

METHOD STATEMENT & RISK ASSESSMENT - Window Cleaning

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-008

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.

These RAMS outline the safe working procedures to be followed whilst window cleaning. The works will be undertaken using approved equipment and cleaning products, with appropriate control measures in place to manage associated risks.

1.1 Location:

TBC

1.2 Commencement Date:

TBC

2.0 ROLES & RESPONSIBILITIES

The work activity will be delivered in accordance with the client's requirements, ensuring that all work adheres to statutory requirements, standards, and site rules. The designated Manager is responsible for providing the safe system of work and ensuring that all risk assessment control measures are effectively communicated and implemented by all personnel involved in the work activity.

2.1 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.

2.2 Responsibilities of All Personnel:

- 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 must receive a pre-start briefing covering site-specific hazards and emergency procedures.
- Operatives to be briefed on this RAMS, with responsibilities for safety clearly explained.
- Conduct a site survey to assess access, working height and any potential obstacles (e.g. parked vehicles).
- Ensure all operatives are wearing the correct PPE – non-slip footwear, gloves, and hi-vis if working roadside.
- Check that all tools and equipment required for the task are available, inspected, and in good working condition.

3.2 Cleaning Process

- Use a extendable pole with a cloth ending to remove any dust, dirt and cobwebs from the surrounding area and window frames.
- Have a bucket with hot water and fairy liquid this will leave the glass streak free and give a shine to the glass.
- Using the dolly lightly dip into the bucket and ring of any excess this ensure no drips damage any surrounding items.
- Once soapy water has been applied to window using the squeegee in an up to down motion wiping the blade each time to ensure no drips.
- Clean the frame and seal with a damp cloth.
- Once finished clean and tidy up all mess with a cloth and dry mop.

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 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.









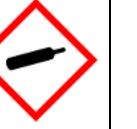
A First Aid-trained operative will be present on site at all times, as designated by the client.

4.3 PPE & Safety Equipment:



EN345	EN471 EN 343	EN 388	EN 166 F
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4.4 Hazardous Substances (COSHH):

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

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

4.6 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

- Extendable pole with cloth attachment
- Bucket
- Mild detergent (e.g. Fairy Liquid)
- Applicator (dolly)
Sueegee
- Damp cloth

- Dry mop

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.
- 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 at Work Regulations 1992 (as amended 2022)
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- Manual Handling Operations Regulations 1992
- Electricity at Work Regulations 1989
- Environmental Protection Act 1990
- Waste Regulations 2011

Note: The specific regulations applicable will depend on the location of the work and the potential environmental impacts. It's essential to conduct a thorough environmental assessment before commencing any work.

7.0 EMERGENCY ARRANGEMENTS

During the pre task briefing, emergency procedures must be communicated to all operatives to ensure a swift and safe response in case of an emergency.

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

- **Immediate Actions:**
 - All work will be stopped immediately.
 - All equipment will be shut off immediately.
 - All equipment and hoses will be removed from the work area and access routes to ensure clear and unobstructed pathways.
- **Medical Emergency:**
 - If an operative sustains an injury:
 - Assess the situation to determine the severity of the injury.
 - Administer first aid according to training if necessary.
 - Call emergency services if required.
 - Provide clear and concise information to the emergency services, including the location, nature of the injury, and the number of casualties.

- **Evacuation:**
 - If the situation requires evacuation, all personnel will leave the area and move to the designated muster point as instructed by the client.
 - Ensure all equipment is removed from the work area and stored safely out of the way to facilitate an orderly evacuation.

- **General Emergency:**
 - For other emergencies (e.g., fire) follow the general emergency procedures outlined by the client.
 - Ensure that all operatives are aware of the location of the nearest exit routes and emergency equipment.

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.

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 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	
		6	MEDIUM		3	LOW
Wet floors / water spillage	Slips, trips, and falls (staff, customers, operatives)	6	MEDIUM	Display warning signs/barriers around wet areas. Use minimal water to avoid pooling. Wipe up drips/spills promptly. Direct runoff to suitable drainage points. Ensure operatives wear non-slip footwear. Do not remove signage until surfaces are dry.	3	LOW
Use of extendable poles.	Risk of pole contact with people/vehicles, loss of control, overexertion	6	MEDIUM	Work from ground level using extendable carbon fibre poles. Establish exclusion zones during pole use. Maintain communication between operatives. Avoid use in high winds. Rotate users to prevent fatigue. Maintain firm grip and stance.	3	LOW
Working around vehicles	Risk of scratches, damage to bodywork/interiors	6	MEDIUM	Cover or protect nearby vehicles if necessary. Maintain safe distance when handling poles/tools. Keep buckets and cloths away from vehicles. Only use clean, well-maintained equipment to avoid contamination.	3	LOW
Use of Cleaning Chemicals	Chemical contact, inhalation, skin or eye irritation	6	MEDIUM	Conduct a COSHH assessment for all cleaning chemicals used. Ensure all chemicals are labeled and stored in accordance with COSHH guidelines. Provide appropriate PPE (e.g., gloves, goggles, masks) for handling chemicals. Train personnel on the safe handling, usage, and disposal of chemicals.	3	LOW

Blocking Access/Egress Routes	Obstruction leading to trip hazards or blocked access in emergencies	6	MEDIUM	<p>Continuously monitor and clear debris or water from access routes.</p> <p>Ensure equipment do not obstruct pathways.</p> <p>Set up barriers or signage to direct pedestrian traffic away from work areas if necessary.</p> <p>In an emergency, prioritise clearing equipment to maintain unobstructed access.</p>	3	LOW
Wet/Slippery Surfaces	Slips, trips, and falls due to wet conditions	6	MEDIUM	<p>Set up barriers and clear signage to alert personnel and pedestrians of wet areas especially at emergency access points.</p> <p>Signs are not to be removed until surfaces are dry.</p> <p>Ensure operatives wear non slip safety footwear.</p> <p>Direct water runoff to designated drainage points.</p> <p>Communicate with team members to coordinate movements and maintain safety.</p> <p>Regularly check for new slip hazards and address them promptly.</p>	3	LOW
Water Runoff and Environmental Impact	Pollution of soil and water, impact on local wildlife, vegetation damage	6	MEDIUM	<p>Identify and confirm drainage points to ensure proper water runoff.</p> <p>Avoid using harmful chemicals in the pressure washer that could contaminate water courses or ground.</p> <p>Clean up any spills or excess water promptly to prevent environmental damage.</p> <p>Inspect the area for wildlife before starting work and take measures to avoid disturbing them.</p>	3	LOW
Electrical safety	Water contact with electrical outlets, sockets, lighting	6	MEDIUM	<p>Keep water away from electrical sources.</p> <p>Identify and isolate electrical hazards before starting.</p> <p>Do not use excessive water.</p> <p>Report any damaged sockets or cables immediately.</p>	3	LOW
Manual Handling	Musculoskeletal injuries, strains, overexertion, incorrect lifting techniques	6	MEDIUM	<p>Provide manual handling training, including proper lifting techniques.</p> <p>Use mechanical aids or team lifting for heavy items.</p> <p>Break down loads into smaller, manageable sizes.</p> <p>Encourage frequent breaks to reduce fatigue.</p> <p>Rotate tasks to prevent repetitive strain.</p> <p>Ensure proper ergonomic positioning when lifting and carrying.</p> <p>Assess and plan all manual handling tasks before execution to minimise risks.</p> <p>Use anti-slip gloves to enhance grip and reduce strain.</p>	3	LOW

Slips and Trips	Falls due to uneven surfaces, wet or slippery conditions, misplaced equipment	6	MEDIUM	<p>Maintain clear and tidy work areas, ensuring no tools or equipment obstruct pathways.</p> <p>Regularly inspect and maintain all walking surfaces to ensure they are even and free of hazards.</p> <p>Clean up spills immediately and use absorbent materials if necessary.</p> <p>Mark any areas with potential trip hazards clearly.</p>	3	LOW
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