

Method Statement: GENERAL OPERATIONS
2024-2025

The Callver Cleaning Co
www.callver.com

Location: ALL
Customer: N/A
Service Type: Commercial Cleaning
Service Frequency: N/A
Staff Type: Various/Contracted
Number of Staff: N/A
Site Supervisor: Magdalena Busuic

Prepared by: Rachel – Callver Head of Administration

Tasks Applicable: ALL
Staff Affected: ALL

The Method Statement forms part of our Health & Safety commitment, and must be followed at all times. This policy outlines our safe method of working and guides through the process from arrival on site to leaving customer premises. This policy works in direct conjunction with our Risk Assessment – General Operations or any Risk Assessment prepared to be site specific. This statement covers all activities as defined by 'Commercial Cleaning Services'

Method Statement & Covid-19 (Coronavirus): Our Response & Site Operational Changes

Due to the severity and risks to health during the Covid-19 pandemic, following government guidelines, and with the safety of our staff of paramount importance, we have changed the methods in which we will operate cleaning service going forward.

A new, Covid-19 specific Risk Assessment has been prepared, and our staff have been trained and briefed on its content. The Risk Assessment entitled 'Providing Cleaning Service during the Covid-19 Pandemic' is attached and available to view on our website here <https://www.callver.com/pdf/RISK-Assement-Covid-19-Pandemic-2024-2025.pdf>

This Risk Assessment is to be used alongside the standard operation Risk Assessment entitled 'General Operations' which is also attached and available to view here <https://www.callver.com/pdf/RISK-Assesment-General-Operations-2025-2025.pdf> and a 'site specific' Risk Assessment will be prepared and sent to you separately prior to starting any new task.

Covid-19

All employees of The Callver Group Ltd have been advised to:

- stay at home if they have any symptoms linked to Coronavirus, including, but not limited to a dry cough, high temperature (fever), lack of taste and smell or sore throat. They have also been advised to remain home if any member of their household is displaying any of the same symptoms
- wash their hands thoroughly and regularly with soap and water, and all staff have been provided with hand sanitiser with 70% alcohol content and ordered to use this before and after every task
- PPE (Personal Protective Equipment) has been provided to all staff, including face masks and gloves, and they have been instructed to wear these whenever deemed necessary
- report to management of The Callver Cleaning Co any instances where their safety is not being considered or where premises scheduled for cleaning are not in a condition for cleaning works to be undertaken safely
- receive additional time to allow for disinfecting and preparation of equipment and materials before and after each task

We have reviewed every policy we have and will continue to ensure all methods are updated regularly, whilst ensuring all new government and NHS England information is received, understood, and submitted to policy.

General Operations- Commercial Cleaning Services - Arrival

- Evaluate the premises/site to ensure safe working practice can be observed
- Plan (mostly as a team) the safest, most efficient way of providing the cleaning service that has been requested
- Read, understand, sign and comment on the site-specific Risk Assessment provided for this task.
- Understand to whom and where concerns about safety or general safe working (including with Covid-19 restrictions) should be reported
- Follow direct instructions from supervisors and management of The Callver Cleaning Co to ensure all staff of the company, and other persons present can remain as safe as possible
- Park in a designated contractor bay, with authorisation or off-site
- Identify location and suitability of site welfare facilities of general welfare spaces, especially toilets
- Confirm pedestrian direction and designated walkways
- Report to site office for briefings and/or inductions where applicable
- Stop operations from commencing if the location of works is deemed unsafe, unfit or where Health & Safety of you and your colleagues hasn't been considered
- When required, prepare PPE to enter site, with particular attention to high-visibility vests, hard hats, appropriate boots, and gloves/glasses as necessary. When normal (site) PPE is not required, 'appropriate footwear' must still be worn.
- Staff must remain uniformed with Callver branded clothing at all times whilst conducting Commercial Cleaning Services
- All staff must understand who their supervisor is during any task, and these must be identified prior to commencement of works. When working alone, all staff must be equipped with a mobile phone and instructed with who their point of contact is in an emergency or when seeking clarification of tasks requested. Ensure electronic sign-in with uAttend so office and supervisory staff can monitor you and allow for processes to keep you safe for the duration of your visit
- Collectively as a team, read, understand and sign the Risk Assessment provided for each task

General Operations - Commercial Cleaning Services - Providing Service

- Determine as a team the most efficient and safest way to divide the cleaning tasks between staff members and ensure each staff member has the training, equipment and materials needed to undertake their individual tasks and all staff have understanding of the standards expected of all staff regarding their conduct, safe working and communications with others
- Be equipped with cleaning associated PPE – gloves, FFP2 or FFP3 dust masks and use as needed and directed
- Check safe working of any electrical equipment such as vacuum cleaners, rotary machines and carpet cleaning extraction machines
- Assess safe access to mains water supply and/or stand-pipes and understand safest methods for obtaining water, using sinks and basins, and safe and hygienic methods for disposing of dirty water
- Follow Risk Assessment guidance and training regarding wet floors, trailing cables and lifting objects
- Ensure that cloths and general chemicals are present and mixed as appropriate and whilst following our comprehensive COSHH Assessments at all times (linked below), COSHH handling is of paramount importance, and the safe use of chemicals is vital for individual health and safety, and to ensure the protection of colleagues, customer personnel and the general public
- Follow guidance for safe use of buckets and mops and ensure colour-coding is followed throughout and in line with internal policies. **BLUE:** General Areas **GREEN:** Food Preparation Areas **RED:** Washroom Areas/Welfare **YELLOW:** Clinical Areas
- Ensure safe use of equipment with cables and in-line with Risk Assessments provided for this task
- Take direction from Site & Project Management (where appropriate and available) at all times to ensure safe working
- Follow training and guidance with SMAS accreditation
- Report issues on site to appropriate personnel if safe working is in any way deemed at risk

General Operations - Commercial Cleaning Services – Leaving

- Ensure equipment, materials and machines are tidied away in the appropriate storage cupboard or safely removed from site into a Callver vehicle
- Follow guidance on the safe storage of cleaning chemicals as outlined in our COSHH assessments
- Assess risk upon leaving any wet floors where 'wet floor' signage must remain in place
- Ensure all appropriate personnel are aware of your leaving and sign out as and if required
- Use Callver clocking out procedure with uAttend to allow for evidential time-clocking

Our updated Health & Safety Policy is also attached and can be viewed on our website here <https://www.callver.com/pdf/Callver-Health-and-Safety-Policy-July-2024-2025.pdf>

COSHH information is also updated regularly, and our bespoke documents can be found here <https://www.callver.com/pdf/Callver-COSHH-Assesments-2024-2025.pdf>

Confirmation of understanding of Method Statement – GENERAL OPERATIONS

I can confirm I have read and understand the content of this Method Statement and agree to follow its guidance at all times. I have been provided with a hard copy of the same, received an email link to it or directed to it on the company website. I understand this is to work alongside the Risk Assessment – GENERAL OPERATIONS or Risk Assessment specific to this site and agree to follow ALL guidance for safe working when on these premises.

Name:	Signature:	Date:

