

At Work in the Cleaning Industry

Basic
Health & Safety

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Welcome Reader.

If you have this booklet, you are probably already in the cleaning industry.

If you're a Manager or Supervisor, you will already have an understanding of the importance of paying attention to Health & Safety matters, as you've probably seen examples of what can happen when mistakes are made. You'll want to ensure that your staff are as well prepared as they can be before taking on the job of cleaning. You know how important it is to save lives, protect against injury, and save time and money lost from accidents and incidents. Share the workbook and its contents with your staff, and arrange to take them through the exercises.

If you are new to the job of cleaning, you need to be aware that this can be a dangerous occupation, both for you and others if you don't do your job properly. This workbook will give you hints and tips that will help you to work safely and efficiently, and set good standards right from the beginning. Complete the exercises. They're designed to help you to remember important information.

The sponsors of this booklet, Camberford Law Plc, are experienced Insurance Brokers. They, along with Asset Skills and the British Institute of Cleaning Science (BICSc) worked together to make this a practical, useable booklet that recognises the importance of protecting the H & S of staff and customers alike.

You can submit your completed exercises as evidence of training to be included on your Pathway Card, and take advantage of the benefits that come from being able to show employers that you understand the need to work safely.

Name: _____

Place of Work: _____

Start Date: _____

Start Time: _____ Finish Time: _____

Days at Work: Monday Tuesday Wednesday Thursday Friday
Saturday Sunday

Name of Supervisor: _____

Contact Details: _____

Training Records:

Task	Date	Date	Date	Competent (Signed by supervisor)

This workbook is designed to help you be safe where you work.

There are questions for you to answer in most sections and they must all be answered before this course can be put onto your Pathway card. You can work through this at your own pace.

When you have finished it or if you need any help, speak to your supervisor.

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The Health & Safety at Work Act 1974

This is an act which makes sure that both you and your employer are responsible for Health & Safety whilst at work.

Your employer must:

Make sure that no-one is hurt due to the work they are doing.

Assess the risks of the tasks that you are doing to make sure that you do them safely

Train you to carry out tasks in a safe way

Assess the risks of the chemicals you are going to use

Give you the protective equipment that has been identified by the Risk Assessment

Ensure the company rules are being followed

You must:

Carry out the jobs you are asked to do in the way that you were trained.

Wear personal protective equipment such as gloves in the way you were shown.

Think about the safety of others and make sure that you are not causing any danger to anyone whilst you are working.

Report any faulty equipment to your Supervisor immediately.

This poster should be displayed in the place where you work.

Q: Where is it?

Q: Who is the person who looks after Health & Safety (H&S) on your site?



Q: If this person is not from your company, who looks after Health & Safety for your company?

Hazards

Every day we need to think about what is going on around us and what might be a hazard to you and others.

Examples of hazards are:

- An electric cable trailing across a corridor
- A wet floor

We need to think about how we work and how we can reduce these hazards so that people don't have accidents



Risks

A risk is what could happen due to the hazard. For example:

- Someone tripping over the electric cable
- Someone slipping on the wet floor

We need to think about how we can stop the accident happening.

For example, by making sure that an electric cable is placed by the wall and not across the corridor we can reduce the chance of an accident. If we warn people by putting up a warning sign this is even better.

When mopping a floor, if we use a damp mop and put up a warning sign until the floor is fully dry, this will help.

Your employer has to carry out Risk Assessments which record the likelihood of an accident happening and how severe the outcome could be. The Risk Assessments for your site will be available to read. You must know where they are kept and make sure that you only use the method of work stated to reduce the risk of accidents.

Q: Where are the Risk Assessments for your site kept?

If you are a young person or pregnant your employer will have to complete a Risk Assessment specifically for you and you will be given a copy.



Fire Safety

If there's a fire it's important to know who is actually at work - please sign in and out everyday. If the fire alarm sounds your Supervisor will use the signing-in book to make sure everyone's safe.

Example of a signing in book:

Name	Date in	Time in	Date out	Time out
<i>Bob Smith</i>	<i>12/09/06</i>	<i>10.00am</i>	<i>12/09/06</i>	<i>1.00pm</i>

Q: Where is your signing-in book kept?

This is a fire triangle, three factors have to be in place to cause a fire:

Fuel
Oxygen
Heat



Some causes of fire can be:

- Excess Rubbish (Fuel)
- Faulty Electrical Equipment (Heat)
- Excessive Heat e.g: from a cigarette (Heat)

Some of the things we can do to help with fire safety are:

- Make sure that the fire doors are not blocked by rubbish:
- Do not use fire extinguishers to hold doors open
- Make sure that all fire doors are kept closed



Q: Where is there a fire alarm in your building?



Q: In the area where you work, where are the fire extinguishers?



Q: Where is the nearest fire exit to where you work?



Q: What's the quickest way to leave the building if you hear the fire alarm?

Q: Would you use the lift or stairs in an emergency?

If you see or smell a fire:

Raise the Alarm



Leave the building by the quickest exit:

REMEMBER:

- Don't use lifts
- Don't run
- Don't collect any personal items
- Go to Assembly point



- Stay at the Assembly point until you are told you can go back into the building
- If your shift has finished make sure you ask if you can go home.

If you are the only person in the building and once you are safely outside:



- Phone the Fire Brigade by:
 - Dialing 999
 - Asking for the Fire Brigade
 - Giving the address of the building

Manual Handling

Every day at work you may be lifting, carrying, pushing and pulling . This is called manual handling. You need to be careful whenever you are doing these tasks. Your employer will train you to carry out these tasks safely.

Before you move anything think about:

- Its weight:
 - Are you able to carry it?
 - if not ask for help and use a trolley to move it
- Is it hot or cold?
- Is it sharp?
 - wear gloves if you need to

Make sure that you stand in front of anything that you are lifting and don't twist. Bend your knees and keep your back straight. Don't overstretch.



Safe Use of Chemicals

Look at the chemicals that you have been told to use:

Do any of them have hazard symbols?



If they do, there will be a COSHH assessment for them on site. This will tell you about the chemical, how it should be used, what Personal Protective Equipment you need to wear when using it and what to do if you have an accident whilst using it.

Q: Look for a chemical with a symbol on it. What is it called? Do you need to wear gloves, mask or goggles when you use it?

We are always trying to introduce safer chemicals so you may have chemicals without any symbols on them. You should still wear gloves when using these chemicals and treat them with care.

Diluting chemicals:

REMEMBER

- Do not mix chemicals
- Have a window or door open for ventilation
- Wear Personal Protective Equipment
- Read the bottle for the right amount of chemical needed for the job you're doing
- Add the chemical to water
- Put the top back on the bottle and store properly
- Label spray bottles with details of contents
- Wash and dry your hands



Safe Use of Electrical Equipment

Have you been trained to use all of your equipment safely?
If not ask your supervisor before you use it.

REMEMBER

Before you use anything electrical you must:

- Check the plug for any damage
- Check the electrical cable for cuts or knots
- If there's a problem DO NOT USE the machine.
- Report it to your Supervisor and put a "DO NOT USE" label on it.



Only specialised equipment must be used where there is water.
Your Supervisor will train you to use the right equipment for each job that you do.

REMEMBER:

- MIXING ELECTRICITY AND WATER CAN KILL

Personal Protective Equipment (PPE)

If you need anything to protect you whilst you're at work your employer will supply it depending on where you are working and what jobs you are doing.

It could be:



Gloves



Goggles



Masks



Ear Defenders



Overalls



Safety Shoes

If any PPE is supplied you must wear it and keep it clean and safe. If it gets damaged, you lose it or you need any more, ask your Supervisor.

Correct Use of Colour Coding

Different coloured cleaning equipment will be used for certain areas in a building. This is to make sure that germs are not spread. For example, if cloths used in the toilet area were used in the kitchen area this could spread bacteria and make people ill.

The usual colour coding is:



Blue - General Lower Risk Areas (excluding food areas)



Green - General Use and Bar Use



Red - Sanitary Appliances and Washroom Floors



Yellow - Wash Basins and Other Washroom Surfaces

Accident Reporting & First Aid

If you have an accident at work you must report it to your Supervisor.

Q: Who do you go to if you need First Aid?

Q: Is there a First Aid Kit? Where is it kept?



Q: Who do you call if you need medical help?

If accidents are reported they help to keep other people safe. If you see something that could cause an accident to happen, tell your Supervisor immediately. It may stop someone being hurt.

Removing Waste Safely

As part of your job you may have to remove rubbish and empty bins. You don't know what might be in them so you must be careful.

REMEMBER:

- Wear gloves.
- Don't put your hand inside the bin.
- Stand in front of the bin to empty it; don't twist or you may hurt your back.
- Carry any bags away from your body - there may be something sharp in them that could cut you.
- Make sure that you put rubbish where you've been told to - don't block doors or fire exits.
- If you have any recycling on your site make sure you put it in the correct place.
- If you find a syringe tell your Supervisor. Don't touch it unless you have been trained to remove it. Make sure that you let other people know it's there by putting a sign up.



Working at Height

You should always work from the ground unless you have been trained to use ladders safely.

REMEMBER:

DO NOT climb on furniture to clean.



Preventing Slips & Trips

Cleaning can be the cause of slips and trips. We can help to stop accidents by remembering to:



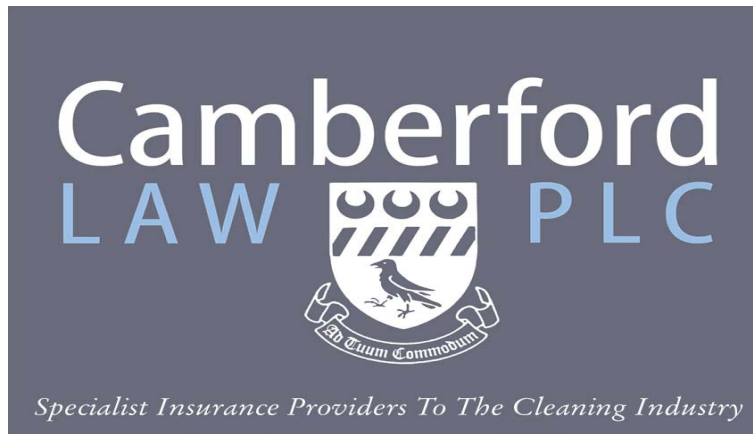
- Put out warning signs.
- Cordon off areas where you are working.
- Make sure that the floors are left as dry as possible.
- Make sure that electrical cables aren't stretched across a doorway or corridor.
- Making sure that we don't leave rubbish or equipment where people will walk.

Have you completed the exercises?
Congratulations!

How much of what you've read did you know already?
Try to remember the contents.
It could help to keep you safe in your job and save time and effort
when it really matters.

Now get your Pathway card, and record your learning.
You've started at the right place - the beginning!

The Cleaning Industry Basic Health and Safety Handbook has been produced with all due care and attention. However, the contents do not comprise legal advice and must be individually applied to specific circumstances. Neither the author, Asset Skills nor the publishers shall have any liability whatsoever to any users for any direct indirect or consequential loss damage cost or expense howsoever arising out of the use or supply of the learning materials and/or programme and all conditions or warranties express or implied which are inconsistent with this notice are hereby expressly excluded.



As a leading provider of specialist insurance arrangements to the Cleaning and Support Services Industry, Camberford Law plc is very proud to sponsor this workbook on basic Health & Safety in the workplace.

For more information on our products and services please contact us:

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