

Toilet Cleaning (Daytime & Out of Hours)

METHOD STATEMENT & RISK ASSESSMENT


Reference:	RAMS-G-NCDS-019
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REGISTERING, AUTHORISING & IDENTIFYING AMENDMENTS

Any change in working methods, conditions or additional risks identified whilst work is in progress will need to be brought to the attention of the signatories below who will need to discuss the implications. Where applicable, a request to amend this document must be made to those names listed below. Any revisions will then need to be approved and communicated back to all relevant parties.

Amendments should be clearly identified within the text by a mark in the page border and a brief description below.

Rev	Date	Reason for Issue	Produced by (Name and Role)
001	22/09/2025	First Issue	Shane Pritchard (Health & Safety Consultant)

	Name and Role	Signature
Author	Shane Pritchard (Health & Safety Consultant)	
Approved by		
Approved by (Client)		

1.0 INTRODUCTION

New Clean Dealership Specialists and its leadership team are committed to ensuring that works are carried out safely. At New Clean Dealership Specialists we not only pride ourselves on good customer service, but we also understand the meaning of working safely for you, your family, or your employees.

This method statement outlines the safe work procedures for a cleaners tasked with performing routine cleaning and maintenance tasks at a car dealership during daytime hours. The tasks include cleaning toilets, kitchens, and common areas using appropriate cleaning products and equipment.

1.1 Location:

Various car dealerships

1.2 Commencement Date:

Daily

2.0 ROLES & RESPONSIBILITIES

The toilet cleaning activities will be conducted in accordance with the client's requirements, adhering to statutory regulations, safety standards, and site specific rules. The designated Manager is responsible for implementing the safe system of work and ensuring that all risk assessment control measures are communicated and adhered to by all cleaning personnel.

Responsibilities of the Manager:

- The Manager is responsible for developing and providing the safe system of work, including this method statement and associated risk assessments, to ensure the safety of all operatives.
- They will ensure that all work is planned and conducted in accordance with relevant regulations, safety standards, and site rules.
- The Manager will ensure that all operatives receive thorough briefings on the method statement, risk assessments, and the proper use of equipment.
- While not present on site, the Manager will be available for consultation and to provide guidance on any safety concerns or changes that may arise during the work.
- The Manager will establish clear procedures for reporting any accidents, incidents, near misses, or unsafe conditions to ensure they are addressed promptly.

Responsibilities of Cleaners:

- All personnel are required to follow this method statement and the associated risk assessments, working safely at all times to protect themselves and others.
- Team members must assist new, young, or inexperienced workers in identifying and managing hazards on site, particularly when using equipment.
- All personnel must actively participate in safety briefings, toolbox talks, and any relevant training sessions to ensure a thorough understanding of the safety protocols in place.
- Everyone on site is responsible for promptly reporting accidents, incidents, near misses, and any unsafe acts or conditions according to the protocols established by the Manager.
- The team will perform the work as designed and agreed upon with the client, adhering strictly to the provided safe system of work. Any instructions that pose significant safety concerns or could lead to increased costs must be communicated to the Manager for review before proceeding.

By following these roles and responsibilities, we ensure that safety and compliance are maintained throughout the execution of the task.

3.0 METHOD OF WORK

3.1 Preparation:

- Ensure all cleaning personnel receive a site induction covering site-specific hazards, emergency procedures, and any special instructions relevant to the area being cleaned.
- Confirm all Personal Protective Equipment (PPE) is in good condition and suitable for the tasks, including. Replace damaged items immediately.
- Verify that all cleaning equipment, including the floor machine and dolly mop, is in proper working condition. Check for damage or faults that could impact safety or effectiveness.
- Ensure that cleaning chemicals (Bio Hygiene Complete Washroom, V8 Toilet Cleaner, and Glass Cleaner) are stored, handled and diluted per COSHH (Control of Substances Hazardous to Health) guidelines.
- Confirm the availability of appropriate safety signage such as "Cleaning in Progress" and "Wet Floor" signs. Place signage in visible locations to alert personnel and visitors.

3.2 Cleaning Process (Daytime):

- Display "Cleaning in Progress" signs before entering the area.
- Restrict access to the toilet while cleaning is in progress.
- Use cleaning cloths and Bio Hygiene Complete Washroom cleaner to clean sinks, counters, mirrors, and other surfaces.
- Apply V8 Toilet Cleaner to toilet bowls and urinals, allowing sufficient contact time to sanitize. Scrub with appropriate tools before flushing.
- Use the mop to deep clean floors using diluted Bio Hygiene Complete Washroom cleaner.
- Ensure floors are thoroughly dried to prevent slip hazards.
- Clean mirrors and any glass surfaces with the Glass Cleaner and cleaning cloths for a streak free finish.
- Empty waste bins and dispose of rubbish in the correct waste containers. Ensure bins are not overfilled.
- Inspect all cleaned areas, ensuring surfaces and floors are dry and free from cleaning residues.

3.3 Cleaning Process (Out of Hours):

- Follow the same preparation steps as above but ensure additional lighting is used if needed.
- Use the floor machine with an appropriate cleaning pad to deep clean floors. Operate in sections to maintain control and reduce hazards.
- Reapply Bio Hygiene Complete Washroom cleaner on high touch surfaces such as flush buttons, taps, and door handles to ensure complete sanitization.
- Allow sufficient time for the floor to dry before reopening the area.

3.4 Access Control:

- Ensure that cleaning activities do not obstruct walkways or create risks for other personnel. Maintain clear access routes, especially in high traffic areas, and use signage to inform staff and visitors about ongoing cleaning activities.
- Place appropriate signage to alert others of cleaning activities. Ensure that all cleaning tasks are carried out in a manner that minimises risks to pedestrian movement and does not create tripping hazards

3.5 Post-Cleaning:

- Remove all safety signage only after confirming the area is dry and safe for use.
- Clean and inspect all equipment (floor machine, mop, etc.) after use, reporting any damage for repair.
- Store equipment and chemicals securely in their designated storage areas.
- Conduct a final inspection to ensure the toilets are clean, safe, and ready for use.

3.6 Emergency Considerations:

- In the event of an emergency, immediately clear all equipment and materials to allow unobstructed access for personnel.
- Ensure all cleaning activities are stopped and that safety remains the priority during any site wide emergencies.

4.0 OTHER WORK CONTROLS

4.1 Parking on Site

Parking areas to be confirmed on arrival by the Client. Staff vehicles shall be parked to reduce any disruption to a minimum.

4.2 Competence

The Company will ensure that all operatives assigned to these tasks are competent in using the required equipment, COSHH assessments and emergency response.

Prior to the commencement of the works, the names of all workers will be provided to the client. Any new workers who join the team during the project will be communicated to the client in advance of their engagement.

A First Aid-trained operative will be present on site at all times, as designated by the client.

4.3 PPE & Safety Equipment:

PPE is task specific and should be worn in line with the company COSHH assessments.

		
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4.4 Hazardous Substances (COSHH):

New Clean Dealership Specialists will provide COSHH Assessments and MSDS for all hazardous material(s) that may be used. These will be made available to all cleaners so that they are aware of the safety controls to be followed.

Waste disposal of containers will be in accordance with the specific details on the MSDS, CoSHH Assessment.

4.6 Monitoring (Checks & Inspections)

The operatives will carry out ongoing checks throughout the works daily.

Further monitoring of compliance to health and safety legislation, reviews of safe systems of work and, safety inspections will be carried out on behalf of the Company by: Company Director / Manager

5.0 RESOURCES

5.1 Labour / Manpower

- Cleaners

5.2 Equipment

The equipment for the toilet cleaning tasks includes the floor machine, dolly mop, cleaning cloths and other disposable cleaning products

Floor Machine:

- Inspect the floor machine before use to ensure it is in good working condition, paying attention to the power cord, plug, and cleaning pad.
- Regular maintenance includes cleaning the pads after use, checking for wear or damage, and reporting any faults for repair.
- Operate the floor machine according to the manufacturer's instructions, ensuring that all personnel are trained in its safe handling.

Dolly Mop, Cleaning Cloths and Other Disposable Products:

- Inspect the dolly mop and other products before use to ensure they are clean and in good condition. Replace any damaged or heavily soiled items.
- After use, clean and dry these items properly before storing them in their designated areas to prevent contamination.

6.0 ASSOCIATED REGULATIONS

- Health and Safety at Work Act 1974 (HSWA)
- Personal Protective Equipment (PPE) Regulations 2002
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Control of Substances Hazardous to Health (COSHH) Regulations 2002
- Manual Handling Operations Regulations 1992
- Electricity at Work Regulations 1989 (for the operation of electrically powered tools and equipment)

7.0 EMERGENCY ARRANGEMENTS

During the site induction, emergency procedures must be communicated to all cleaners to ensure a swift and safe response in case of an emergency.

In the event of an emergency, the following protocol will be followed:

- All works will be stopped immediately.
- All equipment will be shut off immediately.

- If the emergency involves personal injury, first aid will be administered as necessary, and emergency services will be promptly contacted.
- All personnel will be evacuated from the danger zone to the designated muster point as instructed in the induction.
- Emergency number for Police, Fire Service or Ambulance is 999

7.1 Accident Reporting

All accidents will be reported to New Clean Dealership Specialists Management, who will, after ensuring the injured person has received the required health care will enter all the details into the Company Accident book and immediately advise the Client.

All accidents will be investigated, and a report made and where appropriate, reported to the HSE in accordance with RIDDOR.

Out of Hours

- All incidents occurring out of hours must be reported to the New Clean Dealership Specialists Management at the earliest opportunity, regardless of severity
- Out of hours emergencies must also be reported to the designated on call supervisor or manager. This individual will coordinate further actions, including notifying the client.
- Cleaners working outside of normal hours (e.g., evenings or overnight) must ensure that they have access to a fully charged mobile phone to call for assistance.
- In case of restricted access to the premises (e.g., locked doors), the on call supervisor or security team must be notified immediately for assistance.

8.0 RISK ASSESSMENT

To assist in the assessment of the severity of the risks of the hazards, the following chart has been used to:

RISK RATING CALCULATION CHART

RISK LEVEL INDICATOR	LEVEL OF INJURY 'SEVERITY'			
	Insignificant	Slightly Harmful	Harmful	Extremely Harmful
	1	2	3	4
Highly Unlikely	Low Risk	Low Risk	Low Risk	Low Risk
1	1	2	3	4
Likely	Low Risk	Low Risk	Medium Risk	High Risk
2	2	4	6	8
Highly Likely	Low Risk	Medium Risk	High Risk	High Risk
3	3	6	9	12
INSTRUCTIONS TO WORKERS	LITTLE / NO RISK = WORK CAN GO AHEAD	LOW RISK = WORK WITH CONTROLS	MEDIUM RISK = WORK WITH CARE WITH CONTROLS	HIGH RISK = NO WORK IS TO BE CARRIED OUT

EXAMPLE

Severity x Likelihood = Risk Rating – Note **RED SHADED BACKGROUND**

i.e. Highly Likely (3) x Harmful (3) = (9) High Risk Rating

RISK ASSESSMENT CHART						
ACTIVITY/ HAZARD	RISK POTENTIAL	RISK RATING WITHOUT CONTROLS		CONTROL MEASURES REQUIRED	RISK RATING WITH CONTROLS	
COSHH (Handling Cleaning Chemicals)	Chemical burns, respiratory irritation, accidental spills	9	HIGH	<ul style="list-style-type: none"> Use only approved chemicals such as Bio Hygiene Complete Washroom, V8 Toilet Cleaner and Glass Cleaner. Maintain a COSHH assessments folder that must be made available to the cleaner (COSHH - Control of Substances Hazardous to Health Regulations 2002). Ensure all chemicals are labeled and stored in accordance with COSHH guidelines. Provide appropriate PPE (e.g., gloves, goggles, masks) for handling chemicals where required. Follow manufacturers' guidelines (MSDS) for using chemicals. Train personnel on the safe handling, usage, and disposal of chemicals. Keep spill containment kits readily available for accidental spills. Immediately cordon off spills and clean them up using the appropriate procedures. Store chemicals securely after use. 	3	LOW

Lone Working	Potential delay in receiving help in emergencies, increased risk of injury due to being alone	6	MEDIUM	<p>for daytime shifts, ensure team communication is maintained at all times.</p> <p>Out of hours cleaners must have access to a fully charged phone and checkin with management upon arrival and departure.</p> <p>Establish clear emergency procedures, including access to first aid.</p> <p>Ensure lone workers are aware of on call supervisor contact information and emergency protocols.</p>	3	LOW
Biological Hazards	Exposure to infectious agents (e.g., bodily fluids, germs)	6	MEDIUM	<p>Use appropriate PPE (e.g., gloves, masks) to prevent direct contact with contaminated surfaces or bodily fluids.</p> <p>Provide Bio Hygiene Complete Washroom for disinfecting high-touch surfaces effectively.</p> <p>Train cleaners in safe cleaning techniques for toilets and washrooms, including handling potentially infectious materials.</p> <p>Provide a disposal system for hazardous waste (e.g., sanitary bin liners).</p> <p>Wash hands thoroughly after tasks.</p>	3	LOW
Slippery Surfaces	Slips, trips, and falls due to wet conditions	6	MEDIUM	<p>Place "Wet Floor" signs in visible areas during cleaning.</p> <p>Use appropriate cleaning methods to minimise water usage and ensure floors are dried promptly.</p> <p>Ensure cleaners wear non-slip footwear.</p> <p>Regularly inspect work areas and ensure excess water is removed.</p> <p>Maintain control of the floor machine and mop in confined areas to reduce risks.</p>	3	LOW
General Cleaning Tasks	Injuries from improper use of cleaning tools, obstructions causing trips	6	MEDIUM	<p>Display "Cleaning in Progress" signs to alert others.</p> <p>Inspect all cleaning tools, including the floor machine, before use per PUWER 1998.</p> <p>Train personnel to use cleaning equipment, including floor machines, safely and competently.</p> <p>Store tools and equipment securely after use to avoid obstructions.</p>	3	LOW
Trailing Leads (Floor Machine)	Trip hazards from trailing electrical leads	6	MEDIUM	<p>Minimise trailing of leads from vacuums and other equipment.</p> <p>Ensure leads do not cross walkways.</p> <p>Store electrical tools safely when not in use.</p> <p>Conduct regular visual checks for damage (in line with PUWER 1998).</p>	3	LOW

Manual Handling	Musculoskeletal injuries from lifting bins, moving loads	6	MEDIUM	<p>Provide manual handling training, including proper lifting techniques.</p> <p>Use mechanical aids such as trolleys for waste where possible.</p> <p>Break down loads into smaller, manageable sizes.</p> <p>When using stairs, carry manageable loads with one hand free for using the handrail.</p> <p>Avoid overexertion and rotate tasks to reduce strain.</p> <p>Encourage frequent breaks to reduce fatigue.</p>	3	LOW
Electrical Equipment	Electric shock, equipment malfunction, trip hazards from electrical cables	6	MEDIUM	<p>Inspect electrical equipment for damage before use.</p> <p>Ensure all portable electrical appliances are PAT tested (Portable Appliance Testing) regularly.</p> <p>Report any damages immediately and do not use defective equipment.</p> <p>Secure cables to avoid tripping hazards.</p>	3	LOW
Hot Water	Burns from hot water exposure	4	LOW	<p>Wear suitable rubber gloves when using or handling hot water.</p>		LOW
Security	Unauthorised access to buildings	4	LOW	<p>Cleaners to always have comply with the site rules, sign in/out via visitors log, carry ID etc.</p> <p>Cleaners are to not give any individuals access to the building, this is the responsibility of the facility management.</p>	2	LOW
Slips, Trips, and Falls (General)	Falls from uneven surfaces, wet conditions, misplaced equipment	4	LOW	<p>During icy conditions, use pathways that have been salted.</p> <p>Clean excess fluids from floors and report areas prone to reoccurring spills.</p> <p>Keep work areas clear of equipment and trip hazards.</p>	2	LOW

