

# Operating Procedures

Including Health and Safety Requirements

Houseproud

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Version 1.1



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# 1. Overview

The safety of clients, members of the public and other co-workers/contractors must be considered as priority at all times whilst on site.

Employees / Labour only Self Employed workers have the following duties in respect of health and safety considerations while at work:

- To co-operate with the Management of the Company in the promotion of the Safety Policy and of Company Safety Rules
- To not endanger themselves or others by their acts or omissions whilst at work
- To read and understand the company Health & Safety policy, and abide by its rules
- To ensure, where relevant, that all protective equipment provided is properly used, in accordance with staff safety training
- To report any defects in equipment to the manager
- To report any accidents or near misses to the manager
- To use the correct tools and products in accordance with training provided
- To co-operate with any investigation that is undertaken with the intention of preventing the reoccurrence of incidents

## **Alcohol, Drugs and Tobacco**

Smoking within the premises/client premises and the use of Drugs (except under medical supervision) on the premises/client premises are prohibited at all times. The use of intoxicants (alcohol) is prohibited during working hours, and no employee/volunteer may undertake his/her duties if under the influence of alcohol or drugs (except under medical supervision)

## **Injury or Illness**

For any medical concerns such as injury or illness you should immediately contact a qualified health professional.

## 2. Equipment

### User Manuals

User manuals for all electrical equipment provided are available on the website in the “Documents” section.

( <http://thmhead.wixsite.com/houseproud/equipment-user-manuals> )

### Electrical Appliances

Care must be taken when plugging in/out electrical equipment. Wherever possible avoid using a trailing socket as they are more likely to pull other attached items over while operating the equipment. Always consider the action of the cable when selecting which outlet to use. Consider moving items if necessary to ensure no accidents occur.

Wherever possible plug the appliance in to a socket which is in the room that is being worked on to avoid long lengths of trailing cable.

Switched sockets should be turned to the “off” position before inserting or removing any electrical plug.

Ensure hands are dry when using (especially plugging in/out, switching on/off) any electrical appliances including light switches.

Never spray any cleaning product directly on to electrical switches or connections.

All portable electric machinery must be switched off and unplugged when not in use.

No equipment or appliance may be used other than as provided by or specifically authorised by or on behalf of the Organisation and any directions for the use of such must be followed precisely.

No employee will knowingly misuse work equipment or remove any guards that are in place to minimise a specified risk.

Report any defects in the equipment to the manager as soon as possible.

## **Cloths**

Used cloths should be stored separately from clean cloths while working in a house.

Red cloths must only be used on/around toilet areas.

Blue cloths must never be use on/around toilet areas.

When using the glass spray it is important to use a clean cloth to avoid any smearing.

As part of the close down procedure after leaving a house all used cloths must be removed from the bags and stored separately ready for washing. Never use cloths in more than one house.

All cloths must be boil washed after every use.

## 3. Chemicals

### General Guidelines

- Always test a small amount of the product on an inconspicuous part of any new surface.
- Never use more of the chemicals than is needed to do the job
- Ensure the area you are working in is well ventilated. Open a window or door where necessary.
- Avoid breathing in any chemical spray. Stop work immediately if you feel dizzy or unwell.
- Avoid prolonged contact with the chemicals. Use latex gloves if necessary.
- Take care when spraying the chemicals to ensure the product only goes on the intended area. Consider the effect of splashing as well as direct spray.
- Never mix different products together.
- Always store the products in a safe location when not in use.
- Always ensure the spray bottles are kept upright in the bag provided.
- Always clean any spillages immediately.
- Take care not to place the spray bottles on delicate or easily marked surfaces.
- When using customer provided products always read and follow the usage guidelines indicated on the bottle.

### Safety Data Sheets

All the chemicals provided have a Safety Data Sheet which is held in an Appendix to this document.

The Safety Data Sheet contains all the relevant health and safety information for the product.

A product should not be used unless you are familiar with the details in the Safety Data Sheet.

### Product Information Sheets

All the chemicals provided have a Product Information Sheet which is held in an Appendix to this document.

The Product Information Sheet contains information on the purpose and usage guidelines for the product.

A product should not be used unless you are familiar with the details in the Product Information Sheet.

## **4. Working Practises**

### **Clothing**

Low heeled footwear with non slip soles should be worn for work. Outdoor shoes should generally be removed when entering customer houses.

Clothes should be comfortable but with no loose fitting elements that may get caught in vacuums etc.

### **Protective Clothing**

Use protective clothing and equipment provided and as instructed on machinery/equipment/material. Latex gloves are available on request. It is the duty of a worker to report any loss of or defect in protective clothing or equipment.

### **Hygiene**

After doing a job hands should always be thoroughly washed with an antibacterial soap before eating, drinking or smoking.

### **Manual Handling / Lifting**

The method of work should be adapted to minimise manual handling risks wherever possible, including use of alternative lifting and carrying methods. Our employees are advised not to manually handle loads which they feel incapable of moving safely. Report any work practices causing pain or discomfort. See also Appendix D: Manual Handling Procedures.

### **Moving Items**

When moving items from their original position to facilitate better cleaning take care to choose a suitable place to store them such that no marking/staining takes place. This is particularly relevant for items that may be wet or heavy.

### **Spillages**

Any spillages of liquids or materials likely to cause accidents should be cleaned up immediately.

### **Trip Hazards**

Bags, tools and other equipment must not be left where others may trip or fall over them. In particular care must be taken with vacuum cleaners or other wired electrical equipment so that the cable does not cause accidents. This is paramount when working on or near staircases.

Corridors and doorways must be kept free of obstructions and properly lit.



## **Wet Floors / Mopping**

Slippery floors are dangerous. House occupants must be informed when floors are likely to be wet and greater care must be taken when in such environments. Try to avoid walking on wet surfaces.

Use the right balance of cleaning solution to water. Keep an eye on the bucket solution and change when dirty. After use, rinse cleaning equipment thoroughly. Dispose of any chemicals/dirty fluid responsibly (not in food and hand sinks or other inappropriate places).

## **Boil Taps**

Do not use boil taps. Boiling water may cause burns.

## **Staircases**

Great care should be taken when working on staircases as there is an increased danger from falling. Concentrate fully on the job you are working on.

Ensure the staircase is free from all items & adequately lit before commencing work.

Ensure that all people in the house are aware that you are working on the staircase.

If it is necessary to run an electric cable up the stairs (eg vacuuming stairs) then give prior thought to cable management to make sure you do not get feet caught in the cable and no-one trips over the cable. Consider hanging the cable over the bannister if appropriate if this will reduce the risk of tripping.

For safety reasons it is generally considered easier to vacuum stairs by starting at the bottom. Work facing the staircase.

Pay attention to where you step so as to maintain your balance.

Avoid having the vacuum above you on the staircase as it may fall.

Never stretch or reach too far while on a stair case.

Never run on a staircase and take one step at a time.

Carry only one item at a time when going up/down the staircase. Do not carry objects that are too heavy for you to do so safely.

Never leave items unattended on or at the top of staircases. Place items at the bottom, next to the wall.

## **Working at Height**

Never carry out any work at a height of 3 meters or more above the floor or 1 meter or more below the ground.

Always take care when reaching up or when standing on steps to work on high ledges or ceilings etc. Consider using long handled tools for reaching things like high cobwebs etc. rather than using steps.

## **Privacy**

It is always good practise to knock on any internal doors before accessing a private room for the first time, or if you consider someone may be present in a private room.

Always be discreet and do not share any information you may have learned while in a property.

Do not open drawers, cupboards etc unless required to do so as part of the cleaning process. Do not read private documents or letters which may be in the house.

## **Pets**

Care should be taken when working around animals as they could pose a trip hazard. If necessary, put the animal in another room so that you can work safely.

Be considerate of pets that may be nervous of vacuums and other equipment.

Ensure pets are kept safe and left in the spaces requested by the home owner.

## **Hobs**

Before starting work cleaning a cooker hob carefully ensure that is not still hot from recent use. Do not attempt to clean an uncomfortably hot hob.

## **5. Security**

### **Customer Premises and Transport**

Vehicles must not be parked near to the building if this should cause any obstruction or hazard.

Vehicles must not be parked anywhere on the street such that they pose any form of obstruction or hazard and must always be parked in compliance with all usual road safety and parking regulations.

The driver of the vehicle is solely responsible for ensuring it is fully compliant with all motoring laws and regulations such as vehicle safety, licensing and insurance requirements, parking and speed limits.

Always announce yourself (knock, ring doorbell etc) when entering a premises even if you have key access.

Do not allow unknown third parties access to any property without the express permission of the customer.

Internal lighting should be switched off when leaving the premises unless otherwise requested by the customer.

Client premises must be left in a secure manner during and after finishing work. This includes the setting of alarms where specified. The locking procedure specified by the customer must be followed on every occasion and checked before leaving the site. Any issues must be immediately reported to the client or the manager.

### **Customer Keys**

Great care must be exercised at all times when responsible for client keys.

Keys must never be labelled with the full (identifiable) address of the property.

Keys must only be used to access the property for the purpose of scheduled cleaning.

Keys must not be given to a third party,

No copies of the keys should be made.

Keys must be stored in a secure/locked location when not required.

If keys are lost/misplaced the manager must be notified immediately.



## **Appendix A – Safety Data Sheets**

[Cif Oxy Gel](#)

[CleanPro General Purpose](#)

[CleanPro Thick Bleach](#)

[Flash with Bleach](#)

[Mr Sheen](#)

[Nilglass](#)

[Pledge](#)

[Viakal](#)

<http://thmhead.wixsite.com/houseproud/health-safety>

## **Appendix B – Product Information Sheets**

[Cif Oxy Gel](#)

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<http://thmhead.wixsite.com/houseproud/product-information-sheets>

## Appendix C – COSHH Symbols

# COSHH symbols



New symbols effective from 1st June 2015

**HEALTH HAZARD /  
HAZARDOUS TO  
THE OZONE LAYER**



**EXPLOSIVE**



**CORROSIVE**



**GAS  
UNDER PRESSURE**



No  
previous  
symbol

**SERIOUS  
HEALTH HAZARD**



**ACUTE  
TOXICITY**



**HAZARDOUS TO  
THE ENVIRONMENT**



**OXIDISING GASES,  
LIQUIDS AND SOLIDS**



**FLAMMABLE GASES,  
AEROSOLS, LIQUIDS  
OR SOLIDS**



Call 03456 122 144  
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## Appendix D – Manual Handling Procedures

# Manual handling

### FACT

Manual handling was the most frequent cause of over-seven-day injury in 2014/15 and approximately 909,000 working days are lost each year due to handling injuries.\*

\*HSE Handling Injuries In Great Britain Report, 2014

## 1 STOP AND THINK

- Where is the load going?
- Are there any obstacles?
- Are there any aids to help me?
- Consider the size, shape and weight of the load



## 2 THE LIFT

- |  |  |
|--|--|
| ✓ Keep distances to a minimum            | ✓ Firm hold from below                         |
| ✓ Prepare the area (remove trip hazards) | ✓ Lead with your head as you lift              |
| ✓ Test the load                          | ✓ Keep movement smooth                         |
| ✓ Feet apart                             | ✓ Keep load close to your body                 |
| ✓ Leading leg slightly forward           | ✓ Reverse the procedure when lowering the load |
| ✓ Hips and knees relaxed                 |  |

## 3 DON'T

- |               |                                  |
|---------------|----------------------------------|
| ✗ Jerk        | ✗ Twist                          |
| ✗ Overstretch | ✗ Lift loads which are too heavy |



## 4 ASK FOR HELP IF REQUIRED

If the load is too heavy or you have a problem, **ask for help**