

METHOD STATEMENT & RISK ASSESSMENT - Deep Cleaning Toilet Floors (Out of Hours)

Company	New Clean Dealership Services Ltd
Company Address	Unit 5 Mead Estate, River Way, Harlow, Essex, CM20 2SE


Project	
Project Address	
Project Ref:	

Assessment Date	Review Date	Name of Assessor	Reference
10/09/2025	10/09/2026	Shane Pritchard (Health & Safety Consultant)	RAMS-G-NCDS-009

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.

	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:

TBC

1.2 Commencement Date:

TBC

2.0 ROLES & RESPONSIBILITIES

The deep cleaning of toilet floors 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:

- All personnel shall attend a pre-start briefing covering site-specific hazards, emergency arrangements, and the cleaning procedure.
- The contents of this RAMS document will be explained, with emphasis on each operative's responsibility for safety.
- Required PPE must be worn at all times: non-slip footwear, disposable gloves and safety goggles.
- Review the relevant COSHH assessments for all chemicals, including Tile Clean (refer to data sheet).
- Ensure all operatives are aware of the location of first aid kits, eye wash stations, and spill response equipment.
- Obtain a permit to work, if required.
- Confirm all tools and equipment are available, clean, and in good working order before commencing.

3.2 Cleaning Process:

- Pick up and dispose of any visible litter or waste from the floor area.
- Carry out a pre-clean check for damaged tiles, grout, or fittings and report any issues to maintenance before starting.
- Use the Numatic 244 (dry mode) to remove loose dust, hair, and debris, including corners and edges.
- Prepare the cleaning solution by diluting Tile Clean at a ratio of 1:10 (chemical to water) in a mop bucket.
- Apply the solution evenly with the mop and bucket, ensuring full coverage across the floor to break down limescale, grime, and ingrained dirt.
- Allow the solution to remain on the surface for approximately 10 minutes to maximise effectiveness.
- Use the slow-speed machine with edging pads to agitate the surface and loosen stubborn dirt, paying attention to tile edges and high-use areas.
- Operate the Numatic 244 with pure water to extract the chemical solution and dirty water from the floor.
- Lightly mop the area with pure water to remove any chemical residue and leave the surface safe and streak-free.

3.3 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

3.4 Post-Cleaning:

- Remove all safety signage only after confirming the area is dry and safe for use.
- Clean and inspect all equipment 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.

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.

		
EN 388	EN 166 F	FFP3

4.4 Hazardous Substances (COSHH):

								
Very Toxic	Irritant	Corrosive	Dangerous for Environment	Oxidising	Highly Flammable	Explosives	Serious Irritant	Pressurised Gas
No	Yes	Yes	No	No	No	No	No	No

New Clean Dealership Specialists will provide safety data sheets and COSHH Assessments for all hazardous material(s) that may be used.

Tile clean will be used for this work activity.

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

4.5 Monitoring (Checks & Inspections)

Operatives will carry out continuous visual checks of equipment and work areas during the cleaning process.

Supervisory checks will be carried out to confirm compliance with the method statement and risk assessments.

Periodic audits will be undertaken by the Company Director/Manager to verify compliance with legislation and company procedures.

5.0 RESOURCES

5.1 Labour / Manpower

The works will be completed by trained cleaning operatives. Labour numbers to be confirmed based on scope of works.

5.2 Equipment

Equipment for Task

- Slow speed Numatic 244
- Mop and bucket
- Edging pads

Inspection and Maintenance

- All equipment and tools will be visually inspected daily before use.
- A weekly inspection will be carried out, with inspection records maintained and submitted to Management.
- All equipment must be certified in line with PUWER (Provision and Use of Work Equipment Regulations) where applicable.
- Only competent and authorised personnel are permitted to maintain or repair equipment.

Use of Equipment and Tools

- Equipment must comply with all relevant safety standards.
- Appropriate PPE must be worn during operation, including hearing protection where noise levels require it.
- Users are responsible for ensuring inspections are carried out and that records are kept up to date.

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 1	Slightly Harmful 2	Harmful 3	Extremely Harmful 4
Highly Unlikely 1	Low Risk 1	Low Risk 2	Low Risk 3	Low Risk 4
Likely 2	Low Risk 2	Low Risk 4	Medium Risk 6	High Risk 8
Highly Likely 3	Low Risk 3	Medium Risk 6	High Risk 9	High Risk 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 – **N** **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	6	MEDIUM	<p>Use only approved chemicals such as Tile Clean</p> <p>Maintain a COSHH assessments folder that must be made available to the cleaner (COSHH - Control of Substances Hazardous to Health Regulations 2002).</p> <p>Ensure all chemicals are labeled and stored in accordance with COSHH guidelines.</p> <p>Provide appropriate PPE (e.g., gloves, goggles, masks) for handling chemicals where required.</p> <p>Follow manufacturers' guidelines (MSDS) for using chemicals.</p> <p>Train personnel on the safe handling, usage, and disposal of chemicals.</p> <p>Keep spill containment kits readily available for accidental spills.</p> <p>Immediately cordon off spills and clean them up using the appropriate procedures.</p> <p>Store chemicals securely after use.</p>	3	LOW
Biological Hazards	Exposure to germs or bodily fluids	6	MEDIUM	<p>Wear appropriate PPE (gloves, goggles).</p> <p>Use Tile Clean to disinfect effectively.</p> <p>Train operatives in safe toilet/washroom cleaning techniques.</p> <p>Dispose of any hazardous waste appropriately (e.g., sanitary bin liners).</p> <p>Wash hands thoroughly after task completion.</p>	3	LOW
Lone Working	Potential delay in receiving help in emergencies, increased risk of injury due to being alone	6	MEDIUM	<p>Out of hours cleaners must have access to a fully charged phone and check in 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
Use of Cleaning Equipment (Slow Speed, Numatic 244, Mop & Pads)	Injury from improper use, obstructions causing trips	6	MEDIUM	<p>Inspect all equipment prior to use (per PUWER 1998).</p> <p>Train operatives to use machines and tools safely and competently.</p> <p>Store tools securely when not in use to prevent obstruction</p>	3	LOW

				Ensure edging pads are fitted correctly and used safely.		
Slippery Surfaces	Slips, trips, and falls due to wet conditions	6	MEDIUM	Place "Wet Floor" signs in visible areas during cleaning. Use appropriate cleaning methods to minimise water usage and ensure floors are dried promptly. Ensure cleaners wear non-slip footwear. Regularly inspect work areas and ensure excess water is removed. Maintain control of the floor machine and mop in confined areas to reduce risks.	3	LOW
Trailing Leads (Floor Machine)	Trip hazards from trailing electrical leads	6	MEDIUM	Minimise trailing of leads from vacuums and other equipment. Ensure leads do not cross walkways. Store electrical tools safely when not in use. Conduct regular visual checks for damage (in line with PUWER 1998).	3	LOW
Manual Handling	Musculoskeletal injuries from lifting bins, moving loads	6	MEDIUM	Provide manual handling training, including proper lifting techniques. Use mechanical aids such as trolleys for waste where possible. Break down loads into smaller, manageable sizes. When using stairs, carry manageable loads with one hand free for using the handrail. Avoid overexertion and rotate tasks to reduce strain. Encourage frequent breaks to reduce fatigue.	3	LOW
Electrical Equipment	Electric shock, equipment malfunction, trip hazards from electrical cables	6	MEDIUM	Inspect electrical equipment for damage before use. Ensure all portable electrical appliances are PAT tested (Portable Appliance Testing) regularly. Report any damages immediately and do not use defective equipment. Secure cables to avoid tripping hazards.	3	LOW
Hot Water	Burns from hot water exposure	4	LOW	Wear suitable rubber gloves when using or handling hot water.	2	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