



Risk assessment and method statement

Cleaning risk assessment

Commercial cleaning, window cleaning and jet washing. Pre-filled with typical hazards, controls and sequence: edit it for this site.

PROJECT

SITE ADDRESS			
ACTIVITY		RAMS REFERENCE	
Commercial cleaning, window cleaning and jet washing			
CONTRACTOR CARRYING OUT THE WORK		PRINCIPAL CONTRACTOR	
PREPARED BY	APPROVED BY	REVISION	DATE

Revision record

Reissue and rebrief when the sequence, the programme, the team or the conditions change. If you would have written it differently had you known, it needs a new revision.

REV	DATE	WHAT CHANGED	BY

THE WORK

The activity, the place and the people

Pre-filled for this kind of work. Make every line specific to this site: this sequence, this access, these people, this weather.

Scope of the activity

What is being done, and what is not included.

MHSWR REGULATION 3(1)

Cleaning of [building / areas] to the specification [ref], including [general and floor cleaning / washrooms / internal and external glazing / jet washing of (surfaces) / builders' clean]. Window cleaning by [water fed pole / ladder / MEWP]. Not included: [list any exclusions].

Location and access

Where on site, how people and materials get there, and the restrictions.

Access via [entrance], with keys or passes from [contact]. Working hours [18:00 to 22:00]. Products and equipment stored in [store]. Water and power from [points]. Occupied areas: [details], with a dry route kept open.

Programme and interfaces

When the work runs, and who else is working nearby.

CDM REGULATION 15(2)

START DATE

DURATION

WORKING HOURS

INTERFACES WITH OTHER TRADES

Client contact: [name], for access, alarms, times and occupied areas. On construction sites, the principal contractor's rules, induction and handover of areas for cleaning. Other trades: [trades], kept clear of wet floors and exclusion zones.

Documents this RAMS relies on

Specification [ref]. Safety data sheets and COSHH assessments for each product. Site rules or construction phase plan. Lone working procedure and check-in contacts. Equipment inspection records.

The team, and their competence

CDM REGULATION 8

ROLE	NAME	CARD, TICKET OR TRAINING NEEDED	CONTACT
Cleaners		Trained in the products, dilutions, equipment and this RAMS before starting, with new starters supervised.	
Supervisor		Experienced cleaner able to check work, brief the team and act on a missed check-in.	
Window cleaners		Trained in water fed pole use and safe ladder use; ladder work only by those trained for it.	
Pressure washer operators		Trained on the machine, its pressure settings and the exclusion zone.	
MEWP operators		IPAF PAL card for the category of machine.	
RPE wearers		Face fit tested for tight-fitting masks, and clean shaven where the mask seals.	

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METHOD STATEMENT

The sequence of work

The order the team will work in on the day, with the controls built into each stage. If the sequence changes on site, revise the RAMS and brief it again.

STAGE	WHAT IS DONE, AND HOW	CONTROLS AT THIS STAGE	BY
Before the work	Visit the site, agree the specification, times and access with the client, and check the windows, roofs, power, water and any lone or out of hours work. Collect the safety data sheets for every product.	COSHH assessments for each product; access method chosen to avoid work at height; RAMS agreed with the client.	Contracts manager
Arrival and briefing	Sign in, collect keys or passes, attend any site induction, then brief the team on this RAMS, the products in use and the check-in routine.	Briefing signed against this revision; training records checked; equipment checked before use.	Supervisor
Set up the work area	Fit barriers and signs, plan a dry route for occupants, connect power and water, and lay leads and hoses clear of walkways.	RCD protection on mains equipment; leads and hoses run along walls; barriers rather than signs alone.	Cleaners
General and floor cleaning	Clean from high to low and from the far end towards the exit, working in sections so people can pass. Spot clean spills as they are found.	Products at the label dilution; dry mop or squeegee after wet cleaning; floors dry before barriers come down.	Cleaners
Washrooms, bins and waste	Clean washrooms and empty bins, checking bags and bins for needles and broken glass before handling them.	Bleach kept apart from acid cleaners; tongs and sharps box to hand; spill kit for body fluids.	Cleaners
Windows from the ground	Clean external glass with water fed poles from the ground, and internal glass from the inside, before any work at height is considered.	Overhead lines checked before poles are raised; poles lowered to move; breaks taken.	Window cleaners
High-level work	Where the ground cannot be used, work from a tied or footed ladder for short, light tasks, or from a MEWP or tower for longer ones.	Ladders checked and secured, other equipment past 30 minutes at a time; MEWP by an IPAF operator; fragile surfaces kept off.	Window cleaners
Jet washing	Set the exclusion zone, check the surface for bird droppings, loose material and electrical fittings, then wash from the top down, keeping the jet away from people.	Trained operator; visor and waterproofs; no pressure washing of droppings; run-off kept out of surface water drains.	Operator
Builders' cleans	Clean only the areas the site manager has handed over, removing dust by vacuum or damp methods, and glass, frames and fittings last.	Site rules and induction followed; M class vacuum, no dry sweeping; no entry beyond barriers.	Supervisor
Clear up and hand back	Clean and store equipment, lock products away, remove waste, check floors are dry, secure the building and check out.	Products returned to a locked store; building secured as agreed; final check-in made.	Supervisor

CDM REGULATION 15(2): PLAN, MANAGE AND MONITOR THE WORK

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RISK ASSESSMENT

Hazards, controls and the risk that remains

Each significant hazard rated before and after its controls, as likelihood times severity. The ratings are typical: check them for this site.

LIKELIHOOD

SEVERITY

5	5	10	15	20	25
4	4	8	12	16	20
3	3	6	9	12	15
2	2	4	6	8	10
1	1	2	3	4	5
	1	2	3	4	5

1 to 4 low

5 to 12 medium

15 to 25 high

HAZARD	WHO COULD BE HARMED, AND HOW	RISK BEFORE	CONTROLS	RISK AFTER	BY
Corrosive and irritant cleaning products	Cleaners diluting, decanting and using products, from burns to the skin and eyes.	3 x 4 = 12 Med	- A COSHH assessment for each hazardous product, from its label and safety data sheet; milder products used where they do the job. - Products used at the dilution on the label, from dosing equipment where supplied, and decanted only into labelled containers. - Gloves and eye protection as the data sheet specifies; eyewash on hand where corrosives are used.	1 x 4 = 4 Low	Supervisor
Mixing products and toxic gas	Cleaners and occupants, from gas released when bleach meets acid or other products.	3 x 4 = 12 Med	- Products never mixed. Bleach is kept apart from acid descalers and toilet cleaners, which release chlorine gas on contact. - Incompatible products stored separately, in their original containers, and cupboards kept locked. - Rooms ventilated while products are in use; anyone affected moved to fresh air.	1 x 4 = 4 Low	
Wet work and dermatitis	Cleaners whose hands are wet for long periods or many times a day.	4 x 2 = 8 Med	- Gloves suited to the product, with cotton liners for long wear, and changed when wet inside. - Contamination removed promptly, hands washed and dried thoroughly, and skin cream used regularly. - Regular skin checks by a responsible person, with any redness or cracking reported early.	2 x 2 = 4 Low	
Slips on wet and contaminated floors	Cleaners, occupants and the public walking on floors left wet or being cleaned.	4 x 3 = 12 Med	- Access stopped with barriers, locked doors or by cleaning in sections, keeping a dry route open. Signs and cones only warn. - Floors cleaned when they are quietest, with a dry mop or squeegee to cut drying time; spills spot cleaned straight away. - Slip-resistant footwear for cleaners; signs removed once the floor is dry.	2 x 3 = 6 Med	Supervisor
Falls from ladders and stepladders	Window cleaners and cleaners reaching high-level glass, fittings and ledges.	4 x 4 = 16 High	- Water fed poles or work from the inside first; ladders only for light, low-risk work, with other equipment considered for any task over 30 minutes at a time. - Ladders checked before use, footed or tied whenever possible, never on a wet or uneven base. - Stepladders face on, locks engaged, three points of contact; no overreaching.	2 x 4 = 8 Med	
Water fed poles near power lines	Window cleaners extending poles near overhead lines, cables and building services.	2 x 5 = 10 Med	- Overhead lines and cables checked before poles are extended; no pole work within reach of them. - Poles carried lowered and extended only at the point of work.	1 x 5 = 5 Med	
Roofs, gutters and fragile surfaces	Cleaners clearing gutters, roof glazing and high-level surfaces.	3 x 5 = 15 High	- Gutters cleared from the ground with a gutter vacuum and poles where possible. - No one on a roof unless the plan provides edge protection or a MEWP; fragile rooflights and sheets covered or kept off. - MEWPs used only by IPAF trained operators, with a restraint lanyard in a boom.	1 x 5 = 5 Med	
Pressure washer jet injuries	Operators, helpers and passers-by, from cuts and water forced under the skin.	3 x 4 = 12 Med	- Only trained operators; lance never pointed at people, trigger lock on when not spraying. - Exclusion zone barriered, with the work timed or the route closed so the public are kept clear of spray and debris. - Face visor, waterproof clothing and boots; any jet injury seen by a doctor at once, however small it looks.	1 x 4 = 4 Low	Supervisor

MHSWR REGULATION 3(6): WITH FIVE OR MORE EMPLOYEES, RECORD THE SIGNIFICANT FINDINGS

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RISK ASSESSMENT, CONTINUED

More hazards, and those specific to this site

HAZARD	WHO COULD BE HARMED, AND HOW	RISK BEFORE	CONTROLS	RISK AFTER	BY
Electricity and water	Operators of electric pressure washers, scrubber dryers and vacuums in wet areas.	3 x 5 = 15 High	- Equipment and leads checked each time before use, with a set testing interval suited to wet and outdoor use. - Mains equipment on an RCD-protected supply, or reduced voltage on site; plugs and connections kept out of water. - Damaged equipment taken out of use and labelled.	1 x 5 = 5 Med	
Petrol and diesel washers and fuel	Operators and occupants, from exhaust fumes, hot surfaces and fuel spills.	2 x 5 = 10 Med	- Engine-driven units run only in the open air, never in buildings, car parks or enclosed yards. - Refuelled with the engine off and cool, from a proper fuel can, away from drains.	1 x 5 = 5 Med	
Needles and sharps	Cleaners emptying bins, clearing washrooms, stairwells, car parks and grounds.	3 x 4 = 12 Med	- Bins and bags never compacted by hand or foot; bags held away from the body. - Needles picked up only with tongs or a litter picker, into a sharps box, wearing puncture-resistant gloves. - Wound encouraged to bleed, washed with soap and water, and urgent medical advice sought.	1 x 4 = 4 Low	
Body fluids and contaminated waste	Cleaners dealing with blood, vomit and soiled waste in washrooms and public areas.	3 x 3 = 9 Med	- Spill kit with disposable gloves, apron and absorbent; spill contained, then the area disinfected to the product label. - Cuts covered with waterproof dressings; hands washed after removing gloves.	1 x 3 = 3 Low	
Bird droppings	Cleaners clearing droppings from ledges, canopies, gutters and plant areas.	3 x 4 = 12 Med	- Droppings damped down first and removed by hand tools into sealed bags. Never pressure washed, which creates contaminated droplets. - RPE with an assigned protection factor of 20, such as FFP3, face fit tested; disposable overalls and gloves. - Hands washed before eating or smoking; breaks away from the work area; no one with a weakened immune system on this task.	1 x 4 = 4 Low	
Lone and out of hours working	Cleaners working alone early, late or at weekends, in empty or remote buildings.	3 x 4 = 12 Med	- Lone work agreed in the risk assessment, with check-ins at arrival, set times and departure, and action on a missed one. - No higher-risk tasks, such as ladder work or jet washing, done alone. - Alarm, entry and exit procedures agreed with the client; doors kept secured while working.	2 x 4 = 8 Med	Supervisor
Manual handling and repetitive work	Cleaners lifting buckets, machines and waste, and using poles and mops for long periods.	4 x 2 = 8 Med	- Buckets filled and emptied where they stand, with trolleys and wheeled buckets; machines moved by two on stairs. - Lightweight poles of the right length, with tasks rotated and breaks taken. - Waste bags kept to a weight that can be lifted easily.	2 x 2 = 4 Low	
Floor machines and trailing cables	Operators and occupants, from trips over leads and contact with rotating brushes.	3 x 2 = 6 Med	- Leads run along walls and kept behind the operator; cordless machines where practicable. - Machines switched off and unplugged before brushes or pads are changed.	1 x 2 = 2 Low	
Dust on builders' cleans	Cleaners clearing plaster, concrete and other construction dust at the end of a job.	4 x 3 = 12 Med	- Dust removed with an M class vacuum or by damp methods, never by dry sweeping or blowing. - FFP3 RPE, face fit tested, for dusty work.	2 x 3 = 6 Med	
Unfinished buildings and other trades	Cleaners on site near open edges, unfinished stairs, live services and plant.	3 x 4 = 12 Med	- Site induction and the principal contractor's rules followed; areas cleaned only when handed over for cleaning. - No entry beyond barriers or into unguarded areas; damage or hazards reported, not moved. - Helmet, boots and high visibility clothing to the site standard.	1 x 4 = 4 Low	

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EQUIPMENT

Plant, equipment and PPE

Plant and equipment

Each item, the checks and certificates it needs, and who may operate it.

PUWER 1998, LOLER 1998

ITEM	CHECKS AND CERTIFICATES	OPERATOR COMPETENCE
Water fed pole system	Pole, hose and joints checked before use; lightweight pole for the height.	Trained user
Ladders and stepladders	Pre-use check each day; detailed inspection on a set schedule.	Trained user
Pressure washer	Lance, trigger lock, hoses and leads checked before use; RCD tested.	Trained operator
Scrubber dryer and vacuums	Leads, plugs and brushes checked; M class vacuum for construction dust.	Trained user
MEWP	Pre-use check; thorough examination at least every 6 months.	IPAF PAL card
Spill and sharps kits	Stocked and in date; sharps box sealed when full.	Each cleaner

Personal protective equipment

PPE is the last line of defence, after the controls above. Specify the type, not just the item.

PPE AT WORK REGULATIONS 1992

ITEM	NEEDED	TYPE AND SPECIFICATION
Safety helmet	☒	Where site rules require
Safety footwear	☒	Slip-resistant; waterproof boots for jet washing
High-visibility clothing	☒	On sites and near traffic
Gloves	☒	As the data sheet specifies; puncture-resistant
Eye protection	☒	Decanting and spraying; visor for jet washing
Hearing protection	☐	
Respiratory protection Type, and face-fit tested	☒	FFP3 for construction dust and droppings
Harness or restraint Anchor points identified	☐	

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CONTROLS

Substances, permits, emergencies and the environment

Hazardous substances

Each substance and its COSHH assessment.

COSHH 2002, REGULATION 6

SUBSTANCE	COSHH ASSESSMENT REFERENCE	CONTROLS
Bleach and chlorine-based cleaners	[ref]	Never mixed with acids or other products; label dilution; gloves and eye protection.
Acid descalers and toilet cleaners	[ref]	Kept apart from bleach; gloves and eye protection; ventilation.
Detergents and degreasers	[ref]	Label dilution from dosing equipment; gloves for long or repeated contact.
Construction dust on builders' cleans	[ref]	M class vacuum or damp methods, no dry sweeping; FFP3 RPE.

Permits and plans

PERMIT OR PLAN	NEEDED	REFERENCE
Hot work permit	☐	
Permit to work	☒	
Permit to dig or break ground	☐	
Confined space entry	☐	
Lift plan	☐	
Temporary works design	☐	

Emergency and rescue

First aid, fire, and how someone is rescued.
The rescue plan belongs in the RAMS, not after it.

First aider and first aid kit on site or with the team, with eyewash for chemical splashes. Anyone affected by fumes is moved to fresh air. Needlestick or jet injuries get urgent medical attention. Missed check-ins are acted on at once. Nearest accident and emergency department named on the briefing.

Environment and neighbours

Dust, noise, vibration, waste, spills and hours of work.

No cleaning products, wash water or jet washing run-off into surface water drains or watercourses. Product kept to the amount needed. Waste, sharps and contaminated material bagged and removed through the agreed waste route. Noise kept to agreed hours.

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PRODUCTS REGISTER

Cleaning products register

List every product used on the contract, from its label and safety data sheet. Add a row before anything new is used, and brief the team on it.

PRODUCT	USED FOR	HAZARDS FROM THE DATA SHEET	DILUTION	NEVER MIX WITH	GLOVES AND EYES
Bleach or chlorine cleaner [name]	Washroom disinfection	[From section 2 of the data sheet]	[As label]	Acids, descalers, toilet cleaners, other products	Gloves; eye protection when decanting
Acid descaler [name]	Limescale, toilets, urinals	[From section 2 of the data sheet]	[As label]	Bleach and chlorine products	Gloves; eye protection
General purpose detergent [name]	Surfaces and floors	[From section 2 of the data sheet]	[As label]	Other products	Gloves for long contact
Glass cleaner [name]	Internal glazing	[From section 2 of the data sheet]	[As label]	Other products	[As data sheet]
Degreaser [name]	Plant, bin stores, hard standing	[From section 2 of the data sheet]	[As label]	Other products	Gloves; eye protection

COSHH REGULATIONS 2002, REGULATIONS 6 AND 7; HSE, COSHH AND CLEANERS: KEY MESSAGES.

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Briefed before the work starts

DATE AND TIME

A SIGNATURE AGAINST A REVISION, ON A DATE, BEFORE THE WORK STARTED, IS HOW A BRIEFING IS EVIDENCED

A pre-filled starting point, not legal advice. Edit it for the site and have it approved.