

METHOD STATEMENT & RISK ASSESSMENT - External Roof Glass Clean

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-002

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 undertaking external roof glass 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 attend a pre-start briefing covering site-specific hazards, including the 3-metre edge distance requirement.
- Personnel will be briefed on the contents of this RAMS document, with emphasis on their individual responsibilities for maintaining safety.
- All PPE including, helmets, gloves, high visibility clothing, and safety footwear are to be inspected for any damage.
- Weather conditions must be checked prior to starting work. If adverse conditions (e.g. high winds, heavy rain, or ice) are present, all works must be postponed until safe to proceed
- Confirm that all required tools and equipment are available, inspected, and in good working condition.

3.2 Method

- Access the roof using a secured ladder, ensuring all equipment is handled safely during transit.
- Transfer the squeegee, dolly, bucket, and extendable poles to the roof in a controlled and safe manner.
- All works will be carried out a minimum of 3 metres away from any roof edge. This distance must be maintained at all times during cleaning activities.
- Fill the bucket using the designated water point on the roof.
- Apply a pre-soak solution to the roof glass to soften hardened bird droppings and dirt, improving cleaning efficiency.
- Use the squeegee and dolly system to remove soap and residue from the glass.
- Apply fresh cleaning solution and agitate the surface to ensure full coverage and an optimal finish.
- On completion, ensure the roof is left clean and free from debris. Empty all equipment prior to removal and lower items safely from the roof in a controlled manner.

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

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.

4.5 Permits to Work

When performing work at height, a Working at Height Permit will be required. This permit ensures that all necessary safety measures are in place before the work begins. The permit checklist will include verification of suitable fall protection controls and restricted access to the work area by unauthorised personnel.

The Company will complete and submit all necessary Working at Height Permit forms to the Client for any activities the Client deems subject to a permit to work system.

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

- Squeegee
- Dolly
- Bucket
- X2 20ft extendable pole

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.
- 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 2003
- Work at Height Regulations 2005
- Control of Substances Hazardous to Health (COSHH) Regulations 2002
- Manual Handling Operations Regulations 1992
- Wildlife and Countryside Act 1981
- The Conservation of Habitats and Species Regulations 2017
- Environmental Protection Act 1990
- Water Resources Act 1991

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.
- **Medical Emergency:**
 - If an operative sustains an injury, heart attack, or fall:
 - Assess the situation to determine the severity of the injury.
 - If necessary, administer first aid according to training.
 - Call emergency services immediately (999).
 - 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 roof and move to the designated muster point as instructed in the induction.
- **General Emergency:**
 - For other emergencies (e.g., fire, severe weather), follow the general emergency procedures outlined in the site induction.
- **Additional Considerations:**
 - Communication: Ensure clear communication channels are established, such as mobile phones with emergency contacts.
 - Evacuation Route: Identify a clear and safe evacuation route from the roof.
 - Emergency Equipment: Verify the availability of first aid kits and fire extinguishers.

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 1	Slightly Harmful 2	Harmful 3	Extremely Harmful 4
Highly Unlikely 1	Low Risk	Low Risk	Low Risk	Low Risk
Likely 2	Low Risk	Low Risk	Medium Risk	High Risk
Highly Likely 3	Low Risk	Medium Risk	High Risk	High Risk
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	
Access via internal ladder	Falls from height, dropped objects, unstable access	9	HIGH	<p>All ladders must be inspected prior to use, secured at the top and bottom and positioned on firm, level ground.</p> <p>If it is not a secure fixed ladder, then a second person must foot the ladder during access and egress where possible.</p> <p>Tools and equipment must be carried using tool belts or hoist systems — never carried in hands while climbing.</p> <p>Only trained operatives competent in ladder use are permitted to ascend/descend.</p> <p>Exclusion zones must be established beneath access points to protect against falling objects.</p>	3	LOW

Working on Roof Surface	Falls from height, slips/trips, loss of footing	9	HIGH	<p>Work must only commence following a pre-start briefing covering the 3-metre edge distance requirement.</p> <p>All operatives must remain at least 3 metres from the roof edge unless additional fall protection is in place.</p> <p>Weather conditions must be checked before starting — works are to be postponed in high winds, heavy rain, or icy conditions.</p> <p>Walking routes on the roof must be kept clear of hoses, buckets, or equipment to minimise trip hazards.</p> <p>Non-slip footwear with good grip must be worn at all times.</p>	3	LOW
Use of Extendable Poles	Overexertion, loss of control, striking personnel or structures	6	MEDIUM	<p>Extendable poles must be inspected for cracks or damage before use and used only within their safe working length.</p> <p>Operatives must maintain a firm stance and controlled movements, avoiding overreaching beyond their balance point.</p> <p>Poles must not be used near overhead services or in high wind conditions.</p> <p>Work areas must be cordoned off to prevent others from entering the pole's swing radius.</p> <p>Operatives must rotate tasks to reduce fatigue and the risk of overexertion.</p>	3	LOW
Use of cleaning chemicals (Hazardous Substances)	Skin/eye irritation, spills, environmental impact	6	MEDIUM	<p>Only approved cleaning agents are to be used, prepared and diluted as per manufacturer's instructions.</p> <p>A COSHH assessment and SDS must be available for all solutions used.</p> <p>PPE including gloves and safety goggles must be worn during mixing, application and disposal.</p> <p>Solutions must be stored in sealed, labelled containers and kept away from roof edges to prevent accidental spills.</p> <p>Waste water must be controlled and directed into designated drains, avoiding run-off to the environment.</p>	3	LOW
Dropped Objects	Injury to people below, damage to property	6	MEDIUM	<p>All loose tools and materials must be kept well away from roof edges.</p> <p>Where possible, equipment should be tethered or secured when not in use.</p> <p>Exclusion zones must be set up on the ground below roof edges to prevent unauthorised access.</p> <p>Materials and equipment must be lowered in a controlled manner — never thrown or slid from the roof.</p> <p>A final sweep of the roof must be conducted at the end of the shift to confirm no items are left behind.</p>	3	LOW

Weather conditions	Slips, falls, loss of equipment control	6	MEDIUM	<p>Weather must be checked prior to work and monitored throughout the task.</p> <p>Work must stop immediately if high winds, heavy rain, snow, or icy conditions are present.</p> <p>Surfaces must be assessed for wetness or frost before stepping onto the roof.</p> <p>Additional caution must be taken in bright sun due to glare when cleaning glass — operatives should wear appropriate eye protection.</p> <p>Managers must make the final decision on whether conditions are safe to proceed.</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 hoists or rope-and-bucket systems to lift heavier items onto the roof rather than manual carrying where possible.</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> <p>Ensure all hoses, cables, and wires are organised and do not cross walkways.</p>	3	LOW
Waste & Equipment Removal	Trips, spills, uncontrolled lowering of equipment	6	MEDIUM	<p>Buckets, poles, and cleaning tools must be emptied and secured prior to being lowered from the roof.</p> <p>All items must be lowered in a controlled manner using a rope system or passed down carefully — never dropped.</p> <p>Work areas must be checked for any residual water or soap before handover.</p> <p>Waste water must be disposed of correctly at designated drains.</p> <p>A final safety inspection must be completed to confirm the roof and surrounding area are clean, safe, and free from hazards.</p>	3	LOW

