR&Co last revision 26/07/2023	
Name Of Assessor:	Jessica Carranza	
Approved By:	Chris Jarvis	
MSDS:		

CA 004 Cleanline Glass & Stainless Steel Cleaner

Assessment: CA 004 **Date:** 26/07/2023	**Substance:** ***Cleanline Glass and Stainless Steel Cleaner***	
Physical Form	Blue Liquid	
Use of the Material	Cleaner for Glass, Mirrors and Stainless Steel.	
Method of Use	Do not carry out any cleaning activity without prior washing hands and selecting the appropriate PPE stipulated in this assessment. This assessment requires all operatives to wear chemical resistant rubber gloves EN 374 and suitable clothing to protect skin contact. Spray onto cloth & wipe.	
Quantity Used	Generally small depending on area.	
Hazards Associated with the Material	To our knowledge, this product does not present any particular risk, provided it is handled in accordance with good occupational hygiene and safety practice. This product does not contain any substances classified as PBT or vPvB.	
Can a Safer Alternative Be Used	Operator should consider using ' OdorBac Tec4' as an alternative	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Low risk, small amount used, squirted downward and sprayed onto cloth. Protection for the skin is advisable to prevent removal of natural oils from skin. Prolonged or excessively repeated skin contact could lead to removal of natural oils from skin. Inhalation unlikely. Prolonged eye contact may lead to the product affecting the natural lubrication provided by the mucous membranes.
	Indirectly	Used in specific areas. Areas thoroughly cleaned.
Control Measures Used	Minimum quantities used consistent with effective performance.	
PPE Used		Chemical resistant gloves EN374 and suitable clothing to be worn to protect skin contact.

First Aid Arrangements	First-aid measures inhalation: Move affected person to fresh air at once. Rinse nose and mouth with water. Get medical attention if any discomfort continues. First-aid measures after skin contact: Rinse immediately with plenty of water. Remove contaminated clothing. Get medical attention if irritation persists after washing. First-aid measures after eye contact: Rinse immediately with plenty of water. Remove any contact lenses and open eyelids wide apart. Continue to rinse for at least 15 minutes. Get medical attention if irritation persists after washing. First-aid measures after ingestion: Never give anything by mouth to an unconscious person. Do not induce vomiting. Rinse mouth thoroughly with water. Get medical attention if any discomfort continues.
Emergency Arrangements	Do not discharge into drains or watercourses or onto the ground. In case of spills, beware of slippery floors and surfaces.
Notes	MSDS date of issue: 12/03/2021 JR&Co last revision 26/07/2023
Name Of Assessor:	Caroline Hutchins
Approved By:	Chris Jarvis
MSDS:	

CA 005 Brasso Metal Polish

Assessment: CA 005 **Date:** 26/07/2023	**Substance:** ***Brasso Metal Polish***	
Physical Form	Viscous liquid	
Use of the Material	Designed to remove tarnish from brass, copper, chrome and stainless steel.	
Method of Use	Apply with the soft cloth. Polish off with a dry soft cloth before polish has completely dried.	
Quantity Used	Use a small amount and apply onto a dry cloth.	
Hazards Associated with the Material	 Warning Flammable liquid and vapour. Causes eye irritation.	
Can a Safer Alternative Be Used	No practical commercial alternatives exist, and physical methods cannot be used.	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Low risk, low amount used, squirted downward and used with damp cloth and gloves.
	Indirectly	Used in specific areas. Areas thoroughly cleaned.
Control Measures Used	Minimum quantities used consistent with effective performance. Training in correct use, handling and storage	
PPE Used	Operators use chemical resistant gloves EN 374 and uniform. Masks and safety glasses are not considered necessary for the risks involved.	

First Aid Arrangements	SKIN CONTACT Flush contaminated skin with plenty of water. Remove contaminated clothing and shoes. Get medical attention if symptoms occur. Wash clothing and shoes before reuse. EYE CONTACT Immediately flush eyes with plenty of water, occasionally lifting the upper and lower eyelids. Check for and remove any contact lenses. Continue to rinse for at least 10 minutes. Get medical attention if irritation occurs. INHALATION Remove victim to fresh air and keep at rest in a position comfortable for breathing. If not breathing, if breathing is irregular or if respiratory arrest occurs, provide artificial respiration or oxygen by trained personnel. It may be dangerous to the person providing aid to give mouth-to-mouth resuscitation. Get medical attention if adverse health effects persist or are severe. INGESTION Wash out mouth with water. Remove dentures if any. Remove victim to fresh air and keep at rest in a position comfortable for breathing. If material has been swallowed and the exposed person is conscious, give small quantities of water to drink. Stop if the exposed person feels sick as vomiting may be dangerous. Do not induce vomiting unless directed to do so by medical personnel.
Emergency Arrangements	Small spill: Stop leak if without risk. Move containers from spill area. Dilute with water and mop up if water-soluble. Alternatively, or if water-insoluble, absorb with an inert dry material and place in an appropriate waste disposal container. Large spill: Stop leak if without risk. Move containers from spill area. Prevent entry into sewers, water courses, basements or confined areas. Contain and collect spillage with noncombustible, absorbent material e.g. sand, earth, and place in container for disposal according to local regulations.
Notes	MSDS date of issue: 10/06/2019 JR&Co last revision 26/07/2023
Name Of Assessor:	Jessica Carranza
Approved By:	Chris Jarvis
MSDS:	

CA 006 Cleanline Chewing Gum Remover

Assessment: CA 006 **Date:** 26/07/2023	**Substance:** ***Cleanline Chewing Gum Remover***	
Physical Form	Colourless.	
Use of the Material	Chewing gum and sticky substance remover for easy removal from carpets and floors.	
Method of Use	JR&CO users must wear PPE as stipulated in COSHH assessment: Safety glasses EN166 and chemical resistant gloves EN374 After removing as much gum/ sticky substance as possible, apply generously to the area, allow to soak for 2-3 mins then scrape off with a scraper/blunt knife.	
Quantity Used	Generally small depending upon the size of the amount of gum.	
Hazards Associated with the Material	 Danger Contains : Amides, C8-18(even numbered) and C18(unsatd.) n,n-bis(hydroxyethyl); D-limonene; Alcohols c9-11, ethoxylated May cause an allergic skin reaction. H318 - Causes serious eye damage. H411 - Toxic to aquatic life with long lasting effects.	
Can a Safer Alternative Be Used	No practical commercial alternatives exist and physical methods cannot be used.	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Low risk of skin or eye contact by spraying the product directly onto the gum deposit. Accidental hand contact with the material is unlikely and will be minimised by the use of gloves. Inhalation of the vapour during is restricted by the relatively short periods for which the spray is used. The workplaces are large, and well ventilated. The risk is low.
	Indirectly	Areas where the material is used are cordoned off or work is carried out with the building empty. Product to be stored in secure container and kept in secure flammable liquids/ COSHH storage cabinet
Control Measures Used	Minimum quantities used consistent with effective performance. Product to be used in short bursts only. Contact time kept to a minimum. Product is applied directly to affected areas	

	Mandatory use of chemical resistant gloves EN374 and safety goggles
PPE Used	 Operators use chemical resistant gloves EN374 and safety glasses according to EN166. JR&Co require all operatives to wear full uniform.
First Aid Arrangements	INHALATION: Remove person to fresh air and keep comfortable for breathing. INGESTION: Call a poison center or a doctor if you feel unwell. SKIN CONTACT: Wash skin with plenty of water. Take off contaminated clothing. If skin irritation or rash occurs: Get medical advice/attention. EYE CONTACT: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. Call a physician immediately.
Emergency Arrangements	Extinguishing Media: Water spray. Dry powder. Foam. Carbon dioxide. Ventilate spillage area. Avoid contact with skin and eyes. Avoid breathing dust/fume/gas/mist/vapours/spray. Accidental spillage: Collect spillage and take up liquid spill into absorbent material.
Notes	MSDS date of issue: 06/08/2020 JR&Co last revision 26/07/2023
Name Of Assessor:	Jessica Carranza
Approved By:	Chris Jarvis
MSDS:	

CA 007 Cleanline Universal Floor Cleaner

Assessment: CA 007 **Date:** 26/07/2023	**Substance:** ***Cleanline Universal Floor Cleaner***	
Physical Form	Colourless and odourless.	
Use of the Material	An all-purpose cleaning concentrate, ideal for removing soil, grease & heel marks from synthetic floors. Can be used on walls, paintwork, tiles & non-porous surfaces	
Method of Use	Do not carry out any cleaning activity without prior washing hands and selecting the appropriate PPE stipulated in this assessment. **This assessment requires all operatives to wear EN374 gloves, safety goggles EN166 when diluting and suitable clothing to protect skin contact.** Apply using mop and work into surface.	
Quantity Used	Dilute according to attended usage – see reverse label on bottle.	
Hazards Associated with the Material	 Danger Contains disodium metasilicate. H314 - Causes severe skin burns and eye damage.	
Can a Safer Alternative Be Used	Operator should consider using ' OdorBac Tec4' as an alternative	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Low risk of skin contact during dilution, mitigated through use of PPE and training using pelican pumps Low risk of splashing into the eyes as product is diluted using a pelican pump. Training in correct application. Operator also required to wear safety goggles during application Inhalation of vapour carries only low risk, risk reduced through appropriate ventilation

	Indirectly	Not used in areas with access by clients or the public. Area closed off or material used out of normal working hours. Very low risk.
Control Measures Used	Minimum quantities used consistent with effective performance. Containers are kept closed when not in use.	
PPE Used	 **Environmental exposure controls:** Avoid release to the environment. Operators use chemical resistant gloves EN374 and safety glasses according to EN166. JR&Co require all operatives to wear full uniform.	
First Aid Arrangements	INHALATION: Remove person to fresh air and keep comfortable for breathing. INGESTION: Rinse mouth. Do not induce vomiting. Call a physician immediately. SKIN CONTACT: Rinse skin with water/shower. Take off immediately all contaminated clothing. Call a physician immediately. EYE CONTACT: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. Call a physician immediately.	
Emergency Arrangements	Ventilate spillage area. Avoid contact with skin and eyes. Do not breathe dust/fume/gas/mist/vapours/spray. Containment: Take up liquid spill into absorbent material. Dispose of materials or solid residues at an authorized site.	
Notes	MSDS date of issue: 05/08/2020 JR&Co last revision 26/07/2023	
Name Of Assessor:	Jessica Carranza	
Approved By:	Chris Jarvis	
MSDS:		

CA 008 Cleanline Acid Washroom and Limescale Remover

Assessment: CA 008 **Date:** 26/07/2023	**Substance:** ***Cleanline Acid Washroom and Limescale Remover***
Physical Form	Yellow liquid with a lime odour
Use of the Material	A concentrated liquid designed to clean, disinfect and deodorise most washroom surfaces, including stainless steel. It is effective against most common forms of bacteria.
Method of Use	Do not carry out any cleaning activity without prior washing hands and selecting the appropriate PPE stipulated in this assessment. **This assessment requires all operatives to wear gloves EN374, safety goggles EN166 for usage in spray application and suitable clothing to protect skin contact** For General Washroom Cleaning: Dilute 1 part to 60 parts water. For Stainless Steel Cleaning: Dilute 1 part to 40 parts water. Use neat for disinfecting drains. Apply to surface by cloth, allow a few minutes contact time, agitate and then wipe away with a damp cloth leaving a clean disinfected surface. It will kill most commonly found bacteria. Always clean vertical surfaces from the bottom up to avoid unsightly streaking. Ideal for many washroom surfaces including toilets, urinals, washbasins, sinks, tiles, counter surfaces and floors. Do not use on acid sensitive surfaces or vitreous enamel.
Quantity Used	Dilute according to attended usage – see reverse label on bottle.
Hazards Associated with the Material	 Danger Contains Alcohols c9-11, ethoxylated; Alkyl (C12-16) dimethylbenzyl ammonium chloride. H315 - Causes skin irritation H318 - Causes serious eye damage. H412 - Harmful to aquatic life with long lasting effects.

Can a Safer Alternative Be Used	No practical commercial alternatives exist and physical methods cannot be used.	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Low risk of skin contact during dilution, mitigated through use of PPE and training using pelican pumps Low risk of splashing into the eyes as product is diluted using a pelican pump. Training in correct application. Operator also required to wear safety goggles during application.
	Indirectly	Not used in areas with access by clients or the public. Area closed off or material used out of normal working hours. Toilets should ideally be closed to users whilst the cleaner is in the toilet cubicles.
Control Measures Used	Minimum quantities used consistent with effective performance. Containers are kept closed when not in use.	
PPE Used	Operators use chemical resistant gloves EN374 and safety glasses according to EN166. JR&Co require all operatives to wear full uniform. 	
First Aid Arrangements	INHALATION: Remove person to fresh air and keep comfortable for breathing. INGESTION: Call a poison center or a doctor if you feel unwell. SKIN CONTACT: Wash skin with plenty of water. Take off contaminated clothing. If skin irritation occurs: Get medical advice/attention. EYE CONTACT: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. Call a physician immediately.	
Emergency Arrangements	Ventilate spillage area. Avoid contact with skin and eyes. Containment: Take up liquid spill into absorbent material. Dispose of materials or solid residues at an authorized site.	
Notes	MSDS date of issue: 05/06/2020 JR&Co last revision 26/07/2023	
Name Of Assessor:	Jessica Carranza	
Approved By:	Chris Jarvis	
MSDS:	SCAN ME	

CA 009 Cleanline Multi-Purpose Cleaner with Bleach

Assessment: **CA 009** **Date:** 26/07/2023	**Substance:** ***Cleanline Multi-Purpose Cleaner with Bleach***	
Physical Form	Colourless to pale yellow	
Use of the Material	A ready-to-use multi-purpose cleaner with the disinfection power of bleach. Cleans and sanitises all bleach resistant surfaces in washroom areas. Powerful formula removes soap scum and grease from floors, walls and tiles with ease. Complies with BSEN 1276 and EN 1650. Kills 99.999% of bacteria including MRSA and E.coli	
Method of Use	Do not carry out any cleaning activity without prior washing hands and selecting the appropriate PPE stipulated in this assessment. **This assessment requires all operatives to wear chemical resistant gloves EN374** 1. Open nozzle on spray head. 2. Spray away from body directly onto a damp cloth. 3. Wipe the area with a clean damp cloth to clean the surface. 4. Allow 5 minutes contact to sanitise the surface then rinse the cloth in clean water and wipe over the surface again. 5. Either allow to dry or use paper towel to dry.	
Quantity Used	Use neat.	
Hazards Associated with the Material	 H315 Causes skin irritation. H319 Causes serious eye irritation. H412 Harmful to aquatic life with long lasting effects.	
Can a Safer Alternative Be Used	No practical commercial alternatives exist, and physical methods cannot be used.	
	Operator	Can cause skin and eye irritation, low risk – mitigated through use of PPE

Persons Exposed, Method of Exposure and Risk Level	Indirectly	Not used in areas with access by clients or the public. Area closed off or material used out of normal working hours. Other employees are not likely to be in the immediate working area during use. Very low risk.
Control Measures Used	Minimum quantities used consistent with effective performance. Exposure timeframe limited, prior training and instruction and PPE worn as detailed below.	
PPE Used	 Operators use chemical resistant gloves EN374 and safety glasses according to EN166.	
First Aid Arrangements	INHALATION: Move affected person to fresh air at once. Get medical attention if any discomfort continues. Rinse nose and mouth with water. INGESTION: Do not induce vomiting. Rinse mouth thoroughly with water. Give plenty of water to drink. Keep affected person under observation. Get medical attention if any discomfort continues. SKIN CONTACT: Remove contaminated clothing. Get medical attention if irritation persists after washing. Rinse immediately with plenty of water. EYE CONTACT: Rinse immediately, remove any contact lenses and open eyelids wide apart. Continue to rinse for at least 15 minutes. Get medical attention if irritation persists after washing.	
Emergency Arrangements	Avoid contact with skin, eyes and clothing. Avoid breathing spray. Do not discharge into drains or watercourses or onto the ground.	
Notes	MSDS date of issue: 12/03/2021 JR&Co last revision 26/07/2023	
Name of Assessor:	Jessica Carranza	
Approved By:	Chris Jarvis	
MSDS:		

CA 010 Clorox Total 360 Disinfectant Cleaner

Assessment: CA 010 **Revision Date:** 26/07/2023	**Substance** ***Clorox Commercial Solutions® Clorox® Total 360® Disinfectant Cleaner***
Physical Form	Liquid
Use of the Material	Disinfectant and sanitiser
Method of Use	Do not carry out any cleaning activity without prior washing hands and selecting the appropriate PPE stipulated in this assessment. **Preparing the Spray Area** Secure equipment and consider removing paper products from the area to be treated. Ensure that individuals without PPE are not present in the area to be treated. Wear the appropriate PPE. Refer to PPE used section within COSHH assessment for specific PPE requirements. If needed, remove gross soil from surfaces using your facility's recommended protocols. Place signs or warning indicators outside the treatment area to indicate that cleaning is in progress. **Operating Instructions** Standing with the sprayer nozzle approximately 2–4 feet away from surfaces, spray individual surfaces and objects, working from high to low areas using a slow, side to side motion until surfaces are covered with disinfectant. When using Clorox® Total 360® Disinfectant Cleaner, spray surfaces to ensure visible wetness for the desired contact time. Wiping is not required to ensure surface disinfection; however, you may choose to wipe specific surfaces to polish them (e.g., glass, mirrors) or to remove visible residue after the contact time is achieved. Bystanders can immediately enter the area after treatment is complete. **This assessment requires all operatives to wear chemical resistant impervious gloves and goggles to protect skin & eyes.**
Quantity Used	Product is ready to use – use as required
Hazards Associated with the Material	This product is considered hazardous by the 2012 OSHA Hazard Communication Standard (29 CFR 1910.1200). Serious eye damage/eye irritation

Can a Safer Alternative Be Used	No practical commercial alternatives exist and physical methods cannot be used.	
Persons Exposed, Method of Exposure and Risk Level	Operator	Medium risk of skin & high risk to eye contact. Risks are mitigated by the use of PPE.
	Indirectly	Not used in areas with access by clients or the public. Area closed off or material used out of normal working hours. Very low risk as product is immediately safe to touch once applied.
Control Measures Used	Minimum quantities used consistent with effective performance. Limited exposure and PPE worn as detailed below.	
PPE Used	 Eye protection: eyewear must be worn when using the Clorox Total 360 Electrostatic Sprayer. Skin and body protection: uniform must be worn and chemical resistant gloves. Respiratory protection: N95 must be worn when using through the Clorox Total 360 Electrostatic Sprayer.	
First Aid Arrangements	**General Advice** — Show this safety data sheet to the doctor in attendance. **Eye contact** — IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. If eye irritation persists: Get medical advice/attention. **Skin contact** — Wash skin with soap and water. **Inhalation** — Remove to fresh air. **Ingestion** — Rinse mouth. Drink plenty of water.	
Emergency Arrangements	Methods for containment - prevent further leakage or spillage if safe to do so. Methods for cleaning up - pick up and transfer to properly labelled containers.	
Notes	MSDS date of issue: 11/09/2019 JR&Co last revision 26/07/2023	
Name Of Assessor:	Jessica Carranza	
Approved By:	Chris Jarvis	
MDSD:	SCAN ME	

CA 011 Cleanline Brick & Stone Forecourt

Assessment: CA 011	**Substance:** ***Cleanline Brick & Stone Forecourt Cleaner***
Date: 26/07/2023	
Physical Form	Red liquid.
Use of the Material	Hydrochloric acid-based detergent for heavy duty cleaning of brick work, concrete floors and masonry
Method of Use	**Recommended Dilution** Dilute accordingly dependent on task and soiling level. Light soiling (stone): Dilute up to 1:20 Add 50ml per 1 litre of water. General soiling: Dilute up to 1:10 Add 100ml per 1 litre of water. Heavy soiling: Dilute 1:4 Add 250ml per 1 litre of water. **Manual surface cleaning:** Always test in an inconspicuous area before use. Mask any bare metal or paint work before starting. Dilute in hot or cold water according to soiling level. Wet the surface well with plenty of clean water. Apply the solution using a soft brush/sponge or spray allow at least 5 minutes contact time but do not allow to surface to dry out. Gently scrub and allow further 10-15 minutes contact time. Rinse out thoroughly with clean water. **Machine cleaning:** Add diluted solution to machine detergent tank and follow machine manufacturer instruction for use. Rinse out Machine wash tank after use.
Quantity Used	Less than 200ml
Hazards Associated with the Material	 May be corrosive to metals. Causes severe skin burns and eye damage. May cause respiratory irritation.
Can a Safer Alternative Be Used	Low risk when used in conjunction with information, instruction and training provided.

Persons Exposed, Method of Exposure and Risk Level	**Operator**	Risk of skin contact. Training provided in safe application. Wear gloves for prolonged use Low risk of splashing into eye. Training in correct application.
	Indirectly	Others may be exposed to indirect contact from residue on surfaces. Cleaner to ensure spills are cleaned up immediately.
Control Measures Used	Operators provided with information, instruction, and training on the safe application of product. Avoid direct contact with the substance. Ensure there is sufficient ventilation of the area. Wear protective gloves and goggles.	
PPE Used	 Operators use chemical resistant gloves EN374 and safety glasses according to EN166. JR&Co require all operatives to wear full uniform.	
First Aid Arrangements	EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. Call a physician immediately. SKIN: Rinse skin with water/shower. Take off immediately all contaminated clothing. Call a physician immediately. INHALATION: Remove person to fresh air and keep comfortable for breathing. Call a poison center or a doctor if you feel unwell. INGESTION: Rinse mouth. Do not induce vomiting. Call a physician immediately.	
Emergency Arrangements	Ventilate spillage area. Avoid contact with skin and eyes. Do not breathe dust/fume/gas/mist/vapours/spray. Take up liquid spill into absorbent material. Dispose of materials or solid residues at an authorized site.	
Notes	MSDS date of issue: 08/07/2020 JR&Co last revision 26/07/2023	
Name Of Assessor:	Jessica Carranza	
Approved By:	Chris Jarvis	
MSDS:		

CA 012 Cleanline Thick Bleach

Assessment: CA 012 **Date:** 26/07/2023	**Substance:** ***Cleanline Thick Bleach***	
Physical Form	Yellow clear thick liquid	
Use of the Material	In the toilet, kitchen/bathroom drains, sinks, floor and work surfaces, dishcloths, and sponges	
Method of Use	In the toilet: Apply under rim and leave overnight to kill germs and remove stains. Kitchen / bathroom drains: Squirt into drain to disinfect and eliminate unpleasant smells. Sinks: Squirt into plugholes and overflow, leave for 5 minutes then rinse thoroughly. Floors and work surfaces: 60ml of *Parozone* per 5 litres of water, do not use neat on floors. Dishcloths and sponges: 30ml of *Parozone* in half a bucket of water for soaking. To bleach whites: 15ml of *Parozone* per 5 litres of water, for overnight soaking. Rinse after use. Suitable for use in homes with septic tanks.	
Quantity Used	Follow directions on the bottle provided. Use sparingly.	
Hazards Associated with the Material	 H314 Causes severe skin burns and eye damage. H400 Very toxic to aquatic life. H411 Toxic to aquatic life with long lasting effects. H290 May be corrosive to metals.	
Can a Safer Alternative Be Used	No practical commercial alternatives exist, and physical methods cannot be used.	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Low risk of skin contact, squirted downward.
	Indirectly	Used in specific areas, thoroughly cleaned.
Control Measures Used	Minimum quantities used consistent with effective performance.	
PPE Used	 Operators use chemical resistant gloves EN374 and safety glasses according to EN166.	

First Aid Arrangements	EYES Rinse immediately with plenty of water, remove any contact lenses and open eyelids wide apart. Continue to rinse for at least 15 minutes. Get medical attention if irritation persists after washing. INHALATION Move affected person to fresh air at once. Get medical attention if any discomfort continues. Rinse nose and mouth with water. SKIN Remove contaminated clothing. Get medical attention if irritation persists after washing. Rinse immediately with plenty of water. INGESTION Do not induce vomiting. Rinse mouth thoroughly with water. Give plenty of water to drink. Keep affected person under observation. Get medical attention if any discomfort continues.
Emergency Arrangements	NON-FLAMMABLE - In the event of a fire due to other causes the product is compatible with foam, carbon dioxide and dry powder extinguishers. May evolve toxic fumes if involved in a fire. Firefighters should wear self-contained breathing apparatus. Spillage: Flush away spillage with plenty of water. Absorb spillage with noncombustible, absorbent material. Do not discharge into drains or watercourses or onto the ground.
Notes	MSDS date of issue: 12/03/2021 JR&Co last revision 26/07/2023
Name of Assessor:	Jessica Carranza
Approved By:	Chris Jarvis
MSDS:	

CA 013 Cleanline Furniture Polish

Assessment: CA 013 **Date:** 26/07/2023	**Substance:** ***Cleanline Furniture Polish***	
Physical Form	Pink perfumed liquid	
Use of the Material	Cleanline Furniture Polish is a wax free polish that is specially formulated to give a fast clean and shine in one operation. Its formula removes dust and finger marks with ease. Use on paintwork, laminates, plastics and sealed wood surfaces.	
Method of Use	Do not carry out any cleaning activity without prior washing hands and selecting the appropriate PPE stipulated in this assessment. **This assessment requires all operatives to wear the following: protective gloves and suitable clothing to protect against skin contact.** • Shake thoroughly before using. • Turn spray nozzle to ON position. • Spray sparingly onto a soft dry cloth. • Wipe surface to be cleaned. • Allow to dry for a few seconds. • Turn cloth and polish to a shine. • Return spray nozzle to OFF position.	
Quantity Used	Undiluted as required	
Hazards Associated with the Material	Not Classified	
Can a Safer Alternative Be Used	No practical commercial alternatives exist, all other alternatives are similar.	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Avoid contact with the eyes. With spray application, spray downwards. No significant risk from skin contact during normal use, user wears gloves as policy with chemicals. No significant risk from ingestion, highly unlikely therefore associated risk is low. Inhalation unlikely therefore low risk
	Indirectly	Ensure no third party presence when product is in application Application to be done outside of core working hours, yellow warning signs in operation
Control Measures Used	Use in ventilated areas, wear suitable gloves, protective clothing and eye/face protection observing good standards of hygiene and working practices.	

PPE Used	**Protective equipment**  **Appropriate engineering controls**: Provide adequate ventilation. **Eye/face protection**: No specific eye protection required during normal use. **Hand protection**: For users with sensitive skin, it is recommended that suitable protective gloves are worn. **Other skin and body protection**: Wear appropriate clothing to prevent repeated or prolonged skin contact. Use appropriate skin cream to prevent drying of skin. **Hygiene measures**: When using do not eat, drink or smoke. Good personal hygiene procedures should be implemented. Wash hands and any other contaminated areas of the body with soap and water before leaving the work site. Use appropriate skin cream to prevent drying of skin.
First Aid Arrangements	**Inhalation**: Move affected person to fresh air at once. Rinse nose and mouth with water. Get medical attention if any discomfort continues. **Ingestion**: Never give anything by mouth to an unconscious person. Do not induce vomiting. Rinse mouth thoroughly with water. Get medical attention if any discomfort continues. **Skin contact**: Rinse immediately with plenty of water. Remove contaminated clothing. Get medical attention if irritation persists after washing. **Eye contact**: Rinse immediately with plenty of water. Remove any contact lenses and open eyelids wide apart. Continue to rinse for at least 15 minutes. Get medical attention if irritation persists after washing. Show this Safety Data Sheet to the medical personnel.
Emergency Arrangements	**6.1. Personal precautions, protective equipment and emergency procedures** **Personal precautions**: For personal protection, see Section 8. In case of spills, beware of slippery floors and surfaces. **6.2. Environmental precautions** **Environmental precautions**: Collect and dispose of spillage as indicated in Section 13. Do not discharge into drains or watercourses or onto the ground. **6.3. Methods and material for containment and cleaning up** **Methods for cleaning up**: Stop leak if safe to do so. Absorb in vermiculite, dry sand or earth and place into containers. Flush contaminated area with plenty of water. Avoid the spillage or runoff entering drains, sewers or watercourses. **6.4. Reference to other sections** **Reference to other sections**: For personal protection, see Section 8. See Section 11 for additional information on health hazards. For waste disposal, see Section 13.
Notes	MSDS date of issue: 12/03/2021 JR&Co last revision 26/07/2023
Name of Assessor:	Jessica Carranza
Approved By:	Chris Jarvis
MSDS:	SCAN ME

CA 014 Cleanline Floor Maintainer

Assessment: **CA 014** **Date:** 26/07/2023	**Substance:** **Cleanline Floor Maintainer**	
Physical Form	Red liquid with cologne odour.	
Use of the Material	A professional cleaning and floor maintenance product.	
Method of Use	Trigger spray - The liquid is pumped into the trigger spray via a pelican pump to minimise contact of splashing. Mop bucket - The liquid is added to water via a pelican pump to minimise splash backs.	
Quantity Used	Dilute according to manufacturer's instructions – see reverse label on bottle.	
Hazards Associated with the Material	 Warning H319 - Causes serious eye irritation. P280 - Wear eye protection.	
Can a Safer Alternative Be Used	No practical commercial alternatives exist and physical methods cannot be used.	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Low risk of skin contact during decanting as a result of using pelican pumps for delivery from containers, risks mitigated by the use of PPE. Low risk of splashing into the eyes during decanting as pelican pumps used. Inhalation of vapour during bucket filling carries only low risk since material is of low vapour pressure but inhalation should be minimised.
	Indirectly	Not used in areas with access by clients or the public. Area closed off or material used out of normal working hours. Other employees are not likely to be in the immediate working area during use. Very low risk.
Control Measures Used	Minimum quantities used consistent with effective performance.	

PPE Used	 Operators use chemical resistant gloves EN374 and safety glasses according to EN166. JR&Co require all operatives to wear full uniform.
First Aid Arrangements	INHALATION: Remove person to fresh air and keep comfortable for breathing. SKIN: Wash skin with plenty of water. EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. If eye irritation persists: Get medical advice/attention. INGESTION: Call a poison center or a doctor if you feel unwell.
Emergency Arrangements	Ventilate spillage area. Avoid contact with skin and eyes. Take up liquid spill into absorbent material. Do not attempt to take action without suitable protective equipment.
Notes:	MSDS date of issue: 15/07/2020 JR&Co last revision 26/07/2023
Name of Assessor:	Jessica Carranza
Approved By:	Chris Jarvis
MSDS:	

CA 015 Cleanline Wet Look Floor Polish

Assessment: CA 015 **Date:** 26/07/2023	**Substance:** **Cleanline Wet Look Floor Polish**	
Physical Form	White Liquid	
Use of the Material	Designed with spray cleaning techniques in mind. Based on a different polymer, this is slightly softer providing a greater degree of flexibility allowing surface scuffs to be quickly repaired and buffed to a wet-look finish. Suitable for use on most hard floors.	
Method of Use	Do not carry out any cleaning activity without prior washing hands and selecting the appropriate PPE stipulated in this assessment. **This assessment requires all operatives to wear the following: protective gloves, safety goggles where spray operation used and suitable clothing to protect against skin contact.** Ensure floor has been properly swept and cleaned before application, making sure that any oil, grease and old polish has been removed. Rinse well with water and allow to dry thoroughly. Mop or apply a thin film of product onto floor. Allow 30 minutes to dry. Apply a second thin coat and allow to dry	
Quantity Used	Use neat, applying a thin film of product onto floor	
Hazards Associated with the Material	 Warning H319 - Causes serious eye irritation. P280 - Wear eye protection.	
Can a Safer Alternative Be Used	No practical commercial alternatives exist, all other alternatives are similar.	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Avoid contact with the eyes. With spray application, spray downwards. Risk further mitigated through use of safety goggles in spray application. No significant risk from skin contact during normal use, user wears gloves as policy with chemicals. No significant risk from ingestion, highly unlike therefore associated risk is low. Inhalation unlikely therefore low risk

	Indirectly	Ensure area is cordoned off to mitigate any risk of slips and falls. Ensure no third-party presence when product is in application Application to be done outside of core working hours, yellow warning signs in operation
Control Measures Used	Use in ventilated areas, wear suitable gloves, protective clothing and eye/face protection observing good standards of hygiene and working practices.	
PPE Used	 Operators use chemical resistant gloves EN374 and safety glasses according to EN166. JR&Co require all operatives to wear full uniform.	
First Aid Arrangements	INHALATION: Remove person to fresh air and keep comfortable for breathing. SKIN: Wash skin with plenty of water. EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. If eye irritation persists: Get medical advice/attention. INGESTION: Call a poison center or a doctor if you feel unwell.	
Emergency Arrangements	Ventilate spillage area. Avoid contact with skin and eyes. Take up liquid spill into absorbent material. Do not attempt to take action without suitable protective equipment. Avoid release into the environment	
Notes	MSDS date of issue: 14/07/2020 JR&Co last revision 26/07/2023	
Name of Assessor:	Jessica Carranza	
Approved By:	Chris Jarvis	
MSDS:	SCAN ME	

CA 016 Titan Sanitise

Assessment: CA 016 **Date:** 26/07/2023	**Substance:** **Titan Sanitise**	
Physical Form	Solid Blue, free flowing powder	
Use of the Material	Effective sanitising of equipment, hard surfaces, walls, floors and instruments. Can be used neat or as a solution depending on task.	
Method of Use	**Wear appropriate personal protective equipment: protective gloves, safety glassed and protective clothing when handling undiluted product.** **For general use**. Dilute 10 g/litre with hot water (1 scoop = 50 grams in 5 litres). Apply with a mop, sponge, cloth or spray bottle. Allow 5 minutes contact time before cleaning and rinsing with fresh water. **For cleaning and specific disinfection**. Dilute 50 g/l with hot water (1 scoop per litre). Apply with a mop, sponge, cloth or spray bottle. Allow 5 minutes contact time before cleaning and rinsing with fresh water. Product may also be applied undiluted for heavy duty cleaning such as chopping boards or work surfaces. Sprinkle onto a clean moist cloth or sponge or directly onto the surface and wipe clean. Rinse thoroughly with clean water and allow to air dry	
Quantity Used	Pre-diluted or undiluted for heavy duty cleaning. Use as required	
Hazards Associated with the Material	 **EUH031 - Contact with acids liberates toxic gas.** **H319 - Causes serious eye irritation.** **H411 - Toxic to aquatic life with long lasting effects**	
Can a Safer Alternative Be Used	No practical commercial alternatives exist and physical methods cannot be used, Ecologically this is not compatible with down the drain disposal route as it is harmful to aquatic organism or may cause long term adverse effect in the environment.	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Low risk of splashing into the eyes mitigated by the use of PPE, safe handling and training in correct application. Product should be squired directly onto cloth where possible
	Indirectly	Not used in areas with access by clients or the public, area closed off or material used out of normal working hours.

PPE Used	**Although SDS does not define exact PPE requirements as per JR&Co method control measures, the following PPE should be selected, checked and worn:**  **Hand protection**: Protective gloves **Eye protection:** Chemical resistant goggles conforming to EN166 **Skin protection**: Protective clothing.

Control Measures Used	Operators provided with information, instruction, and training on the safe application of product. Wash hands thoroughly after handling. Do not mix with other products. Avoid direct contact and/or splashes where possible. Chemical-resistant protective gloves and goggles Provide a good standard of general ventilation. Used outside of normal working hours and high traffic areas
First Aid Arrangements	**Skin contact:** Wash skin with plenty of lukewarm. **Eye contact:** Immediately flush eyes with water for at least 15 minutes and seek medical attention if irritation develops. **Ingestion:** Rinse mouth and throat with water and give sips of water to drink. If symptoms persist, get medical attention. **Inhalation:** Remove victim to fresh air and seek medical attention if symptoms occur.
Emergency Arrangements	**Extinguishing media:** Carbon dioxide, dry powder or water spray. **Environmental precautions:** Do not discharge into drains or rivers. **Clean-up procedures**: Absorb into dry earth or sand. Transfer to a closable, labelled salvage container for disposal by an appropriate method.
Notes:	MSDS date of issue: 25/01/2018 JR&Co last revision 26/07/2023
Name of Assessor:	Lauren Gibson
Approved By:	Chris Jarvis
MSDS:	

CA 017 Carefree Eternum Floor Polish

Assessment: CA 017 **Date:** 26/07/2023	**Substance:** **Carefree Eternum Floor Polish**	
Physical Form	White opaque liquid	
Use of the Material	A professional floor finish.	
Method of Use	Do not carry out any cleaning activity without prior washing hands and selecting the appropriate PPE stipulated in this assessment. **This assessment requires all operatives to wear chemical resistant gloves, and suitable clothing to protect skin contact** By mop and bucket. The liquid is poured into the bucket as it is not diluted. Slightly thicket than ordinary liquid reducing the splashing possibility.	
Quantity Used	Buckets contain up to 5 litres of material, half filled.	
Hazards Associated with the Material	 **H317: May cause an allergic skin reaction.** **H412: Harmful to aquatic life with long lasting effects**	
Can a Safer Alternative Be Used	No practical commercial alternatives exist and physical methods cannot be used.	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Low risk of skin contact during filling buckets, great care taken, training in place. Risks mitigated by the use of PPE. Low risk of splashing into the eyes during bucket filling. Inhalation of vapour during bucket filling carries only low risks since material is of low toxicity and low vapour pressure. Reduced risk of skin exposure during use due to protective clothing and gloves at all times.
	Indirectly	Not used in areas with access by clients or the public. Area closed off or material used out of normal working hours. Other employees are not likely to be in the immediate working area during use. Very low risk.

Control Measures Used	Operators provided with information, instruction, and training on the safe application of product. Wash hands thoroughly after handling. Minimum quantities used consistent with effective performance. Material is diluted for use and this further reduces risks. Store in original container only and keep closed. When not in used product to be stored securely to prevent unauthorized access.
PPE Used	Operators use as protective gloves and uniform. Masks and safety glasses are not considered necessary for the risks involved.
First Aid Arrangements	**Eyes:** Rinse eyes cautiously with lukewarm water for several minutes. Remove contact lenses, if present and easy to do so. If irritation occurs and persists, seek medical attention. **Inhalation of Concentrate:** Remove from source of exposure. Seek medical attention if you feel unwell. **Skin Contact:** Wash skin with plenty of lukewarm water, gently flowing water. If skin irritation occurs seek medical advice. **Ingestion:** Immediately drink 1 glass of water, get medical attention or advice if you feel unwell.
Emergency Arrangements	As spillage is only likely on floor to be cleaned, mop the undercoat into all areas to be undercoated. Otherwise, all bottles will have secure tops as all cleaners trained in Chemical Competence.
Notes	MSDS date of issue: 13/08/2022 JR&Co last revision 26/07/2023
Name of Assessor:	Lauren Gibson
Approved By:	Chris Jarvis
MSDS:	

CA 018 Carefree Floor Maintainer

Assessment: CA 018 **Date:** 26/07/2023	**Substance:** **Carefree Floor Maintainer**	
Physical Form	Opaque Pink liquid, slightly perfumed.	
Use of the Material	A professional cleaning and floor maintenance product.	
Method of Use	By trigger spray only. The liquid is pumped into the trigger spray via a pelican pump to minimise contact by splashing.	
Quantity Used	Add 2 pumps into Trigger bottle ¾ filled with water. 750 ml of diluted material.	
Hazards Associated with the Material	 **H319 - Causes serious eye irritation.** **EUH208 - May produce an allergic reaction**.	
Can a Safer Alternative Be Used	No practical commercial alternatives exist and physical methods cannot be used.	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Low risk of skin contact during filling trigger spray as a result of using pelican pumps for delivery from containers, risks mitigated by the use of PPE. Low risk of splashing into the eyes during trigger bottle filling since pelican pumps used. Inhalation of vapour during bucket filling carries only low risk since material is of low vapour pressure but inhalation should be minimised.
	Indirectly	Not used in areas with access by clients or the public. Area closed off or material used out of normal working hours. Other employees are not likely to be in the immediate working area during use. Very low risk.
Control Measures Used	Operators provided with information, instruction, and training on the safe application of product. Wash hands thoroughly after handling. Minimum quantities used consistent with effective performance. Material is diluted for use and this further reduces risks.	
PPE Used	**HAND PROTECTION:** Not required under normal use, however where prolonged contact is expected wear chemical resistant gloves **EYE PROTECTION:** Not required under normal use, however where there is a risk of splashing, Use eye protection according to EN 166.	

First Aid Arrangements	**Eyes:** Rinse eyes cautiously with lukewarm water for several minutes. Remove contact lenses, if present and easy to do so. If irritation occurs and persists, seek medical attention. **Inhalation of Concentrate:** Remove from source of exposure. Seek medical attention if you feel unwell. **Skin Contact:** Wash skin with plenty of lukewarm water, gently flowing water. If skin irritation occurs seek medical advice. **Ingestion:** Immediately drink 1 glass of water, Get medical attention or advice if you feel unwell.
Emergency Arrangements	**Extinguishing media:** Carbon dioxide, Dry powder, Water spray. **Clean-up Procedure:** Do not allow to enter drainage system, surface or groundwater. Absorb with binding materials such as granules or sand. To be collected by an authorised waste handler.
Notes	MSDS date of issue: 04/06/2015 JR&Co last revision 26/07/2023
Name of Assessor:	Lauren Gibson
Approved By:	Chris Jarvis
MSDS:	

CA 019 Carefree Speed Stripper

Assessment: CA 019 **Date:** 26/07/2023	**Substance:** **Carefree Speed Stripper**	
Physical Form	Clear pale-yellow liquid	
Use of the Material	Carefree Speed Stripper is a no scrub, no rinse floor polish speed stripper for use on all resilient floors (excluding wood).	
Method of Use	Do not carry out any cleaning activity without prior washing hands and selecting the appropriate PPE stipulated in this assessment. By mop and bucket. The liquid is poured carefully into a measuring jug, then carefully into a half full bucket of water to minimise contact by splashing.	
Quantity Used	1:5 Dilution = Add 2L to 10L water. Half fill a Kex Mop/Flat Mop bucket with water (10L) then add 2L 1:3 Dilution = Add 3.3L to 10L water. Half fill a Kex Mop/Flat mop bucket with water (10L) then add 3.3L	
Hazards Associated with the Material	 **H314: Causes severe skin burns and eye damage** **H290: May be corrosive to metals**	
Can a Safer Alternative Be Used	No practical commercial alternatives exist and physical methods cannot be used.	
Persons Exposed, Method of Exposure and Risk Level	Operator	Medium risk of skin contact during filling buckets as a result of pouring into a measuring jug from containers, Although the concentrate is aggressive towards skin. Risks are mitigated by the use of PPE. Medium risk of splashing into the eyes during bucket filling since pelican pumps used. However, in view of the products corrosive nature, eye protection should be used when handling the concentrate. Inhalation of vapour during bucket filling carries only low risk since material is of low vapour pressure. Reduced risk of skin exposure during use in buckets since the material is significantly diluted.
	Indirectly	Not used in areas with access by clients or the public. Area closed off or material used out of normal working hours. Other employees are not likely to be in the immediate working area during use. Very low risk.

Control Measures Used	Operators provided with information, instruction, and training on the safe application of product. Wash hands thoroughly after handling. Minimum quantities used consistent with effective performance. Material is diluted for use and this further reduces risks. Do not breathe in vapours, ensure adequate natural ventilation is supplied. Do not mix with other products. Keep away from food and drink.
PPE Used	 **HAND PROTECTION:** Wear chemical resistant gloves **SKIN PROTECTION:** Wear work clothes with long sleeves. **EYE PROTECTION:** Use eye protection according to EN 166. The use of a full-face shield is recommended where there is a risk of splashing **BREATHING PROTECTION:** Not required under normal use, however inhalation of vapours should be avoided.
First Aid Arrangements	**Eyes:** Hold eyelids apart and flush eyes with plenty of lukewarm water for at least 15 minutes. Remove contact lenses is present and easy to do so. Continue rinsing. Immediately call a doctor. **Inhalation of Concentrate:** Get medical attention if you feel unwell. **Skin Contact:** Wash skin with plenty of lukewarm water for at least 30 minutes. Take off immediately all contaminated clothing and wash It before reuse. Immediately call a doctor. **Ingestion:** Rinse mouth immediately, and drink 1 glass of water. Never give anything by mouth to an unconscious person. Do not induce vomiting. Immediately call a doctor.
Emergency Arrangements	**Extinguishing media:** Carbon dioxide, Dry powder, Water spray. **Clean-up Procedure:** Wear PPE and ensure adequate ventilation. Do not allow to enter drainage system, surface or groundwater. Use a neutralising agent, such as baking powder. Absorb spillage with binding material, such as granules or sand. Collect in a closed and suitable container and return to head office for disposal.
Notes	MSDS date of issue: 12/07/2020 JR&Co last revision 26/07/2023
Name Of Assessor:	Lauren Gibson
Approved By:	Chris Jarvis
MSDS:	

CA 020 ABS Urizap Uric Acid Digestor

Assessment: CA 020 **Date:** 26/07/2023	**Substance:** **ABS Urizap Uric Acid Digestor**	
Physical Form	Solid white powder with blue flecks.	
Use of the Material	Uric acid dissolver / Cleaning agent. For use in flushing and waterless urinals.	
Method of Use	After an initial deep clean treatment application of 2 x 25g scoops twice in weeks 1 and 2, a single 25g scoop, applied once a week directly into the bowl and a cup of water is all that is required to maintain each urinal free of odours, and blockages.	
Quantity Used	Less than 50g	
Hazards Associated with the Material	 **H272:May intensify fire; oxidiser.** **H319:Causes serious eye irritation.**	
Can a Safer Alternative Be Used	Low risk when used in conjunction with information, instruction and training provided.	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Risk of skin contact. Training provided in safe application. Wear gloves. Low risk of contact with eyes. Training in correct application. Safety goggles to be worn.
	Indirectly	Others may be exposed to indirect contact from residue on surfaces. Cleaner to ensure spills are cleaned up immediately.
Control Measures Used	Operators provided with information, instruction, and training on the safe application of product. Wash hands thoroughly after handling. Do not eat, drink or smoke when using this product. Wear eye protection, protective gloves. When using do not eat or drink. Wear appropriate personal protective equipment. Avoid contact with skin and eyes. Ensure adequate ventilation. Avoid breathing dust. Use non-sparking tools. Keep away from heat, hot surfaces, sparks, open flames and other ignition sources. Avoid contact with combustible material	

PPE Used	 **HAND PROTECTION:** Wear protective gloves. Suitable material: PVC, Neoprene, Natural rubber **SKIN PROTECTION:** Wear work clothes with long sleeves. **EYE PROTECTION:** Use eye protection according to EN166, designed to protect against dusts. **BREATHING PROTECTION:** An approved dust mask should be worn if dust is generated during handling. A suitable dust mask or dust respirator with filter type P (EN143 or EN405) may be appropriate.
First Aid Arrangements	**EYES:** Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. If irritation develops and persists, get medical attention. **SKIN:** Gently wash with plenty of soap and water. If irritation develops and persists, get medical attention. **INHALATION:** If breathing is difficult, remove to fresh air and keep at rest in a position comfortable for breathing. IF exposed or concerned: Get medical advice/attention. **INGESTION:** Rinse mouth. Give plenty of water to drink. Do NOT induce vomiting. IF exposed or concerned: Get medical advice/attention.
Emergency Arrangements	**Extinguishing media:** Water spray, foam, dry powder or CO2. **Clean-up Procedure:** Avoid release to the environment. Do not allow to enter drains, sewers or watercourses. Sweep up spilled substance. Sweep up carefully with non-sparking tools. Use vacuum equipment for collecting spilt materials, where practicable. Transfer to a container for disposal. Recover the product where possible. Wash the spillage area with water.
Notes	MSDS date of issue: 19/04/2022 JR&Co last revision 26/07/2023
Name Of Assessor:	Lauren Gibson
Approved By:	Chris Jarvis
MSDS:	

CA 021 Viakal Limescale Remover

Assessment: **CA 021** **Date:** 26/07/2023	**Substance:** **Viakal Limescale Remover**	
Physical Form	Colourless liquid	
Use of the Material	Ready-to-use liquid for periodic descaling of washroom / sanitary surfaces	
Method of Use	Turn the nozzle 'on' and spray onto the area with limescale or water marks. Wipe the surface with a dry or damp cloth. For tougher marks and limescale, leave the product on the surface for up to five minutes before wiping. Rinse the surface thoroughly with water.	
Quantity Used	Small, pending on spot dimensions.	
Hazards Associated with the Material	 **H315 - Causes skin irritation** **H319 - Causes serious eye irritation**	
Can a Safer Alternative Be Used	No practical commercial alternatives exist and physical methods cannot be used.	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Low risk of skin or eye contact by using material directly from container via nozzle applicator. Accidental contact with the material minimised by use of gloves. Inhalation of vapour during use is limited by the ventilation of workplace.
	Indirectly	Areas where the material is used are cordoned off or work is carried out with the building empty. Very low risk.
Control Measures Used	Minimum quantities used consistent with effective performance.	
PPE Used	 Operators wear chemical resistant gloves and uniform. Masks and safety glasses are not considered necessary for the risks involved due to use of nozzle applicator.	

First Aid Arrangements	**IF IN EYES:** Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. Immediately call a doctor/physician. **IF ON SKIN:** Wash with plenty of water and soap. Take off contaminated clothing and wash before reuse. If skin irritation or rash occurs: Get medical advice/attention. Discontinue use of product. **IF INHALED:** Remove victim to fresh air and keep at rest in a position comfortable for breathing. Call a doctor/physician if exposed or you feel unwell. **IF SWALLOWED:** rinse mouth. Do NOT induce vomiting. Immediately call a doctor/physician.
Emergency Arrangements	**Clean-up Procedures:** Wear suitable gloves and eye/face protection. Small amounts of spillage take up in non-combustible absorbent material and shovel into container for disposal. Large Spills: contain released substance, pump into suitable containers. This material and its container must be disposed of in a safe way, and as per local legislation. **Extinguishing Media:** Dry chemical powder. Alcohol resistant foam. Carbon dioxide (CO2).
Notes	MSDS date of issue: 06/04/2018 JR&Co last revision 26/07/2023
Name of Assessor:	Lauren Gibson
Approved By:	Chris Jarvis
MSDS:	

CA 022 BioHygiene Organic Acid Descaler

Assessment: CA 022 **Date:** 26/07/2023	**Substance:** **BioHygiene Organic Acid Descaler**	
Physical Form	Blue liquid.	
Use of the Material	For cleaning and descaling of toilet/urinal bowls and associated pipework.	
Method of Use	Apply liberally around the toilet/ urinal bowl and clean in the normal manner. No need to rinse.	
Quantity Used	Less than 200ml	
Hazards Associated with the Material	 **H315:Causes skin irritation** **H318: Causes serious eye damage**.	
Can a Safer Alternative Be Used	Low risk when used in conjunction with information, instruction and training provided.	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Risk of skin contact. Training provided in safe application. Wear gloves for prolonged use and avoid direct contact with the substance. Low risk of splashing into eye. Training in correct application.
	Indirectly	Others may be exposed to indirect contact from residue on surfaces. Cleaner to ensure spills are cleaned up immediately.
Control Measures Used	Operators provided with information, instruction, and training on the safe application of product. Avoid direct contact with the substance. Ensure there is sufficient ventilation of the area. Wear protective gloves.	
PPE Used	**HAND PROTECTION:** Wear gloves if prolonged contact with product concentrate is likely. **BREATHING PROTECTION:** Ensure adequate ventilation.	

First Aid Arrangements	**EYES:** Immediately flush eyes with plenty of water. Remove contact lenses, if present and easy to do. Continue rinsing. If irritation develops get medical attention. **SKIN:** Wash immediately with plenty of soap and water **INHALATION:** Remove victim to fresh air. **INGESTION:** Rinse mouth and throat with water and give sips of water to drink.
Emergency Arrangements	**Cleanup Procedure:** Wash the spillage sites with large amounts of water. **Extinguishing Media:** Suitable extinguishing media for the surrounding fire should be used. Use water spray to cool containers.
Notes	MSDS date of issue: 04/06/2021 JR&Co last revision 26/07/2023
Name Of Assessor:	Lauren Gibson
Approved By:	Chris Jarvis
MSDS:	

CA 023 Carefree Undercoat

Assessment: CA 023 **Date:** 26/07/2023	**Substance:** **Carefree Undercoat**	
Physical Form	White Liquid – thicker coating	
Use of the Material	Floor finish undercoat.	
Method of Use	Do not carry out any cleaning activity without prior washing hands and selecting the appropriate PPE stipulated in this assessment. **This assessment requires all operatives to wear chemical resistant gloves, and suitable clothing to protect skin contact** By mop and bucket/trough. The liquid is poured into the bucket on the floor to be undercoated.	
Quantity Used	Pour undiluted to fill half a trough approximately 2.5L	
Hazards Associated with the Material	**Non- Hazardous**	
Can a Safer Alternative Be Used	No practical commercial alternatives exist and physical methods cannot be used.	
Persons Exposed, Method of Exposure and Risk Level	Operator	Low risk of skin contact during filling buckets as Undercoat is of a thicker constituency and less likely to splash. Risks mitigated by the use of PPE. Low risk of splashing into the eyes during bucket filling due to thickness of liquid and training of use. Inhalation of vapour during bucket filling carries only low risks since material is of low toxicity and low vapour pressure. Reduced risk of skin exposure during use in buckets due to PPE and training in place.
	Indirectly	Not used in areas with access by clients or the public. Area closed off or material used out of normal working hours. Other employees are not likely to be in the immediate working area during use. Very low risk.
Control Measures Used	Minimum quantities used consistent with effective performance. Only decant on surface to be cleaned. Ensure ventilation at all times.	
PPE Used	Operators use as necessary protective gloves and uniform. Masks and safety glasses are not considered necessary for the risks involved.	

First Aid Arrangements	**Eyes:** rinse immediately with plenty of water holding the eyelids open and seek medical advice toms persist. **Inhalation of Concentrate:** remove from source of exposure. **Skin Contact**: wash thoroughly. **Ingestion:** remove any product from the mouth, give casualty a small amount of water to drink and seek medical advice. Do not induce vomiting.
Emergency Arrangements	As spillage is only likely on floor to be cleaned, mop the undercoat into all areas to be undercoated. Otherwise, all bottles will have secure tops as all cleaners trained in Chemical Competence.
Notes	MSDS date of issue: 17/01/2018 JR&Co last revision 26/07/2023
Name Of Assessor:	Lauren Gibson
Approved By:	Chris Jarvis
MSDS:	

CA 024 Enhance Anti Gum

Assessment: CA 024 **Date:** 26/07/2023	**Substance:** **Enhance Anti Gum**	
Physical Form	Clear colourless liquid	
Use of the Material	Professional cleaning/maintenance product for building care.	
Method of Use	For professional use only. Carpet cleaner. Spray and brush manual process	
Quantity Used	Generally small depending upon the size of the deposit.	
Hazards Associated with the Material	**Non-Hazardous** Contact with concentrate may cause skin dryness or cracking.	
Can a Safer Alternative Be Used	No practical commercial alternatives exist, and physical methods cannot be used.	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	**Non-Hazardous**
	Indirectly	**Non-Hazardous**
Control Measures Used	Minimum quantities used consistent with effective performance.	
PPE Used	**HANDS:** Not required under normal use, however where prolonged skin contact is likely, use chemical resistant gloves. **EYES:** Not required under normal use, however where there is a risk of splashing, wear chemical resistant goggles.	
First Aid Arrangements	**Eyes:** Rinse immediately with plenty of water, holding the eyelids open and seek medical advice if effects persist. **Inhalation of Concentrate:** Remove from source of exposure. **Skin Contact:** Wash thoroughly with soap and water. **Ingestion:** Remove product from mouth, give the casualty a small quantity of water to drink and seek medical advice. Do not induce vomiting.	
Emergency Arrangements	Collect with absorbent, non-combustible material into suitable containers. Dispose of waste and residues in accordance with local authority requirements.	
Notes	MSDS date of issue: 23/09/2018 JR&Co last revision 26/07/2023	
Name of Assessor:	Lauren Gibson	
Approved By:	Chris Jarvis	

MSDS:	SCAN ME

CA 025 Prochem Odour Fresh Carpet Deodoriser

Assessment: CA 025 **Date:** 26/07/2023	**Substance:** **Prochem Odour Fresh Carpet Deodoriser**	
Physical Form	Clear liquid, yellowish, pale pink.	
Use of the Material	A concentrated deodoriser with a fresh clean fragrance, specially formulated for use on carpets and upholstery. Odour Fresh can also be used for general applications and hard surface deodorisation.	
Method of Use	Dilute 20ml of B124 per litre of water or pre-spray solution (1 to 50), spray directly on to affected areas then follow up with normal extraction cleaning.	
Quantity Used	Up to 20ml.	
Hazards Associated with the Material	Contact with concentrate Causes serious eye irritation. Prolonged or repeated exposure may cause the following adverse effects: skin irritation and dermatitis. Excessive inhalation of spray, mist or vapour may cause temporary respiratory irritation. Ingestion may cause: nausea systemic effects	
Can a Safer Alternative Be Used	Possible alternative: NATURAL CARPET DEODORISER E247	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Medium risk. Safety goggles are recommended when handling concentrate or during spray application. Protective gloves should be inspected for wear before use.
	Indirectly	When not in used product to be stored securely to prevent unauthorized access.
Control Measures Used	Minimum quantities used.	
PPE Used	 **EYES:** Side shield safety goggles are recommended when handling concentrate or during spray application. **HANDS:** It is recommended that gloves are made of the following material: Nitrile rubber. Protective gloves should be inspected for wear before use and replaced regularly in accordance with the manufacturer's specifications.	

First Aid Arrangements	**INHALATION:** Move affected person to fresh air and keep warm and at rest in a position comfortable for breathing. Get medical attention if any discomfort continues. **INGESTION:** Do not induce vomiting. Rinse mouth thoroughly with water. Give plenty of water to drink. Never give anything by mouth to an unconscious person. Get medical attention. **SKIN CONTACT:** Rinse immediately with plenty of water. Get medical attention if irritation persists after washing. **EYE CONTACT:** Rinse immediately with plenty of water. Remove any contact lenses and open eyelids wide apart. Continue to rinse for at least 15 minutes. Get medical attention if any discomfort continues.

Emergency Arrangements	**Cleanup Procedures**: Wear PPE. Absorb spillage with non-combustible, absorbent material. Collect and place suitable waste disposal containers and seal securely. Dispose of waste to licensed waste disposal site in accordance with the requirements of the local Waste Disposal Authority. **Extinguishing media**: The product is not flammable. Use fire-extinguishing media suitable for the surrounding fire. Wear protective clothing as described. Do not discharge into drains or watercourses or onto the ground.
Notes:	MSDS date of issue: 16/12/2020 JR&Co last revision 26/07/2023
Name of Assessor:	Lauren Gibson
Approved By:	Chris Jarvis
MSDS:	

CA 026 Kleen Off Kettle & Shower Descaler

Assessment: CA 026 **Date:** 26/07/2023	**Substance:** **H7 Kleen Off Kettle & Shower Descaler**	
Physical Form	Clear liquid.	
Use of the Material	For the descaling of metal and plastic kitchen and bathroom appliances such as kettles, coffee machines and shower heads.	
Method of Use	**Directions for cleaning Kettles** • Fill kettle with warm water and add 125ml of Kettle & Shower Head Descaler - IMPORTANT: Do not switch on or heat the kettle • Wait until fizzing has stopped or at least 4 hours • If scale persists, repeat action. • Empty kettle, refill with clean water and boil • Empty and rinse thoroughly before use **Directions for cleaning Shower heads** • Add 125ml of the bottle to 350ml of warm water in a bowl. • Immerse shower head into the solution until the scale has gone. • Rinse both shower head and bowl before re-use. **Directions for cleaning Coffee Machines** • Pour 125ml of Kettle & Shower Head Descaler into the reservoir and add 350ml of cold water • Turn on machine for 1 min then switch off and leave for 1 hour. • Boil through remainder of liquid, then boil through twice with clean water before re-use.	
Quantity Used	Less than 500ml	
Hazards Associated with the Material	 **Causes severe skin burns and eye damage.**	
Can a Safer Alternative Be Used	Low risk when used in conjunction with information, instruction and training provided.	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	Risk of skin contact. Training provided in safe application. Wear gloves. Low risk of splashing into eye. Training in correct application. Safety goggles to be worn.
	Indirectly	Others may be exposed to indirect contact from residue on surfaces. Cleaner to ensure spills are cleaned up immediately. When not in used product to be stored securely to prevent unauthorized access.

Control Measures Used	Operators provided with information, instruction, and training on the safe application of product. Wash hands thoroughly after handling. Do not eat, drink or smoke when using this product. Wear eye protection, protective gloves.
PPE Used	 **HAND PROTECTION:** Chemical resistant gloves (according to European standard EN 374 or equivalent). Nitrile rubber gloves **EYE PROTECTION:** Safety glasses. EN 166
First Aid Arrangements	**EYES:** Immediately rinse with water for a prolonged period while holding the eyelids wide open. Get immediate medical advice/attention. **SKIN:** Wash with plenty of water. Take off immediately all contaminated clothing and wash it before reuse. **INHALATION:** Remove person to fresh air and keep comfortable for breathing. **INGESTION:** Do NOT induce vomiting. Rinse mouth. Drink plenty of water. Get medical advice/attention.
Emergency Arrangements	Soak up spills with inert solids, such as clay or diatomaceous earth as soon as possible.
Notes	MSDS date of issue: 23/08/2021 JR&Co last revision 26/07/2023
Name Of Assessor:	Lauren Gibson
Approved By:	Chris Jarvis
MSDS:	

CA 027 BioHygiene Gum, Mark & Graffiti Remover

Assessment: CA 027 **Date:** 26/07/2023	**Substance:** **BioHygiene Gum, Mark & Graffiti Remover**	
Physical Form	Clear liquid.	
Use of the Material	Solvent to remove chewing gum, adhesives, tyre and other black marks, graffiti such as ink, permanent marker/spray paint and nail varnish from a variety of surfaces	
Method of Use	Test on a small non-critical area first. The product is a contact cleaner, requiring a period of contact with the surface, after which marks/deposits can be easily wiped/scraped away. Brush or wipe the surface clean and spray neat product liberally over the affected area. Allow a minimum contact time of at least three minutes and rub surface with a hard brush, cloth or scraper to remove any gum, marks or graffiti. Wipe the surface dry with a cloth. Repeat as necessary.	
Quantity Used	Less than 100ml	
Hazards Associated with the Material	**Non - Hazardous**	
Can a Safer Alternative Be Used	Low risk when used in conjunction with information, instruction and training provided.	
Persons Exposed, Method of Exposure and Risk Level	**Operator**	**Non - Hazardous**
	Indirectly	**Non - Hazardous**
Control Measures Used	Operators provided with information, instruction, and training on the safe application of product.	
PPE Used	**HAND PROTECTION:** Wear gloves if prolonged contact with product concentrate is likely. **EYE PROTECTION:** Avoid contact with eyes, spray away from persons. .	
First Aid Arrangements	**EYES:** Rinse eyes as a precaution. **SKIN:** Wash skin with plenty of water. **INHALATION:** Remove person to fresh air and keep comfortable. **INGESTION:** Call a doctor if you feel unwell.	

Emergency Arrangements	**Clean-up Procedures:** Stop the leak if safe to do so. Ventilate the spillage area. Wash the spillage site with large amounts of water. Small amounts of unwanted product may be flushed with water to sewer. **Extinguishing Media:** Water spray, foam, dry powder, or carbon dioxide.
Notes	MSDS date of issue: 23/02/2022 JR&Co last revision 26/07/2023
Name Of Assessor:	Lauren Gibson
Approved By:	Chris Jarvis
MSDS:	