

Spot Cleaning Carpets

Code: CAR-01	Category: Carpets	Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks	Version : 2
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PPE: Non-slip fully enclosed shoes, rubber gloves, safety glasses

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Repetitive movements for long periods	Muscle/joint strains	<ul style="list-style-type: none"> Induction and ongoing training. Do not stay in one position for long periods. Avoid sustained awkward postures. Alternate tasks. Move around area regularly. 	Low
Electrical equipment (electrical spotter)	Injuries sustained from faulty / damaged equipment	<ul style="list-style-type: none"> Induction and ongoing training including operation of electrical spotter. Inspect equipment and cable for any damage prior to use and check test and tag is current Ensure electrical supply is protected by a portable or fixed RCD 	Low
Chemical Hazard	Burns, skin and eye irritation	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. Training in use of Safety Data Sheets (SDS) and spillage control. 	Low

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Spot Cleaning Carpets

Code: CAR-01
Category: Carpets
Version : 2
PPE: Non-slip fully enclosed shoes, rubber gloves, safety glasses

Materials, Equipment, Chemicals: Non-coloured paper towel, microfibre cloth, clean water, carpet treatment solution, scrubbing brush, scraper, vacuum cleaner, dust pan and broom

Job Steps:
Guidelines:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Confirm the nature of the stain.
3. If unsure of the appropriate treatment contact your supervisor.
4. If required, remove any items that obstruct the cleaning process.
5. If the stain is dried use a hand brush or scraper to dislodge and loosen the stain/substance
6. Use a microfibre cloth with stain removal liquid applied to it and using a light dabbing motion work inwards.
7. Repeat steps 6 & 7 if required.
8. Rinse the treated area with lukewarm water.
9. Apply pressure with non-coloured paper towel to absorb the liquid.
10. Leave the area to dry.
11. Once carpet is dry, return any items you moved to their original position.
12. When finished rinse the microfibre cloth thoroughly and return chemicals and material to the storage area.


- For the safe collection of chemicals and materials I equipment from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SOS before taking or removing chemicals from the storage area.
- If you become exposed to chemicals during their use, refer to the SOS for immediate First Aid instructions.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture, and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff advise them of your presence before starting. Only use equipment that is appropriate for the task, and if you have been trained in its use.
- When using a scraper keep fingers and hands away from the metal leading edge. Scrape in a direction away from your face and body. Do not allow any exposed body parts to come into contact with the area of carpet that is being cleaned.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- If you are using carpet spotter solution in an open container, always ensure the container is placed in front of you, not behind or out of vision where it could be knocked over.
- Avoid the use of excessive force
- Keep all power cords away from wet areas. Use the wall socket nearest the work area for each section, and minimise the amount of time cables are across common walkways. Switch machine off before connecting or disconnecting power. Remove cables from wall power points by holding the plug at the socket - do not pull the cable itself, or allow the cable to slide under furniture or partition edges where sharp edges could possibly damage into the cable.
- On completion of task check that any client items you moved or otherwise, are returned to their original position.
- For the safe return of chemicals and materials I equipment to the storage area, refer to the SWMS regarding use of storage area.

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Vacuuming Carpets

Code: CAR-02	Category: Carpets	Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks	Version : 2
PPE: Non-slip fully enclosed shoes, rubber gloves, safety glasses, dust mask, hearing protection			
Other Information:			
Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> • Induction and ongoing training. • Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. • Ensure work area is clear and place safety signage to warn bystanders of danger. • Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. • Look out for any potential new hazards and report them to your supervisor. • Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> • Train workers in manual handling. • Avoid sustained awkward postures. • Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg trolley) if required. • Wear appropriate footwear and gloves if required. 	Low
Repetitive movements for long periods	Muscle/joint strains	<ul style="list-style-type: none"> • Induction and ongoing training. • Do not stay in one position for long periods. • Avoid sustained awkward postures. • Alternate tasks. • Move around area regularly. 	Low
Electrical equipment (electrical spotter)	Injuries sustained from faulty / damaged equipment	<ul style="list-style-type: none"> • Induction and ongoing training including operation of electrical spotter. • Inspect equipment and cable for any damage prior to use and check test and tag is current • Ensure electrical supply is protected by a portable or fixed RCD 	Low
Exposure to Dust	Dust in eyes or airways	<ul style="list-style-type: none"> • Induction and ongoing training. • Wear appropriate PPE including safety glasses, dust mask as required. 	Low
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Vacuuming Carpets

Code: CAR-02
Category: Carpets
Version : 2
PPE: Non-slip fully enclosed shoes, rubber gloves, safety glasses, dust mask, hearing protection

Materials, Equipment, Chemicals: Vacuum Cleaner, extension lead, bannister bush, waste bin or plastic bag

Job Steps:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Remove any items that obstruct the vacuuming process.
3. Remove large litter and sharp objects from the work area.
4. Check that the vacuum bag is empty and that there are no blockages.
5. Plug vacuum into power outlet and switch on.
6. Start vacuuming in forward motion, working away from power outlet and lead. Use smooth continuous movements rather than a vigorous scrubbing action.
7. For furniture, use the upholstery head where applicable.
8. Use a crevice tool to access corners and edges.
9. At completion of task switch power off, remove plug and roll up cables.
10. Return any items you moved to their original position.
11. Empty and brush clean the vacuum cleaner bag, wash and dry weekly.
12. Return equipment to the storage area.

Guidelines:

- For the safe collection of the vacuum from storage area refer to SWMS regarding use of storage area.
- When vacuuming for extended periods of time, or where the vacuum is louder than 85db when in use hearing protection must be worn.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture, and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff advise them of your presence before starting.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- Only use equipment that is appropriate for the task, and if you have been trained in its use. Before commencing work, check that all equipment is in good working order and if the equipment is electrical that an RCD is in use. If the RCD trips, cease using the equipment and consult your supervisor.
- The wand must be long enough so that you do not have to bend or stoop while vacuuming. For backpack vacuums: fasten to your back as per the manufacturer's instructions. In particular, avoid excessive and awkward twisting and bending when fastening the back pack to yourself. For back packs with a waist strap, fasten the clip securely.
- Divide the job into smaller sections. Use the wall socket nearest the work area for each section, and minimise the amount of time cables are across common walk ways. Ensure cables are not stretched while vacuuming. Switch machine off before connecting or disconnecting power. Remove cables from wall power points by holding the plug at the socket - do not pull the cable itself. Do NOT vacuum liquids unless the equipment is specifically designed to do so.
- Maintain an upright posture while using the vacuum. Upright vacuums require more push and pull force than a backpack. Avoid excessive jerky movement when using these and apply manual handling techniques. Also, work duration must be structured to avoid the risks of musculoskeletal disorder and fatigue.
- Turn vacuum cleaner off if there is a burning smell or unusual noises and report to your supervisor/manager.
- At completion of task check that any client items you moved are returned to their original position. Continue to wear PPE to prevent dust inhalation and contact with skin. When winding the vacuum cord up, always wind the cord starting from the machine end and then wind towards the plug, this allows the cord to remain in a supple and untangled state.
- For the safe return of the vacuum to the storage area refer to the SWMS regarding use of storage area.

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Cleaning of Blood or Body Fluids from Carpets

Code: CAR-03

Category: Carpets

Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2

PPE: Non-slip fully enclosed shoes, rubber gloves, safety glasses, dust mask, hearing protection

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Biological contamination	Blood or bodily fluids splashed in eyes or mouth	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, especially gloves, mask and safety glasses. Provide SOS and training in use. Provide training on biological contamination and awareness. 	Low
Chemical Hazard	Burns, skin and eye irritation	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. Ensure work area is clear and place safety signage to warn bystanders of danger. Training in use of Safety Data Sheets (SOS) and spillage control. 	Low
Steam	Burns and Scalds	<ul style="list-style-type: none"> Induction and ongoing training including operation of steam cleaner/shampooer. Wear appropriate PPE, including rubber gloves whilst pouring hot water. Ensure work area is clear and place safety signage to warn bystanders of danger. Inspect equipment for any damage. 	Low
Electrical equipment (steam cleaner)	Injuries sustained from faulty / damaged equipment	<ul style="list-style-type: none"> Induction and ongoing training including operation of steam cleaner/shampooer. Inspect equipment and cable for any damage prior to use and check test and tag is current. Ensure electrical supply is protected by a portable or fixed RCD. 	Low

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Cleaning of Blood or Body Fluids from Carpets

Code: CAR-03

Category: Carpets

Version : 2

PPE: Non-slip fully enclosed shoes, rubber gloves, safety glasses, dust mask, hearing protection

Materials, Equipment, Chemicals: Vacuum Cleaner, extension lead, bannister bush, waste bin or plastic bag

Job Steps:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Move any items that obstruct the cleaning process.
3. Place paper towel or other absorbent material on top of the spill to absorb it. once absorbed dispose of paper towel in the appropriate waste stream.
4. Using the cleaning solution start cleaning from the outer edges and work towards the centre of the spill
5. When necessary use a carpet spotting/ extraction machine to clean the carpet. (Refer to SWMS on carpet steam cleaning.
6. Apply disinfectant as required.
7. Using a cloth soaked in cleaning solution, wipe any splashes on walls or furniture
8. Allow the cleaned area to dry.
9. Spray deodoriser around area
10. Dispose of grey water from machine in approved grey water disposal points.
11. Remove clean and sanitise gloves. If disposable gloves place in the appropriate waste stream.
12. Perform hand hygiene
13. Return chemicals, materials and equipment to the storage area.
14. Contact supervisor to arrange further steam cleaning of the carpet if necessary.



Guidelines:

- For the safe collection of the vacuum from storage area refer to SWMS regarding use of storage area.
- Knee pads need to be worn if you are kneeling on the floor for a prolonged period of time
- Before commencing cleaning of the spill, attempt to identify the nature of the spill. If you are unable to identify the spill and think it might be dangerous, seek assistance from your supervisor/manager.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture, and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees
- Remove any solid particles/ matter from the work area before commencing.
- If you are working in an area occupied by client staff advise them of your presence before starting.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- On completion of task check that any client items you moved or otherwise, are returned to their original position. Continue to wear PPE when taking waste to the agreed location.
- If an injury occurs during this process seek medical attention immediately and report to the supervisor or manager. Apply a sterile waterproof dressing (such as an adhesive plaster), as necessary, and apply pressure through the dressing if bleeding is still occurring.
- If contact with the skin does occur seek medical attention. Immediate action:
 - o Remove contaminated clothing.
 - o Flush the area with copious running water.
 - o Wash with soap and warm water (except for the eyes, nose and mouth).
 - o Rinse the eyes (while open). mouth and nose (if affected) thoroughly with warm water (without soap) or saline.
 - o If blood gets into the mouth or nose, spit / blow and then repeatedly rinse with water.
 - o Thoroughly dry the area.
- For the safe return of materials and equipment to the storage area refer to the SWMS regarding use of storage area.

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		<h2 style="text-align: center;">Spot Cleaning Upholstery</h2>	
Code: CAR-04	Category: Carpets	Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks	Version : 2
PPE: Non-slip fully enclosed shoes, safety glasses, rubber gloves, knee pads			
Other Information:			
Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> • Induction and ongoing training. • Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. • Ensure work area is clear and place safety signage to warn bystanders of danger. • Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. • Look out for any potential new hazards and report them to your supervisor. • Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> • Train workers in manual handling. • Avoid sustained awkward postures. • Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. • Wear appropriate footwear and gloves if required. 	Low
Chemical Hazard	Burns, skin and eye irritation	<ul style="list-style-type: none"> • Induction and ongoing training. • Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. • Ensure work area is clear and place safety signage to warn bystanders of danger. • Training in use of Safety Data Sheets (SOS) and spillage control. 	Low
Electrical equipment (electrical spotter)	Injuries sustained from faulty / damaged equipment	<ul style="list-style-type: none"> • Induction and ongoing training including operation of electrical spotter. • Inspect equipment and cable for any damage prior to use and check test and tag is current. • Ensure electrical supply is protected by a portable or fixed RCD. 	Low
Date of last revision: 06 / 03 / 19 Authorized by : Director 			

Spot Cleaning Upholstery

Code: CAR-04
Category: Carpets
Version : 2
PPE: Non-slip fully enclosed shoes, safety glasses, rubber gloves, knee pads

Materials, Equipment, Chemicals: Vacuum Cleaner, extension lead, bannister bush, waste bin or plastic bag

Job Steps:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Confirm the nature of the stain.
3. If the stain is fresh and still wet, soak up immediately with non-coloured paper towel to remove excess liquid.
4. If unsure of the appropriate treatment contact your supervisor.
5. If required, remove any items that obstruct the cleaning process.
6. Vacuum to remove any dirt or dust which when wet can cause further marks / staining
7. Test an area first
8. Use a microfibre cloth with stain removal liquid applied to it and using a light dabbing motion work inwards.
9. Repeat the above steps as required.
10. Rinse the treated area with lukewarm water.
11. Apply pressure with non-coloured paper towel to absorb the liquid.
12. Leave the area to dry. If the stain is still evident, refer to your supervisor / manager for appropriate follow up measures.
13. Return any items you moved to their original position.
14. When finished rinse the microfibre cloth thoroughly and return chemicals and materials to the storage area.

Guidelines:

- For the safe collection of the vacuum from storage area refer to SWMS regarding use of storage area. Refer to the chemical SDS before taking or removing chemicals from the storage area. If you are unsure of the nature of the stain or the chemicals required, seek assistance from your supervisor/manager.
- If you become exposed to chemicals during their use, refer to the SDS for immediate First Aid instructions.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture, and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees
- If you are working in an area occupied by client staff advise them of your presence before starting.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- If you are using upholstery spotter solution in an open container, always ensure the container is placed in front of you, not behind or out of vision where it could be knocked over.
- For the safe return of materials and equipment to the storage area refer to the SWMS regarding use of storage area.

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Removing Chewing Gum

Code: DUS-01

Category: Dusting / Detail

Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2

PPE: Non-slip fully enclosed shoes, safety glasses, rubber gloves, knee pads

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Chemical Hazard	Burns, skin and eye irritation	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. Ensure work area is clear and place safety signage to warn bystanders of danger. Training in use of Safety Data Sheets (SOS) and spillage control. 	Low
Electrical equipment	Injuries sustained from faulty / damaged equipment	<ul style="list-style-type: none"> Induction and ongoing training including operation of electrical spotter. Inspect equipment and cable for any damage prior to use and check test and tag is current. Ensure electrical supply is protected by a portable or fixed RCD. 	Low

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Removing Chewing Gum

Code: DUS-01**Category:** Dusting / Detail**Version :** 2**PPE:** Non-slip fully enclosed shoes, safety glasses, dust mask**Materials, Equipment, Chemicals:** Scraper, chemicals, chewing gum remover, vacuum cleaner**Job Steps:**

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Move any objects that may obstruct the cleaning process.
3. If using a chemical product to aid the removal of chewing gum, refer to the SDS.
4. Apply chewing gum remover on the gum.
5. Leave for five minutes or until it turns brittle.
6. Use a scraper to remove chewing gum. (Do not use sharp scraper on wooden surfaces and tiles).
7. Scrape moving away from your body and place removed gum in the bin and vacuum any residue, if necessary.
8. If carpeted floor, check whether the carpet need to be spot cleaned. If so, refer to the spot cleaning stains SWMS.
9. Return any items you moved to their original position.
10. Clean the scraper and return the materials to the storage area.

Guidelines:

- For the safe collection of the vacuum from storage area refer to SWMS regarding use of storage area. Refer to the chemical SDS before taking or removing chemicals from the storage area. If you are unsure of the nature of the stain or the chemicals required, seek assistance from your supervisor/manager.
- If you become exposed to chemicals during their use, refer to the SDS for immediate First Aid instructions.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture, and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- Do not allow exposed body parts to touch chewing gum. Do not put hands where you cannot see them.
- Divide the job into smaller sections and work in a structured manner, not reaching too far to either side of you. When using a scraper keep fingers and hands away from the metal leading edge of the scraper
- For the safe return of materials and equipment to the storage area refer to the SWMS regarding use of storage area.

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General Dusting

Code: DUS-02
Category: Dusting / Detail
Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2
PPE: Non-slip fully enclosed shoes, safety glasses, rubber gloves, dust mask

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Chemical Hazard	Burns, skin and eye irritation	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. Ensure work area is clear and place safety signage to warn bystanders of danger. Training in use of Safety Data Sheets (SOS) and spillage control. 	Low
Exposure to Dust	Dust in eyes or airways	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE including safety glasses, dust mask. 	Low

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General Dusting

Code: DUS-02

Category: Dusting / Detail

Version : 2

PPE: Non-slip fully enclosed shoes, safety glasses, rubber gloves, dust mask

Materials, Equipment, Chemicals: Duster, chemicals, microfibre cloths, extension pole

Job Steps:

Guidelines:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Move any objects that may obstruct the cleaning process.
3. Plan the task dividing the area to dust into smaller sections and clean one area fully before moving to the next area.
4. Clean surfaces from top to bottom, using smooth, event strokes/ using smooth sweeping motion.
5. Carefully dust hard to reach areas using an extension pole or a duster with longer handles.
6. Where a ladder is required, refer to SWMS for ladders.
7. Return any items you moved to their original position.
8. Return materials and equipment to the storage area.

- For the safe collection of the vacuum from storage area refer to SWMS regarding use of storage area. Refer to the chemical SDS before taking or removing chemicals from the storage area. If you are unsure of the nature of the stain or the chemicals required, seek assistance from your supervisor/manager.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture, and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees
- Plan the task: Use only microfibre cloths and dusters that are appropriate for the task. Where dusting overhead, and in extremely dusty conditions, wear PPE to prevent dust inhalation and contact with skin and eyes.
- If you are working in an area occupied by client staff advise them of your presence before starting
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- Maintain an upright posture while dusting.
- If cleaning dusters before returning equipment to storage wear PPE to prevent dust inhalation and contact with skin and eyes.
- For the safe return of materials and equipment to the storage area refer to the SWMS regarding use of storage area.

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Damp Dusting

Code: DUS-03
Category: Dusting / Detail
Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2
PPE: Non-slip fully enclosed shoes, dust mask, rubber gloves, safety glasses

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> • Induction and ongoing training. • Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. • Ensure work area is clear and place safety signage to warn bystanders of danger. • Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. • Look out for any potential new hazards and report them to your supervisor. • Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> • Train workers in manual handling. • Avoid sustained awkward postures. • Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. • Wear appropriate footwear and gloves if required. 	Low
Chemical Hazard	Burns, skin and eye irritation	<ul style="list-style-type: none"> • Induction and ongoing training. • Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. • Ensure work area is clear and place safety signage to warn bystanders of danger. • Training in use of Safety Data Sheets (SOS) and spillage control. 	Low
Exposure to Dust	Dust in eyes or airways	<ul style="list-style-type: none"> • Induction and ongoing training. • Wear appropriate PPE including safety glasses, dust mask. 	Low

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Damp Dusting

Code: DUS-03
Category: Dusting / Detail
Version : 2
PPE: Non-slip fully enclosed shoes, safety glasses, rubber gloves, knee pads

Materials, Equipment, Chemicals: Plastic bucket, colour coded microfiber clthos, detergent, spray bottle with chemical (if applicable)

Job Steps:
Guidelines:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. If a surface is very dusty remove excess dust with a separate microfibre cloth or vacuum.
3. Do not move client papers, files, and computer equipment - dust around these. Be careful not to wet phone handsets and other electrical equipment. Do not spray chemicals on surfaces unless specifically told to do so.
4. Dampen microfibre cloth in a detergent/water mixture, or, dampen with spray bottle before commencing. Never spray directly on to surfaces.
5. Dust - starting nearest the entry door and working your way around the room or area.
6. Clean and wring the microfibre cloth often while damp dusting so as to prevent the microfibre cloth from becoming dirty.
7. Clean vertical surfaces first using smooth even strokes.
8. Do not leave streak marks.
9. When cleaning corners and horizontal surfaces start at the highest surface and work your way down each level.
10. If applicable, for skirting boards, use a short handled mop.
11. Where you move a client item, ensure it is returned to its original position before moving on.
12. Dispose of grey water at approved disposal points.
13. When finished rinse bucket and thoroughly clean microfibre cloths and hang them to dry in the storage area. If short handled mop has been used rinse and hang to dry.

- For the safe collection of chemicals and materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SOS before taking or removing chemicals from the storage area.
- If exposure to any chemicals occurs, refer to the SOS immediately for First Aid instructions.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture, and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff advise them of your presence before starting.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- Divide the job into smaller sections Swap hands often to avoid over use of arm and hand muscles. Only clean as high as you can reasonably reach. Do not attempt to stand on furniture when dusting high surfaces -see SWMS for high dusting. Do not place hands in areas you cannot see
- If you are using a cleaning solution in an open container, always ensure the container is placed in front of you, not behind or out of vision where it could be knocked over.
- Maintain a straight back and do not reach too far above your head or across your body. Structure the duration of the work to avoid excessive repetition.
- If cleaning dusters before returning them to storage, continue to wear PPE to prevent dust inhalation and contact with skin and eyes.
- For the safe return of chemicals and materials to the storage area refer to the SWMS regarding use of storage area.

Date of last revision: 06 / 03 / 19

Authorized by : Director



Dusting Light Fittings

Code: DUS-04
Category: Dusting / Detail
Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2
PPE: Non-slip fully enclosed shoes, dust mask, rubber gloves, safety glasses

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> • Induction and ongoing training. • Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. • Ensure work area is clear and place safety signage to warn bystanders of danger. • Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. • Look out for any potential new hazards and report them to your supervisor. • Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> • Train workers in manual handling. • Avoid sustained awkward postures. • Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. • Wear appropriate footwear and gloves if required. 	Low
Chemical Hazard	Burns, skin and eye irritation	<ul style="list-style-type: none"> • Induction and ongoing training. • Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. • Ensure work area is clear and place safety signage to warn bystanders of danger. • Training in use of Safety Data Sheets (SOS) and spillage control. 	Low
Exposure to Dust	Dust in eyes or airways	<ul style="list-style-type: none"> • Induction and ongoing training. • Wear appropriate PPE including safety glasses, dust mask. • Ensure work area is clear and place safety signage to warn bystanders of danger. 	Low

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Dusting Light Fittings

Code: DUS-04
Category: Dusting / Detail
Version : 2
PPE: Non-slip fully enclosed shoes, dustmask, rubber gloves, safety glasses

Materials, Equipment, Chemicals: Microfibre adjustable handle damp dusting tool, step ladder, spray bottle

Job Steps:
Guidelines:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. If possible, ensure that lights are off before cleaning.
3. If necessary, place drop cloths underneath and around the area to be cleaned, to protect furniture and carpets.
4. Pay attention while cleaning lights fittings as they can be easily damaged.
5. Use a step ladder or an extendable microfibre duster to access hard to reach areas and refer to ladder SWMS.
6. If required, use a damp microfibre cloth to remove grime.
7. Dust from top to bottom using smooth even strokes.
8. If required, vacuum the floor underneath the fittings.
9. Return materials and equipment to storage area.


- For the safe collection of chemicals and materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SOS before taking or removing chemicals from the storage area.
- If exposure to any chemicals occurs, refer to the SOS immediately for First Aid instructions.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture, and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff advise them of your presence before starting.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- Divide the job into smaller sections Swap hands often to avoid over use of arm and hand muscles. Only clean as high as you can reasonably reach. Do not attempt to stand on furniture when dusting high surfaces -see SWMS for high dusting. Do not place hands in areas you cannot see
- If you are using a cleaning solution in an open container, always ensure the container is placed in front of you, not behind or out of vision where it could be knocked over.
- Maintain a straight back and do not reach too far above your head or across your body. Structure the duration of the work to avoid excessive repetition.
- If cleaning dusters before returning them to storage, continue to wear PPE to prevent dust inhalation and contact with skin and eyes.
- For the safe return of chemicals and materials to the storage area refer to the SWMS regarding use of storage area.

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Dusting Office Equipment

Code: DUS-05s	Category: Dusting / Detail	Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks	Version : 2
PPE: Non-slip fully enclosed shoes, rubber gloves, safety glasses			
Other Information:			
Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> • Induction and ongoing training. • Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. • Ensure work area is clear and place safety signage to warn bystanders of danger. • Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. • Look out for any potential new hazards and report them to your supervisor. • Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> • Train workers in manual handling. • Avoid sustained awkward postures. • Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. • Wear appropriate footwear and gloves if required. 	Low
Exposure to Dust	Dust in eyes or airways	<ul style="list-style-type: none"> • Induction and ongoing training. • Wear appropriate PPE including safety glasses, dust mask. 	Low
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Dusting Office Equipment

Code: DUS-05
Category: Dusting / Detail
Version : 2
PPE: Non-slip fully enclosed shoes, dust mask, rubber gloves, safety glasses

Materials, Equipment, Chemicals: Duster, microfiber cloths, antistatic brush, extension pole, chemicals (required for disinfecting)

Job Steps:
Guidelines:



1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Divide the job into smaller sections.
3. Ensure no contact with client paperwork and personal effects.
4. Use suitable microfibre dusters or microfibre cloths.
5. Dusting of computer monitors, keyboards, and CPU units should not be done unless requested by clients.
6. Use a damp microfibre cloth or alcohol wipes to disinfect phone hand pieces as required. Never spray the equipment.
7. Clean switches carefully - do not move the switch from its original position.
8. Return the materials, equipment and chemicals to the storage area.
9. Return the materials, equipment and chemicals to the storage area.

- For the safe collection of materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SDS before taking or removing chemicals from the storage area.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture, and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff advise them of your presence before starting.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- Work in a methodical manner, applying appropriate methods of cleaning to each task to ensure the work is done safely.
- Do not damp dust power cords. If dusting electrical equipment for example, computers, no liquids should be used. If you are unsure as to which chemicals may be used in the cleaning process, seek advice from your supervisor/manager.
- Do not place hands in areas you cannot see. Avoid bending or reaching for long periods of time. Rotate work to avoid excessive repetition.
- On completion of task check that any client items you moved or otherwise, are returned to their original position. If cleaning dusters before returning them to storage, continue to wear PPE to prevent dust inhalation and contact with skin and eyes.
- For the safe return of materials to the storage area refer to the SWMS regarding use of storage area.

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Authorized by : Director



		<h1>Cleaning Fans</h1>	
Code: DUS-06	Category: Dusting / Detail	Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks	Version : 2
PPE: Non-slip fully enclosed shoes, rubber gloves, safety glasses			
Other Information:			
Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Climbing Ladder	Bodily injuries from falls at heights	<ul style="list-style-type: none"> Induction and ongoing training. Ensure work area is clear and place safety signage to warn bystanders of danger Inspect ladder for any damage. Do not place ladder in front of a door. Only undertake light tasks from ladders and do not over reach . 	Low
Exposure to Dust	Dust in eyes or airways	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE including safety glasses, dust mask. Ensure work area is clear and place safety signage to warn bystanders of danger 	Low
Electrical equipment (Vacuum cleaner)	Injuries sustained from faulty / damaged equipment	<ul style="list-style-type: none"> Induction and ongoing training including operation of electrical spotter. Inspect equipment and cable for any damage prior to use and check test and tag is current. Ensure electrical supply is protected by a portable or fixed RCD. 	Low
Date of last revision: 06 / 03 / 19 Authorized by : Director 			

Cleaning Fans

Code: DUS-06

Category: Dusting / Detail

Version : 2

PPE: Non-slip fully enclosed shoes, dust mask, rubber gloves, safety glasses

Materials, Equipment, Chemicals: Duster, microfiber cloth, vacuum cleaner

Job Steps:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Move any object that obstructs the cleaning process.
3. If applicable, use drop cloths to cover the objects underneath or around the fan.
4. Ensure the fan has been turned off.
5. If applicable, use a ladder to reach ceiling fan. Refer to the SWMS on ladders for instructions on how to clean safely from a ladder.
6. Dry dust using microfiber cloths, starting from top to bottom including fan blades.
7. Using a damp microfiber cloth remove any remaining dust and stains.
8. If cleaning a floor fan, remove the front grill and then clean the blades.
9. Put the front grill back on the fan and ensure that the snaps are locked back in place.
10. Vacuum up any dust that has fallen below or around the fan and carefully remove the drop cloths, if applicable.
11. Return any items you moved to their original position.
12. Return materials and equipment to storage area.

Guidelines:

- For the safe collection of materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SDS before taking or removing chemicals from the storage area.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture, and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff advise them of your presence before starting.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- All fans to fully cease movement before you commence the task, and where possible disconnect from electricity. Do not stand on furniture when dusting high surfaces. Do not place hands in area you cannot see. Do not spray and chemical or water near the motor/ electrical area of the fan. When damp dusting, wring the cleaning cloth out and do not use excessive water.
- Divide the job into smaller sections and work in pairs. Do not reach too far above your head or reach too far out from the ladder. Only clean as high as you can reasonably reach.
- Maintain an upright posture while on the ladder. Avoid twisting or reaching out from the ladder. Rotate work to avoid excessive repetition.
- If cleaning dusters before returning them to storage, continue to wear PPE to prevent dust inhalation and contact with skin and eyes.
- For the safe return of materials to the storage area refer to the SWMS regarding use of storage area.

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Authorized by : Director



Cleaning of Electrical Switchboards

Code: DUS-07
Category: Dusting / Detail
Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2
PPE: Non-slip fully enclosed shoes, rubber gloves

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Electrocution	Injuries sustained from faulty / damaged equipment	<ul style="list-style-type: none"> Induction and ongoing training. Ensure work area is clear and place safety signage to warn bystanders of danger Inspect equipment for any damage. Dry dust only, do not use liquids. 	Low

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Cleaning of Electrical Switchboards

Code: DUS-07**Category:** Dusting / Detail**Version :** 2**PPE:** Non-slip fully enclosed shoes, rubber gloves**Materials, Equipment, Chemicals:** Duster, microfiber cloth**Job Steps:**

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Remove any objects that obstruct the cleaning process
3. Do not touch any switches
4. Dust the switchboard panel working from top to bottom.
5. Vacuum the floor, if necessary.
6. Return any items you moved to their original position.
7. Return materials and equipment to storage area.

Guidelines:

- For the safe collection of materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SDS before taking or removing chemicals from the storage area.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture, and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff advise them of your presence before starting.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- Only use materials that are appropriate for the task and if you have been trained in their use.
- Do not clean a switchboard unless you have been trained in how to do so safely. Do not place hands where you cannot see. Do not allow liquid on or near the switchboard. When cleaning the switch board, do not apply too much pressure to the switchboard. Do not flick any switches on the board or push any buttons. If you accidentally flick a switch, immediately seek assistance from your manager/ supervisor .Only clean as high as you can reasonably reach. Do not attempt to stand on furniture when dusting high surfaces. For any activity undertaken while cleaning switchboards, refer to the relevant SWMS for safety instructions.
- Maintain an upright posture while using the vacuum. Rotate tasks to avoid repetition.
- For the safe return of materials to the storage area refer to the SWMS regarding use of storage area.

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Stainless Steel Cleaning

Code: DUS-08

Category: Dusting / Detail

Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2

PPE: Non-slip fully enclosed shoes, rubber gloves, safety glasses, apron, breathing apparatus (if ventilation is inadequate)

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Chemical Hazzard	Burns, skin and eye irritation	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. Training in use of Safety Data Sheets (SDS) and spillage control. 	
Steel Edges	Cuts from steel edges	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE including gloves. 	

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Stainless Steel Cleaning

Code: DUS-08**Category: Dusting / Detail****Version : 2****PPE:** Non-slip fully enclosed shoes, rubber gloves**Materials, Equipment, Chemicals:** Stainless steel cleaning solution, microfiber cloth, duster**Job Steps:****Guidelines:**

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Move any items that obstruct the cleaning process.
3. Cleaning of the stainless steel
 - If dusty, use a duster, working from top to bottom, to remove excess dust.
 - When using a stainless steel cleaning solution, apply a small amount to a damp microfibre cloth.
 - If not using a stainless steel solution, use a damp microfibre cloth.
 - Wipe stainless surface until clean.
 - Allow surface to dry.
4. Return any item you moved to their original position.
5. Return any chemicals and materials to the storage area.

- For the safe collection of materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SDS before taking or removing chemicals from the storage area.
- When using caustic chemicals, breathing apparatus must also be worn. If exposure to any chemicals occurs, refer to the SDS immediately for First Aid instructions.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques : bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff advise them of your presence before starting.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- Do not allow any exposed skin to come into contact with chemicals. Be cautious of steel edges and keep a suitable distance from them to avoid cuts.
- Clean in a methodical manner and polish where necessary using the appropriate chemical.
- Maintain an upright posture while cleaning or polishing.
- Rotate tasks to avoid excessive repetition.
- For the safe return of materials and equipment to the storage area refer to the SWMS regarding use of storage area.

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Spot Clean Walls & Doors (up to two metres)

Code: DUS-09

Category: Dusting / Detail

Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2

PPE: Non-slip fully enclosed shoes, dust mask, safety glasses, knee pads

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Chemical Hazzard	Burns, skin and eye irritation	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. Training in use of Safety Data Sheets (SDS) and spillage control. 	Low
Climbing Ladders	Bodily injuries from falls at heights	<ul style="list-style-type: none"> Induction and ongoing training. Ensure work area is clear and place safety signage to warn bystanders of danger. Do not place ladder in front of door. Only undertake light tasks from ladders and do not overreach. 	Low

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Spot Clean Walls & Doors (up to two metres)

Code: DUS-09
Category: Dusting / Detail
Version : 2
PPE: Non-slip fully enclosed shoes, dust mask, eye protection, knee pads

Materials, Equipment, Chemicals: Sponge, microfiber cloth, mild general purpose detergent, spray bottle, bucket, drop sheets

Job Steps:
Guidelines:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. If required, cover furniture and floor surfaces along the walls.
3. Using a microfibre cloth, remove dust from closers, jambs, vents, handles, electrical fittings and windowsills.
4. Divide the surface to clean into sections and work from the top sections to the bottom.
5. Spray the microfibre cloth with the chemical and wipe gently the affected area.
6. When using a bucket with solution remove excess liquid from the microfibre cloth before using.
7. Be careful not to damage the paint work.
8. For difficult to remove marks refer to your supervisor.
9. Wipe down walls and doors if you need to remove any runs or splash marks.
10. Dispose of grey water at approved disposal points. 11. Return any items you moved to the original position.
11. Return any chemicals, materials and equipment to the storage area.

- For the safe collection of materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SDS before taking or removing chemicals from the storage area.
- If exposure to any chemicals occurs, refer to the SDS immediately for First Aid instructions.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back and avoid excessive repetition. When moving furniture, and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff advise them of your presence before starting.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- Only use cleaning materials that are appropriate for the particular surface of the wall.
- Ensure no chemical residue is left on the wall before moving on.
- Swap hands often to avoid over use of arm and hand muscles.
- Do not place hands in areas you cannot see. Do not attempt to stand on furniture when spot cleaning high wall surfaces. Where required use a step ladder to avoid over reaching- refer to the SWMS for instructions on the safe use of ladders.
- Maintain as much of an upright posture as possible while cleaning the walls Rotate work to avoid excessive repetition.
- If cleaning cloths before returning them to storage, continue to wear PPE to prevent dust inhalation and contact with skin and eyes.
- For the safe return of Chemicals, Materials, and Equipment to the storage area refer to the SWMS regarding use of storage area.

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Authorized by : Director



Cleaning Balconies

Code: EXT-01

Category: External

Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2

PPE: Non-slip fully enclosed shoes, rubber gloves

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Exposure to the sun/rain	Sun burn heat stress, getting wet in the rain	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE including a hat, long sleeve shirt. Apply sunscreen at regular intervals. Ensure you maintain hydration 	Low
Chemical Hazzard	Burns, skin and eye irritation	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. Training in use of Safety Data Sheets (SDS) and spillage control. 	Low
Working at Heights	Control Bodily injuries from falls at heights	<ul style="list-style-type: none"> Induction and ongoing training. Ensure work area is clear and place safety signage to warn bystanders of danger. Inspect ladder for any damage. Do not place ladder in front of a door. Only undertake light tasks from ladders and do not overreach 	Low
Climbing Ladders	Injuries sustained from faulty / damaged equipment	<ul style="list-style-type: none"> Induction and ongoing training including operation of vacuum cleaner if used. Inspect equipment and cable for any damage prior to use and check test and tag is current. Ensure electrical supply is protected by a portable or fixed RCD. 	Low

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Cleaning Balconies

Code: EXT-01

Category: External

Version : 2

PPE: Non-slip fully enclosed shoes, rubber gloves

Materials, Equipment, Chemicals: Mops, Banister brush, dust pans, brooms, vacuum, wringer bucket, approved neutral detergent, plastic bucket, microfiber clthos, spray bottle with chemical (if applicable)

Job Steps:

Guidelines:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. If required, cover furniture and floor surfaces along the walls.
3. Dry dust / Brush surfaces to remove build ups and then damp dust.
4. If applicable, vacuum the floor.
5. If sweeping the floor use a suitable broom leaving dirt and dust in a pile. Then pick up dirt and dust with a dust pan and dispose of in an agreed rubbish bin.
6. Half fill mop bucket with cold water and add correct amount of approved cleaning chemical.
7. Place mop in bucket. If bucket has wheels, use mop handle to push the bucket along on smooth surfaces.
8. Squeeze mop out firmly using proper manual handling technique.
9. Gently spin mop to open fibres then place mop on floor. Start in the corner furthest away from the balcony entry / exit.
10. Commence mopping floor using horizontal left to right strokes while moving backwards. Rinse out mop frequently and change mixture as required during cleaning process.
11. Return any items you moved to the original position.
12. When finished rinse mop thoroughly and return the chemicals, materials and equipment to the storage area.

- For the safe collection of materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SDS before taking or removing chemicals from the storage area.
- If exposure to any chemicals occurs, refer to the SDS immediately for First Aid instructions.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back and avoid excessive repetition. When moving furniture, and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff advise them of your presence before starting.
- Cleaning balconies involves a range of tasks including sweeping and cleaning walls. For the safe completion of these tasks refer to the relevant SWMS. When using a ladder as part of cleaning activities, refer to the SWMS for ladders.
- Proceed with caution whilst on the balcony. Do not lean over any barrier (such as handrails) on the balcony unless appropriate fall protection is provided. You should never stand, sit, or crawl in the area between the rails on the edge without the appropriate fall protection.
- Divided the job into task oriented sections and completed one task at a time. For example, clean any tables or bench surfaces, then walls or glass, and then the floors.
- Maintain an upright posture as much as possible when cleaning the balcony.
- Rotate tasks to avoid excessive repetition.
- Continue to wear PPE when returning chemicals and equipment to the store
- For the safe return of Chemicals, Materials, and Equipment to the storage area refer to the SWMS regarding use of storage area.

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Authorized by : Director



Machine Sweeping

Code: EXT-02

Category: External

Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2

PPE: Non-slip fully enclosed shoes, hat, hearing protection, rubber gloves, safety glasses, dust mask, high visibility vest

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Exposure to the sun/rain	Sun burn heat stress, getting wet in the rain	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE including a hat, long sleeve shirt. Apply sunscreen at regular intervals. 	Low
Mechanical Failure	Bodily injuries from mechanical failures	<ul style="list-style-type: none"> Induction and ongoing training. Train workers on manufacturer's instruction manual. Ensure electrical safety is checked, test and tag is current and machine has been serviced as per manufacturer's instructions. Switch machine off prior to touching or inspecting moving parts. 	Low
Mechanical Hazard	Bodily injuries from machine parts	<ul style="list-style-type: none"> Induction and ongoing training. Train workers on manufacturer's instruction manual. Switch machine off prior to touching or inspecting moving parts. 	Low

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Machine Sweeping

Code: EXT-02
Category: External
Version : 2
PPE: Non-Slip fully enclosed shoes, hat, hearing protection, rubber gloves, safety glasses, dust mask, high visibility vest

Materials, Equipment, Chemicals: Ride on or walk behind sweeper, spare waste bags

Job Steps:
Guidelines:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Perform this task only if you completed your training for this activity.
3. Ensure safety check list is completed.
4. If required make a plan of the area prior to starting and divide the job into smaller sections.
5. Display safety signage where applicable.
6. Remove any items that obstruct the sweeping process.
7. Check that the machine is in good working order.
8. Perform a prestart check of the motor including checking on the oil level and ensuring enough fuel to perform the task.
9. When using a ride on sweeper:
 - Keep a foot on the brake and ensure the directional pedal is in neutral.
 - Make sure the reversing beeper alarm and the lights are working.
10. Switch on the machine and start sweeping.
11. Use the machine in approved areas only and always comply with any road and traffic rules.
12. Ensure you keep a safe distance (2m) away from any parked vehicles at all times.
13. Do not operate the sweeper over water. Only operate in/on dry areas.
14. Sweep according to the plan of the area.
15. Empty contents of waste bags into general garbage or as required.
16. Remove safety signage.
17. When finished return equipment to the storage area, clean air filter and ensure brushes are left up

- For the safe collection of materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SDS before taking or removing chemicals from the storage area.
- Check the equipment for visible damage. For electrical equipment, check power cords and then test tagging in current.
- Sunscreen must be applied at regular intervals, when working in exposed outdoor conditions for long periods of time.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture and where no damage can be caused, slide rather than lift, work in pairs for heavy items, if you are working in an area occupied by client staff advise them of your presence before starting and erect witches hats to identify the work area.
- Before commencing work, check that all equipment is in good working order and if the equipment is electrical that an RCD is in use. If the RCD trips, cease using the equipment and consult your supervisor.
- Make sure the backup alarm and rotating operational light is working. Proceed with caution on slippery surfaces. Do not use the machine in areas where there is a potential for falling. Do not wear any loose clothing. Keep away from the vacuum when the machine is in operation.
- Before leaving the machine at any point in time, park on a level surface, engage the park brake, and remove the key. Keep sparks and any flame away from batteries, and allow adequate ventilation when charging batteries.
- Maintain the correct seated posture for ride on sweeper.
- Turn the machine sweeper off if there is a burning smell, unusual noises, or if the machine is excessively labouring and report to your supervisor/manager.
- On completion of task check that any client items you moved or otherwise, are returned to their original position.
- For the safe return of equipment to the storage area refer to the SWMS regarding use of storage area.

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High Pressure Cleaning

Code: EXT-03

Category: External

Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2

PPE: Non-slip fully enclosed shoes, safety glasses, waterproof clothing, hearing protection, respiratory protection mask, hat, long sleeve shirt, sunscreen

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Exposure to the sun/rain	Sun burn heat stress, getting wet in the rain	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE including a hat, long sleeve shirt. Apply sunscreen at regular intervals. Ensure you maintain hydration 	Low
Mechanical Failure	Bodily injuries from mechanical failures	<ul style="list-style-type: none"> Induction and ongoing training. Train workers on manufacturer's instruction manual. Ensure electrical safety is checked, test and tag is current and machine has been serviced as per manufacturer's instructions. Switch machine off prior to touching or inspecting moving parts. 	Low
Electrical equipment (high pressure cleaner)	Injuries sustained from faulty / damaged equipment	<ul style="list-style-type: none"> Induction and ongoing training including operation of high pressure cleaner. Inspect equipment and cable for any damage prior to use and check test and tag is current. Ensure electrical supply is protected by a portable or fixed RCD. 	Low
Contact of water spray with electrical sources	Shock from water contact with live electricity	<ul style="list-style-type: none"> Do not point water jet at electrical equipment including power outlets and switchboards Do not spray in areas where water jet can contact high voltage electrical power (eg powerlines, substations and terminal boxes) 	Low
High pressure water jet	Injury from high pressure jet or flying debris	<ul style="list-style-type: none"> Train workers on manufacturer's instruction manual Wear goggles, gloves and sturdy enclosed footwear. Ensure work area is clear and place safety signage to exclude bystanders. Hold trigger lance securely with both hands. 	Low

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High Pressure Cleaning

Code: EXT-03

Category: External

Version : 2

PPE: Non-Slip fully enclosed shoes, hat, hearing protection, rubber gloves, safety glasses, dust make, high visibility vest

Materials, Equipment, Chemicals: High pressure cleaner and attachments, cleaning solution, extension cable

Job Steps:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Perform this task only if you completed your training for this activity.
3. Examine the area to see if any items could be water damaged. If so, work around these items or remove them from the area.
4. If working in a large area, divide it into small sections.
5. If using an electrical high pressure cleaner
 - o Plug the pressure cleaner into the nearest/ safest electrical socket.
 - o Ensure that the extension cord doesn't cause a trip hazard.
6. When using a petrol pressure cleaner
 - o Check that you have adequate fuel.
 - o Do not use a petrol high pressure cleaning machine in indoor areas.
7. If applicable set the correct pressure for the job to be performed and release pressure in short bursts.
8. Spray chemical on planned area using low pressure
9. Work in a sweeping motion always pushing the dirt/waste in a forward motion.
10. If stain is hard to remove, leave the chemical on the stain for a longer period of time and apply extra pressure when rinsing with water.
11. When using a whirl away attachment, walk in forward motion normally in a straight line and overlap each section by a few inches to ensure all the area being cleaned is covered.
12. Turn the pressure cleaner off and release pressure from the nozzle.
13. When using an electrical pressure cleaner turn the power point off and remove cable from socket and roll up the cable to ensure no knots.
14. Squeegee excess water to ensure no pooling.
15. Dispose of grey water at approved disposal points.
16. Return any items you moved to their original position.
17. Return any materials and equipment to the storage area.



Guidelines:

- For the safe collection of the high pressure cleaner from the storage area refer to the SWMS regarding use of storage area. Check the equipment for visible
- For hazards which cannot be removed, work safely around them. Only move furniture and other heavy items if required to do so. When lifting and moving any item (including the pressure cleaner) or while undertaking pressure washing operations apply manual handling techniques : bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture, and heavy items, and where no damage can be caused slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff advise them of your presence before starting, whenever possible, all persons other than the operating staff should be barricaded from the working area. Maintain barricades until the area is safe.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container. Clear all debris which may be displaced by the pressure cleaner
- Before commencing work, check that all equipment is in good working order. Before starting the machine and commencing work, make sure you are in a safe and well-balanced position.
- When using a petrol pressure cleaner, use the correct type of petrol for the machine and do not attempt to add fuel whilst the high pressure cleaner is switched on.
- Where a pull cord is used to start the high pressure cleaner, do this according to the manufacturer's instructions. In particular ensure you are well balanced before attempting to start the pressure washer.
- When using an electrical pressure cleaner :
 - o Use the power point nearest the work area for each section, and minimise the amount of time cables are across common walkways.
- Ensure that either a portable RCD is available to use or is already attached to the electrical cable of the machine. If the RCD trips, cease using the equipment and consult your supervisor.
- Ensure cables are not stretched while pressure cleaning.
- Remove cables from wall power points by holding the plug at the socket - do not pull the cable itself.
- The liquid exiting the pressure cleaner MUST not come into contact with or within range of any other electrical equipment, power points or other power distribution infrastructure such as power boards, Switch boards, and, temporary electrical boards. Ensure the pressure cleaner and its cables do not become inundated or immersed in water
- Do not point the nozzle of the pressure washer at your own or any other persons face or body.
- Switch off the high pressure cleaner when the machine is not in use or will be unattended.
- Cease pressure cleaning when unauthorised or inadequately protected persons enter the work area, or, any manufacturer recommended practices are violated.
- Turn pressure cleaner off if there is a burning smell or unusual noises or the machine is excessively labouring, and report to your supervisor/manager.
- Maintain an upright posture while using the pressure cleaner
- Continue to wear PPE when returning the pressure cleaner to the storage area.
- For the safe return of equipment to the storage area refer to the 5WMS regarding use of storage area.

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		<h1>Cleaning of Gym Equipment</h1>	
Code: GYM-01	Category: Gym	Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks	Version : 2
PPE: Non-slip fully enclosed shoes, rubber gloves			
Other Information:			
Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> • Induction and ongoing training. • Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. • Ensure work area is clear and place safety signage to warn bystanders of danger. • Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. • Look out for any potential new hazards and report them to your supervisor. • Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> • Train workers in manual handling. • Avoid sustained awkward postures. • Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. • Wear appropriate footwear and gloves if required. 	Low
Chemical Hazzard	Burns, skin and eye irritation	<ul style="list-style-type: none"> • Induction and ongoing training. • Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. • Training in use of Safety Data Sheets (SDS) and spillage control. 	Low
Falling objects	Injuries from falling objects	<ul style="list-style-type: none"> • Induction and ongoing training 	Low
Entanglement	Injuries from becoming entangled or caught	<ul style="list-style-type: none"> • Induction and ongoing training 	Low
Date of last revision: 06 / 03 / 19 Authorized by : Director 			

Cleaning of Gym Equipment

Code: GYM-01
Category: Gym
Version : 2
PPE: Non-Slip fully enclosed shoes, rubber gloves

Materials, Equipment, Chemicals: Colour coded microfibre cloths, spray bottle with disinfectant solution (if applicable)

Job Steps:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Don't lift heavy weight equipment.
3. If required, dampen a microfibre cloth or use alcohol wipes provided to clean equipment.
4. Using a microfibre cloth clean vertical surface first using smooth even strokes, working from top to bottom.
5. Vacuum underneath inclined Tread Mill.
6. Do not leave streak marks on the equipment.
7. Return any objects that you moved to their original position.
8. Return any chemicals and materials to the storage area.

Guidelines:

- For the safe collection of chemicals and materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SOS before taking or removing chemicals from the storage area.
- Maintain hydration.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so.
- When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving equipment and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff or the public advise them of your presence before starting
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- Only use cleaning cloths and chemicals that are appropriate for the task.
- Do not lift weights that exceed your capabilities. Weights left on gym equipment (i.e. not stored on the floor storage rack) can become unbalanced and hazardous if not unloaded correctly. If you are required to move weights that have been left on gym equipment only remove one plate at a time. Alternate the side from which you are removing weights. Check that equipment and bars remain balanced and stable before removing the weight from the equipment. After setting weights down safely, follow the instructions below.
- When cleaning lose weight plates, dumbbells, and barbells, from storage racks, remove only one item at a time. To prevent weights rolling and becoming a hazard, place items on a flat surface and only release them once they are placed in a stable manner. Never balance weight plates on their edge unless you are supporting them. To avoid crushing injuries, never place your fingers between weights and other weights or the floor. Only lift weights to return them to the storage rack once they are dry enough to handle safely.
- When you are cleaning individual plates on pin loaded equipment, do this in pairs. Assign the following roles: one person to lift and lower the stack (worker 1), and, the other to clean the weights (worker 2). Alternate these roles over the course of the shift. When worker 1 puts the weight stack in the raised position, worker 2 will secure the weight stack using an approved method -such as securing with a designated pin. Only then can worker 2 place fingers, hands, and arms between plates to clean them. Minimise the time body parts are in this position by working efficiently. The weight stack must only be lowered when a clear verbal and visual confirmation is given by worker 2 to worker 1. At this point worker 2 will remove the designated pin, stand clear, and the stack will be lowered by worker 1 to its resting position.
- Maintain as much of an upright posture as possible while cleaning weight stacks, and use the correct bending and lifting techniques.
- Ensure area is dry and safe to use by clients and the public.
- For the safe return of chemicals and materials to the storage area refer to the SWMS regarding use of storage area.

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Degreasing Floors

Code: HAR-01

Category: Hard Surfaces

Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks, Managing the Risk of Hazardous Chemicals in the Workplace

Version : 2

PPE: Non-slip fully enclosed shoes, full length overalls, Nitrile, PVC or neoprene gloves, refer SDS for degreaser

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Chemical Hazzard	Burns, skin and eye irritation	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. Training in use of Safety Data Sheets (SDS) and spillage control. 	Low
Electrical Equipment	Injuries sustained from faulty / damaged equipment	<ul style="list-style-type: none"> Induction and ongoing training including operation of high pressure cleaner. Inspect equipment and cable for any damage prior to use and check test and tag is current. Ensure electrical supply is protected by a portable or fixed RCD. 	Low
Mechanical Failure	Bodily Injuries from mechanical failures	<ul style="list-style-type: none"> Induction and ongoing training. Train workers on manufacturer's instruction manual. Ensure electrical safety is checked, test and tag is current and machine has been serviced as per manufacturer's instructions. Switch machine off prior to touching or inspecting moving parts. 	Low

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Degreasing Floors

Code: HAR-01
Category: Hard Surfaces
Version : 2
PPE: Non-slip fully enclosed shoes, full length overalls, Nitrile, PVC or neoprene gloves, refer SDS for degreaser

Materials, Equipment, Chemicals: Degreasing chemical solution, mop, scrubbing machine

Job Steps:
Guidelines:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Display safety signage and commence work only when the area is clear of other people.
3. Inspect the area and remove any slip and fall hazards as well as any litter.
4. Prior to commencing, clear the area of any items that could be contaminated or damaged by the degreasing process and ensure no degreaser solution is transferred to other floor surfaces.
5. Protect painted surfaces, plants and other items that could be damaged by the degreasing.
6. Use appropriate degreaser and equipment for the task.
7. For specific options as below, refer to the relevant SWMS.
8. Use a mop or a sponge on a light greasy surface
9. Use a scrubbing machine for moderate to heavy grease
10. Where appropriate use a high pressure machine for stubborn grease as well as for big industrial areas.
11. Where appropriate use an absorbent product to absorb grease, and then sweep up
12. Divide the job into small sections, mopping the surface to be cleaned and complete each area before moving on to the next one.
13. After removing the grease, rinse with clean water to completely remove the degreaser solution.
14. Dispose of grey water at approved disposal points.
15. Once the surface is completely dry return any client items you moved to their original position and remove safety signage.
16. Rinse all equipment thoroughly.
17. Return any chemicals, materials and equipment to the storage area.

- For the safe collection of chemicals and materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SOS before taking or removing chemicals from the storage area.
- Maintain hydration.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so.
- When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving equipment and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff or the public, advise them of your presence.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- If you have not received training in degreasing floors, do not attempt this task.
- Be aware to protect plants, painted surfaces, and food utensils and food items. No chemical runoff must enter the waterway either via drains or through the water table.
- If using a high pressure cleaner, a polishing machine, or an automatic floor scrubbing machine, refer to the relevant SWMS for the safe use of these machines.
- Only work in an area that is well ventilated, using local exhaust and general ventilation.
- Limit exposure to the chemical as per instructions on the SOS.
- Rotate work to avoid excessive repetition.
- Any contaminated clothing needs to be washed prior to next use.
- For the safe return of chemicals and materials to the storage area refer to the SWMS regarding use of storage area.

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Sweeping Floors using a Dust Control Mop

Code: HAR-02
Category: Hard Surfaces
Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2
PPE: Non-slip fully enclosed shoes, rubber gloves

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> • Induction and ongoing training. • Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. • Ensure work area is clear and place safety signage to warn bystanders of danger. • Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. • Look out for any potential new hazards and report them to your supervisor. • Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> • Train workers in manual handling. • Avoid sustained awkward postures. • Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. • Wear appropriate footwear and gloves if required. 	Low
Exposure to Dust	Dust in eyes or airways	<ul style="list-style-type: none"> • Induction and ongoing training. • Wear appropriate PPE including safety glasses, dust mask as required. 	Low
Risks of needle stick injury	Puncture Wounds	<ul style="list-style-type: none"> • Providing training in safe handling of waste including safe collection and disposal of sharps. • Wear gloves and do not place hands where hidden sharps are likely to be located such as in bathroom waste bins. • Only pick up syringes using purpose designed tongs or litter pickers. • Always use a sharp container. Bring container to syringe not vice versa. • Do not hold container whilst inserting sharps. • Do not take shortcuts and never rush tasks. 	Low

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Sweeping Floors using a Dust Control Mop

Code: HAR-02

Category: Hard Surfaces

Version : 2

PPE: Non-Slip fully enclosed shoes, rubber gloves

Materials, Equipment, Chemicals: Sissor-mop

Job Steps:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Don't lift heavy weight equipment.
3. If required, dampen a microfibre cloth or use alcohol wipes provided to clean equipment.
4. Using a microfibre cloth clean vertical surface first using smooth even strokes, working from top to bottom.
5. Vacuum underneath inclined Tread Mill.
6. Do not leave streak marks on the equipment.
7. Return any objects that you moved to their original position.
8. Return any chemicals and materials to the storage area.

Guidelines:

- For the safe collection of chemicals and materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SOS before taking or removing chemicals from the storage area.
- When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving equipment and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- Only use a scissor mop if it appropriate for the task.
- Maintain an upright posture and avoid bending or sustained awkward postures. When bending, bend with your knees not your back.
- For the safe return of chemicals and materials to the storage area refer to the SWMS regarding use of storage area. When shaking the dust control mop out to clean after use to removed dust etc., continue to wear PPE and always use a dust mask.

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Sweeping Hard Floors

Code: HAR-02

Category: Hard Surfaces

Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2

PPE: Non-slip fully enclosed shoes, safety glasses, dust mask

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Exposure to Dust	Dust in eyes or airways	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE including safety glasses, dust mask as required. Ensure work area is clear and place safety signs 	Low
Risks of needle stick injury	Puncture Wounds	<ul style="list-style-type: none"> Providing training in safe handling of waste including safe collection and disposal of sharps. Wear gloves and do not place hands where hidden sharps are likely to be located such as in bathroom waste bins. Only pick up syringes using purpose designed tongs or litter pickers. Always use a sharp container. Bring container to syringe not vice versa. Do not hold container whilst inserting sharps. Do not take shortcuts and never rush tasks. 	Low

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Authorized by : Director



Sweeping Hard Floors

Code: HAR-02

Category: Hard Surfaces

Version : 2

PPE: Non-Slip fully enclosed shoes, dust mask, safety glasses

Materials, Equipment, Chemicals: Sissor-mop

Job Steps:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Remove any light litter from the work area before commencing.
3. Check for sharps and using tongs and dispose of these into an approved sharps container.
4. Remove any object that obstructs the sweeping process.
5. Use the appropriate broom for the task, and for the particular surface being swept.
6. Start sweeping, in a straight line motion, using overlapping strokes and pushing the broom away from you, not towards you.
7. Sweep under furniture, if applicable.
8. Collect dirt as often as required when cleaning a large area and dispose of it into waste bins.
9. Sweep one room at a time and do NOT take dirt from room to room.
10. Remove safety signage.
11. Return any chemicals, materials and equipment to the storage area.

Guidelines:

- For the safe collection of chemicals and materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SOS before taking or removing chemicals from the storage area.
- See Dust Control Mop SWMS for use of a dust control mop.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving equipment and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff advise them of your presence before starting.
- Do not leave the broom lying on the floor when you are not using it as it poses a trip hazard. Lean the broom up against a wall. If you are sweeping in a stair well, refer to the SWMS regarding sweeping stairs.
- Divide the job into smaller sections and work in a controlled manner to prevent dust from being moved to other areas.
- Maintain an upright posture while sweeping. When bending to pick up dust piles (with a small brush and pan set) ensure you bend and lift through your knees. Limit sweeping activities to 20- 30 minutes by rotating duties to avoid musculoskeletal disorder (MSD). Sweep in a steady motion to avoid dust circulating in the air.
- On completion of task check that any client items you moved or otherwise, are returned to their original position
- For the safe return of chemicals and materials to the storage area refer to the SWMS regarding use of storage area. When shaking the dust control mop out to clean after use to removed dust etc., continue to wear PPE and always use a dust mask.

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Authorized by : Director



Cleaning Stair Surfaces

Code: HAR-03

Category: Hard Surfaces

Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2

PPE: Non-slip fully enclosed shoes, safety glasses, dust mask

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Exposure to Dust	Dust in eyes or airways	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE including safety glasses, dust mask as required. 	Low
Hot Water	Injuries from burns and scalds	<ul style="list-style-type: none"> Induction and ongoing training. Provide training in safe handling of waste. 	Low
Electrical equipment	Injuries sustained from faulty / damaged equipment	<ul style="list-style-type: none"> Induction and ongoing training including operation of vacuum. Inspect equipment and cable for any damage prior to use and check test and tag is current. Ensure electrical supply is protected by a portable or fixed RCD. 	Low
Chemical Hazard	Burns, skin and eye irritation	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. Training in use of Safety Data Sheets (SDS) and spillage control. 	Low

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Cleaning Stair Surfaces

Code: HAR-03

Category: Hard Surfaces

Version : 2

PPE: Non-Slip fully enclosed shoes, dust mask

Materials, Equipment, Chemicals: Broom, dust pan and brush, microfibre cloth, mop & vacuum (if required)

Job Steps:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Check for sharps and dispose of these using tongs into an approved sharps container.
3. Move any items that obstruct the cleaning process.
4. Start cleaning at the top of the stairs and work downwards.
5. If using a broom, sweep in a straight line using overlapping strokes working from the balustrade edge to the wall.
6. Sweep the collected dirt down on to the next step.
7. At the end of the stairs collect all the dirt with a dustpan.
8. If using a vacuum cleaner, clean from edge to edge one stair at a time.
9. Use a hand brush to remove dust and soil from edges, if needed.
10. Wipe banister rails with damp microfibre cloth.
10. If mopping is required refer to SWMS "Hard Floor Surface Mopping".
11. Return materials and equipment to the storage area



Guidelines:

- For the safe collection of the materials and equipment from the storage area refer to the SWMS regarding use of storage area. Refer to the relevant SOS for chemicals and equipment before taking from the storage area.
- For hazards which cannot be removed, work safely around them. Both internal stairways and fire stairs are regulated not to have any obstruction placed in them, if obstructions are evident report them immediately to the building manager or your supervisor/manager. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition.
- Use a 'caution' sign-or barricades to warn people of a possible hazard.
- Only use equipment and materials that are appropriate for the task.
- Do not have any equipment that is not needed on the stairs during the task. For equipment that is used, have it in an area that will avoid hazards. For example, have the mop bucket up against the wall on the nearest landing and away from the opening swing of any fire door.
- Work carefully so that you are not reaching more than one step away from the step you are on. Hold onto the hand rail when ascending or descending stairs.
- When sweeping, only use a broom that is appropriate for the task. Where stairs are dusty ensure a mask is worn.
- Maintain an upright posture when mopping as much as possible whilst mopping. When using chemicals in enclosed areas, ensure there is sufficient ventilation and a good source of air flow present. Do not step on any wet stairs. Maintain appropriate signage until floors are completely dry.
- When vacuuming, have the cable from the vacuum up against the wall to reduce the risk of people tripping. Use the wall socket nearest the work area for each section, and minimise the amount of time cables are across common walkways. Ensure cables are not stretched while vacuuming. Switch machine off before connecting or disconnecting power. Remove cables from wall power points by holding the plug at the wall power point- do not pull the cable itself.
- The wand must be long enough so that you do not have to bend or stoop while vacuuming. For backpack vacuums :fasten to your back as per the manufacturer's instructions. In particular, avoid excessive and awkward twisting and bending when fastening the back pack to yourself. For back pack vacuums with a waist strap, fasten the clip securely. When vacuuming for extended periods of time, or where the vacuum is louder than 85db when in use, ear muffs must be worn.
- Use the upmost caution whilst moving equipment up or down the stairs for use and apply manual handling techniques to this activity. Turn vacuum cleaner off if there is a burning smell or unusual noises and report to your supervisor/manager.
- For the safe return of materials and equipment to the storage area refer to the SWMS regarding use of storage area. When returning the vacuum to store, empty the dust bag. Continue to wear PPE to prevent dust inhalation and contact with skin.

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		<h1>Acid Washing (Hydrochloric)</h1>	
Code: HAR-04	Category: Hard Surfaces	Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks, Managing the Risks of Hazardous Chemicals in the Work place	Version : 2
PPE: Non-slip fully enclosed shoes, safety glasses, approved full body safety overalls, mask, heavy duty acid resistant gloves, knee pads, half face respirator with acid gas filter mask (if applicable)			
Other Information:			
Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> • Induction and ongoing training. • Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. • Ensure work area is clear and place safety signage to warn bystanders of danger. • Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. • Look out for any potential new hazards and report them to your supervisor. • Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> • Train workers in manual handling. • Avoid sustained awkward postures. • Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. • Wear appropriate footwear and gloves if required. 	Low
Chemical Hazard	Burns, skin and eye irritation	<ul style="list-style-type: none"> • Induction and ongoing training. • Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. • Ensure work area is clear and place safety signage to warn bystanders of danger. • Training in use of Safety Data Sheets (SDS) and spillage control. 	Low
Fume Inhalation	Respiratory injuries from fume inhalation, headaches	<ul style="list-style-type: none"> • Induction and ongoing training. • Ensure work area is clear. • Training in use of Safety Data Sheets (SDS) and spillage control. 	Low
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Acid Washing (Hydrochloric)

Code: HAR-04

Category: Hard Surfaces

Version : 2

PPE: Non-slip fully enclosed shoes, safety glasses, approved full body safety overalls, mask, heavy duty acid resistant gloves, knee pads, half face respirator with acid gas filter mask (if applicable)

Materials, Equipment, Chemicals: Stiff bristle broom/scrubbing brush, plastic bucket, Hydrochloric acid

Job Steps:

1. Be aware of the Site Risk Control Plan and the site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. If required, move any items that obstruct the cleaning operations or that could be damaged by the acid.
3. Place safety signage-barricade around the area to be washed.
4. Place drop cloths around the area being cleaned to protect walls or items.
5. Sweep the floor.
6. Divide the area in smaller sections to prevent the acid from drying on the surface.
7. Fill plastic bucket with water then slowly add the correct amount
8. of acid into the container. Use 4 parts of water 1part acid.
9. Dip the brush in the mixture and scrub the surface to wash.
10. Scrub any badly marked area.
11. Ensure no acid is transferred to other floor surfaces.
12. Wash the mixture off and repeat until you have cleaned the entire area.
13. Once the entire area has been cleaned rinse it to ensure that no acid remains on the surface.
14. Remove safety signage.
15. When finished, rinse bucket thoroughly and return chemicals and materials to the storage area.



Guidelines:

- For the safe collection of acid and equipment from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SOS before taking or removing chemicals from the storage area.
- If exposure to any chemicals occurs, rinse off immediately and refer to the SOS for First Aid instructions. If at any time you begin to feel unwell, light headed or have burning sensation or pain on your skin or eyes, cease work immediately, and seek assistance from your supervisor/manager.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees. Do not place hands in areas you cannot see.
- If you are working in an area occupied by client staff advise them of your presence before starting.
- Do not at any time allow any unauthorised persons into the area where acid is being used.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- Only use equipment that is appropriate for the task, and if you have been trained in its use.
- Acid is a hazardous chemical. Strictly follow the manufacturer's safety and dilution instructions including the SDS and training on how to use the chemical. Only use acid in an area that is well ventilated. Keep acid away from all clothing, skin, and areas that are not approved for its use. Never mix acid with any other chemical. Follow the correct washing procedures when leaving the work area. Clean any spills of acid immediately and refer to the SWMS for Cleaning Spills. If using a mop to clean the floors, refer to the SWMS on Mopping.
- When cleaning, be extremely cautious of splash back of acid when washing walls. Clean in a controlled methodical manner, cleaning from the top of the area and then the floors.
- Maintain a straight back when cleaning
- When scrubbing, swap hands often to avoid excessive repetition. Rotate tasks to avoid excessive repetition.
- On completion of task check that any client items you moved or otherwise, are returned to their original position. Continue to wear PPE when returning chemicals and equipment to the storage area.
- For the safe return of chemicals and equipment to the storage area refer to the SWMS regarding use of storage area.

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Authorized by : Director



		<h1>Ladder Use</h1>	
Code: HEI-01	Category: Heights	Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks, Managing the Risks of Hazardous Chemicals in the Work place	Version : 2
PPE: Non-slip fully enclosed shoes, safety glasses, approved full body safety overalls, mask, heavy duty acid resistant gloves, knee pads, half face respirator with acid gas filter mask (if applicable)			
Other Information:			
Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> • Induction and ongoing training. • Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. • Ensure work area is clear and place safety signage to warn bystanders of danger. • Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. • Look out for any potential new hazards and report them to your supervisor. • Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> • Train workers in manual handling. • Avoid sustained awkward postures. • Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. • Wear appropriate footwear and gloves if required. 	Low
Climbing Ladders	Bodily injuries from falls at heights	<ul style="list-style-type: none"> • Induction and ongoing training. • Ensure work area is clear and place safety signage to warn bystanders of danger • Inspect ladder for any damage. • Do not place ladder in front of a door. • Only undertake light tasks from ladders and do not over reach . 	Low
Electrocution	Electrical Wires	<ul style="list-style-type: none"> • Induction and ongoing training. • Ensure work area is clear and no overhead wires are visible. 	Low
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Ladder Use

Code: HEI-01

Category: Heights

Version : 2

PPE: Non-slip fully enclosed shoes

Materials, Equipment, Chemicals: Chemicals: Ladder.

Job Steps:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Inform staff members, or members Of the public close by, Of your activity.
3. Remove any litter or any items that obstruct the working process.
4. Check that the surface on which you place the ladder is stable.
5. If working on soft ground use planks, laid down under the feet, to stop the ladder from sinking.
6. Only use straight ladders if they can be secured.
 - Tie off from stiles or
 - Have second person holding the styles at the base
7. Do not place ladders in front of doors or at turning points in passage ways.
8. Slowly climb the ladder one foot at a time and hold the sides, keeping your feet in the centre of the step and maintaining three points of contact at all times.
9. Do not stand on the top step of the ladder.
10. Refer to the SWMS for the specific cleaning task.
11. When getting down the ladder, slowly descend and keep your feet in the centre of the step, maintaining three points of contact at all times.
12. Return any items that were previously moved to their original position.
13. Return any chemicals, materials and equipment to the storage area.

Guidelines:

- For the safe collection of equipment from storage area refer to see SWMS regarding use of storage area. If required to move furniture in order to clear the work area, only move furniture that impedes work or poses a safety hazard. Ensure you apply manual handling techniques to this activity: in particular slide rather than lift' work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees. Only use equipment that is appropriate for the task and if you have been trained in the use of a ladder. Only use the ladder if it has slip resistant feet and is in good working condition
- Ladders must be of Australian Standard, rated for industrial use, have a minimum load rating of 120kgs, and be appropriate for the height to be reached. Remove defective ladders so that others will not use them. Where a step ladder is used this must be used in the fully open position. The ladder must reach at least 1 metre above the height of the task being performed or the level being accessed.
- Where working from a ladder use a platform ladder with handrails only, Ladders must be made of nonconductive material — do not use if conductive
- Use only on level non-slippery ground. Position the ladder to avoid over Allow sufficient time to complete the task —assess for any hazards — in particular look for electrical wires and cease activity if these are near. Work in pairs if possible. Identify what tools are needed prior to climbing and carry these in a tool belt or backpack — i.e. keep hands free while climbing'
- Only one person must be on the ladder at any one time. Secure straight ladders at top and bottom by the stiles (not rungs) and at an angle of 4 to 1 (i.e. for every 1 metre in height the base should be set back 250mm). DO not go any higher than the second rung from the top on straight ladders. DO not use ladders over handrails (i.e. balcony and other high fall areas).
- Maintain balance while on the ladder. Maintain an upright posture. Hold the ladder at a level between your wrist and shoulders, and maintain contact via the instep of your feet rather than the balls of your feet or toes, Do not leave ladders unattended in public places,
- For the safe return of equipment from storage area refer to see SWMS regarding use of storage area

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Filling Chemical Bottles/Containers

Code: STO-01
Category: Storage Area
Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks, Managing the Risks of Hazardous Chemicals in the Work place

Version : 2
PPE: Non-Slip fully enclosed shoes, chemical resistant gloves, safety glasses, fume resistant mask

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Chemical Hazard	Burns, skin and eye irritation	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. Ensure work area is clear and place safety signage to warn bystanders of danger. Training in use of Safety Data Sheets (SDS) and spillage control. 	Low
Fume Inhalation	Respiratory injuries from fume inhalation, headaches	<ul style="list-style-type: none"> Induction and ongoing training. Ensure work area is clear. Training in use of Safety Data Sheets (SDS) and spillage control. 	Low

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Filling Chemical Bottles/Containers

Code: STO-01
Category: Storage Area
Version : 2
PPE: Non-Slip fully enclosed shoes, chemical resistant gloves, safety glasses, fume resistant mask

Materials, Equipment, Chemicals: Container/Bottle for decanting, proper size funnel {if applicable), spill/drip try, microfibre cloth

Job Steps:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Never decant chemicals in any area Other than designated cleaner's room / chemical storage area with adequate ventilation.
3. Place a spill/ drip tray beneath the containers or work in a bounded area,
4. Ensure the decanting container is not damaged, cracked or leaking. Also make sure that the container is correctly/clearly labelled.
5. When decanting to bottle use a mixing station or tap. If not available, use a proper funnel.
6. While decanting from a container with a tap, place the open container up under spout and ensure you can take the weight as it fills.
7. 7, Turn tap on and allow filling without the fill being too fast and uncontrolled.
8. 8. When container is two thirds full, reduce flow to ensure no spillage.
9. Seal container after completion.
10. Wipe off any excess chemical with a cloth, if required.
11. Ensure any spillage in the decanting / filling area is cleaned up.
12. When finished rinse the funnel, the cloth and the spill tray and return chemicals and material to the storage area.
13. After removing your gloves, Wash your hands properly.

Guidelines:

- For the safe collection of chemicals from the storage area refer to SWMS regarding use of storage area. For ALL chemicals, refer to the SDS before taking or removing them from the storage area.
- Where fumes might be present, do not enter the area. Contact your supervisor/manager and wait for further instructions.
- Only decant chemicals that you have been trained to do so. If you have any doubt as to the correct procedure for using a chemical, cease the activity and contact your supervisor/manager for additional instruction before continuing.
- For hazards which cannot be removed, work safely around them. When lifting and moving any item or while undertaking decanting or working with chemicals, apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition.
- Where a tap is present on a bulk container, decant only by using the tap.
- Check that other people are not in close proximity to you while decanting chemicals. Where decanting could result in harm to others, cease activity until the area is clear. Decanting must be undertaken in the storage area. Decant only from labelled bulk containers into labelled bottles, never put chemicals in blank or unmarked bottles. Where an unlabeled bottle containing chemicals is present, dispose of this in accordance with Quad Services' policy. In particular, NEVER pour chemicals down the drain,
- At all times ensure the chemical does not come into contact with skin and eyes, and is not ingested or inhaled. If exposure of this type occurs, immediately apply the procedure for exposure as described in the SDS. Seek medical assistance immediately as per the advice on the SDS.
- Be especially careful when inserting spray units to bottles — inadvertent exposure to the chemical must be avoided.
- Never mix chemicals with other chemicals. Always mix chemicals to cold or warm water — NEVER hot water.
- For the safe return of chemicals to the storage area refer to the SWMS regarding use of storage area.

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Cleaning Mirrors

Code: TOI-01

Category: Toilets

Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2

PPE: Non-Slip fully enclosed shoes, chemical resistant gloves, safety glasses, fume resistant mask

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Chemical Hazard	Burns, skin and eye irritation	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. Ensure work area is clear and place safety signage to warn bystanders of danger. Training in use of Safety Data Sheets (SDS) and spillage control. 	Low
Glass Breakage	Cuts and abrasions from accidental breakages of glass	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE including gloves. 	Low

Date of last revision: 06 / 03 / 19

Authorized by : Director



Cleaning Mirrors

Code: TOI-01**Category: Toilets****Version : 2****PPE:** Non-slip fully enclosed shoes, rubber gloves, safety glasses**Materials, Equipment, Chemicals:** Glass cleaning solution, microfibre cloths**Job Steps:**

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Spray mirror with glass cleaning solution
3. Wipe glass with a clean microfibre cloth, working from top to bottom, using long, even strokes.
4. Use a clean dry microfibre cloth to remove any streaks.
5. Return any chemicals, materials and equipment to the storage area.

Guidelines:

- For the safe collection of chemicals from the storage area refer to SWMS regarding use of storage area. For ALL chemicals, refer to the SDS before taking or removing them from the storage area.
- If exposure to any chemicals occurs, refer to the SDS immediately for First Aid instructions.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture, and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff advise them of your presence before starting.
- Check for sharps and dispose of these using mechanical hand device or tongs into an approved sharps container.
- Only use chemicals and cloths that are appropriate for cleaning glass.
- When spraying chemicals, spray from an arm's length away.
- Do not apply too much pressure on the glass as to crack or shatter it. If for any reason the glass does crack or shatter, apply appropriate barricades and warning signs, then seek assistance from your manager/supervisor.
- Maintain an upright posture while cleaning the mirror and as much as possible avoid reaching too far above you head and out from your body. If the top of the mirror can't be reached then an extension pole squeegee may need to be used. Rotate work to avoid excessive repetition.
- On completion of task check that any client items you moved or otherwise, are returned to their original position.
- For the safe return of chemicals to the storage area refer to the SWMS regarding use of storage area.

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Cleaning Shower Cubicles/Recesses

Code: TOI-02

Category: Toilets

Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2

PPE: Non-Slip fully enclosed shoes, rubber gloves, safety glasses, mask

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Chemical Hazard	Burns, skin and eye irritation	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. Ensure work area is clear and place safety signage to warn bystanders of danger. Training in use of Safety Data Sheets (SDS) and spillage control. 	Low
Biological Contamination	Blood or bodily fluids splashed in eyes or mouth	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE including mask, safety glasses. Provide SDS and training in use. Provide training on biological contamination and awareness. 	Low

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Cleaning Shower Cubicles/Recesses

Code: TOI-02
Category: Toilets
Version : 2
PPE: Non-slip fully enclosed shoes, rubber gloves, safety glasses, mask

Materials, Equipment, Chemicals: Cleaning solution, sponge, soft scourer, microfibre cloth

Job Steps:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. If required, place appropriate safety signage.
3. Remove any light litter from the work area before commencing. Check for sharps and dispose of these using tongs into an approved sharps container. If you are required to remove human bodily waste, ensure you follow the correct safety procedures when doing so.
4. If required sweep the shower floor.
5. Remove items that have been placed in the shower cubicle.
6. Spray shower with cleaning solution, remove dirt (mould) and scrub tiles on walls, floors, and around taps, drains and recesses.
7. Spot clean or wash walls and partitions as required.
8. Mop the floor.
9. Dispose of grey water at approved disposal points.
10. Refill soap dispensers (if applicable).
11. If applicable, remove safety signage.
12. Return any items you moved to the original position.
13. Return any chemicals, materials and equipment to the storage area

Guidelines:

- For the safe collection chemicals and equipment from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SDS before taking or removing chemicals from the storage area.
- If exposure to any chemicals occurs, refer to the SDS immediately for First Aid instructions.
- Remove shower chairs, boxes, or any other items that have been placed in the shower cubicle. For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture and where no damage can be caused slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff or the public advise them of your presence before starting and display appropriate signage, and maintain appropriate barricades. Maintain signage and barricades until the area is safe.
- Only use the correct materials and equipment to clean the shower. For the safe use of a mop when mopping the shower floors, refer to the SWMS for Mopping. When washing the shower walls, refer to the SWMS on Cleaning Walls up to 2 metres for safety instructions. Do not use hazardous chemicals on the surfaces of the shower when cleaning. Ensure the area has adequate ventilation before you begin to clean the shower. Make sure that when you are stepping onto a wet surface in the shower cubicle, you steady yourself by anchoring one hand on a fixed surface (other than plumbing fixtures). Remain alert when moving within the cubicle, especially when rising so that you do not hit your head on any taps or other protruding taps or protrusions in the shower.
- Divide the job into sections working from one area of the shower to another. Making sure you clean the handles and the faucets. Clean up any excess spills that may exit the shower area immediately.
- Maintain as much of an upright posture as possible while cleaning the shower. Rotate activities to avoid excessive repetition. Only reach as far above you head as you reasonably can, ensuring you do not over extend yourself.
- On completion of task check that any client items you moved or otherwise, are returned to their original position. Ensure you dispose of any human bodily waste in the appropriate fashion; if you are unsure seek advice from your supervisor/manager. Continue to wear PPE whilst returning chemicals and equipment to the storage area.
- For the safe return of chemicals and equipment to the storage area refer to the SWMS regarding use of storage area.

Date of last revision: 06 / 03 / 19

Authorized by : Director



Cleaning Toilet Bowls/Cubicles

Code: TOI-03

Category: Toilets

Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2

PPE: Non-Slip fully enclosed shoes, rubber gloves, safety glasses, mask, knee pads (if applicable)

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Chemical Hazard	Burns, skin and eye irritation	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. Training in use of Safety Data Sheets (SDS) and spillage control. 	Low
Biological Contamination	Blood or bodily fluids splashed in eyes or mouth	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE including mask, safety glasses. Provide SDS and training in use. Provide training on biological contamination and awareness. 	Low
Risks of needle stick injury	Puncture wounds	<ul style="list-style-type: none"> Providing training in safe handling of waste including safe collection and disposal of sharps. Wear gloves and do not place hands where hidden sharps are likely to be located such as in bathroom waste bins. Only pick up syringes using purpose designed tongs or litter pickers. Always use a sharp container. Bring container to syringe not vice versa. Do not hold container whilst inserting sharps. Do not take shortcuts and never rush tasks. 	Low

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Authorized by : Director



Cleaning Toilet Bowls/Cubicles

Code: TOI-03

Category: Storage Area

Version : 2

PPE: Non-Slip fully enclosed shoes, rubber gloves, safety glasses, mask, knee pads (if applicable)

Materials, Equipment, Chemicals: Disinfectant solution, sponge, soft scourer, microfibre cloth, disposable paper

Job Steps:

Guidelines:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. If required, place appropriate safety signage.
3. Remove any light litter from the work area before commencing. Check for sharps and dispose of these using tongs into an approved sharps container. If you are required to remove human bodily waste, ensure you follow the correct safety procedures when doing so.
4. If required sweep the shower floor.
5. Remove items that have been placed in the shower cubicle.
6. Spray shower with cleaning solution, remove dirt (mould) and scrub tiles on walls, floors, and around taps, drains and recesses.
7. Spot clean or wash walls and partitions as required.
8. Mop the floor.
9. Dispose of grey water at approved disposal points.
10. Refill soap dispensers (if applicable).
11. If applicable, remove safety signage.
12. Return any items you moved to the original position.
13. Return any chemicals, materials and equipment to the storage area.

- For the safe collection of chemicals from the storage area refer to SWMS regarding use of storage area. For ALL chemicals, refer to the SDS before taking or removing them from the storage area.
- If exposure to any chemicals occurs, refer to the SDS immediately for First Aid instructions.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture, and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff advise them of your presence before starting. When permissible close the area off to staff only for a temporary basis whilst cleaning is undertaken.
- Check for sharps and dispose of these using mechanical hand device or tongs into an approved sharps container.
- Remove any light litter from the work area before commencing. Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- Only use the correct materials and equipment to clean the shower.
- Do not allow any exposed skin to come into contact with any part of toilet. If exposed skin does come into contact with the toilet, wash and disinfect the skin immediately. Always wash and disinfect your hands after cleaning. Do not place hands in areas you cannot see.
- If there is water on the floor after cleaning the toilet bowl, refer to the SWMS for the safe use of a mop, to mop up the water.
- On completion of task check that any client items you moved or otherwise, are returned to their original position. Ensure you dispose of any human bodily waste in the appropriate fashion; if you are unsure seek advice from your supervisor/manager. Continue to wear PPE whilst returning chemicals and equipment to the storage area.
- For the safe return of chemicals and equipment to the storage area refer to the SWMS regarding use of storage area.

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Authorized by : Director



Cleaning Toilet Vanities / Sinks

Code: TOI-04
Category: Toilets
Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2
PPE: Non-Slip fully enclosed shoes, rubber gloves, safety glasses, mask

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Chemical Hazard	Burns, skin and eye irritation	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. Training in use of Safety Data Sheets (SDS) and spillage control. 	Low
Biological Contamination	Blood or bodily fluids splashed in eyes or mouth	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE including mask, safety glasses. Provide SDS and training in use. Provide training on biological contamination and awareness. 	Low
Risks of needle stick injury	Puncture wounds	<ul style="list-style-type: none"> Providing training in safe handling of waste including safe collection and disposal of sharps. Wear gloves and do not place hands where hidden sharps are likely to be located such as in bathroom waste bins. Only pick up syringes using purpose designed tongs or litter pickers. Always use a sharp container. Bring container to syringe not vice versa. Do not hold container whilst inserting sharps. Do not take shortcuts and never rush tasks. 	Low

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Cleaning Toilet Vanities / Sinks

Code: TOI-04

Category: Toilets

Version : 2

PPE: Non-Slip fully enclosed shoes, rubber gloves, mask, safety glasses, knee pads (if applicable)

Materials, Equipment, Chemicals: Disinfectant solution, toilet brush, sponge, microfibre cloth, disposable paper

Job Steps:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. If required, place appropriate safety signage.
3. Collect wastepaper bins and rubbish and place it in a rubbish bin.
4. Sweep or vacuum the floor.
5. Spray and wipe the cabinets/shelves with cleaning solution.
6. Dry the cabinets/ shelves using a clean microfibre cloth.
7. Using detergent solution, wash the basin inside and out, paying particular attention to the drain holes.
8. Scrub around the tap and tap handles-to eliminate any dirt or mould.
9. Rinse thoroughly.
10. Spot clean walls.
11. Refill soap dispensers, replenish towels if required.
12. If applicable, remove safety signage.
13. Return any chemicals, materials and equipment to the storage area.

Guidelines:

- For the safe collection of chemicals and materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SDS before taking or removing
- chemicals from the storage area.
- If exposure to any chemicals occurs, refer to the SDS immediately for First Aid instructions.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture, and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff advise them of your presence before starting and display appropriate signage. Where permissible close the area off to staff only for a temporary basis whilst cleaning is undertaken.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- Only use materials and chemicals that are appropriate for the task.
- Make sure you do not reach or stretch too far across the vanity. Be cautious to not get clothing or body parts caught in the hinges of the vanity cupboard. If there are power points in the vicinity of the vanity, do not allow liquids to come into contact with them. Do not place hands in areas you cannot see.
- Maintain an upright posture while cleaning the vanity. Use the correct bending and lifting techniques when cleaning the cupboard area of the vanity. If bending/ crouching, take care not hit your head when straightening up.
- On completion of task check that any client items you moved or otherwise, are returned to their original position.
- For the safe return of chemicals and materials to the storage area refer to the SWMS regarding use of storage area.

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Authorized by : Director



Cleaning Toilet Urinals

Code: TOI-05

Category: Toilets

Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2

PPE: Non-Slip fully enclosed shoes, rubber gloves, safety glasses, mask

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Chemical Hazard	Burns, skin and eye irritation	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. Training in use of Safety Data Sheets (SDS) and spillage control. 	Low
Biological Contamination	Blood or bodily fluids splashed in eyes or mouth	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE including mask, safety glasses. Provide SDS and training in use. Provide training on biological contamination and awareness. 	Low
Risks of needle stick injury	Puncture wounds	<ul style="list-style-type: none"> Providing training in safe handling of waste including safe collection and disposal of sharps. Wear gloves and do not place hands where hidden sharps are likely to be located such as in bathroom waste bins. Only pick up syringes using purpose designed tongs or litter pickers. Always use a sharp container. Bring container to syringe not vice versa. Do not hold container whilst inserting sharps. Do not take shortcuts and never rush tasks. 	Low

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Authorized by : Director



Cleaning Toilet Urinals

Code: TOI-04
Category: Toilets
Version : 2
PPE: Non-Slip fully enclosed shoes, rubber gloves, mask, safety glasses, knee pads (if applicable)

Materials, Equipment, Chemicals: Disinfectant solution, toilet brush, sponge, microfibre cloth, disposable paper

Job Steps:
Guidelines:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. If required, place appropriate safety signage.
3. Collect the rubbish and place it in a rubbish bin.
4. Sweep or vacuum the floor.
5. If the urinal is a waterless unit only proceed with cleaning this if you have been trained in the correct procedures.
6. Follow the manufacturer's instructions
7. Only use chemicals specifically designed and approved for cleaning the urinal.
8. For non-waterless urinals:
9. Wash the urinals inside and outside with disinfectant.
10. Brush the urinal bowl with a bowl-clean product.
11. If required remove and clean urinal mat and replace back in urinal.
12. If required replace urinal tablets.
13. Rinse thoroughly with clean water.
14. Spot clean walls and partitions as required.
15. Wipe flushing handles, cisterns, plumbing or any other fittings with disinfectant solution.
16. Mop the floor.
17. If applicable, remove safety signage.
18. Dispose of grey water at approved disposal points.
19. Return any chemicals, materials to the storage area.

- For the safe collection of chemicals and materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SDS before taking or removing chemicals from the storage area.
- If exposure to any chemicals occurs, refer to the SDS immediately for First Aid instructions.
- For hazards which cannot be removed, work safely around them. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition.
- If you are working in an area occupied by client staff advise them of your presence before
- starting - Where permissible close the area off to staff only for a temporary basis whilst cleaning is undertaken.
- Remove any light litter from the work area before commencing. Check for sharps and dispose of
- these using a mechanical hand device or tongs into an approved sharps container.
- If there is any water on the floor after cleaning the urinal, refer to the SWMS for the safe use of a mop prior to mopping the area.
- Do not allow exposed skin to come into contact with any part of the urinal. If exposed skin does come into contact with the urinal, wash and disinfect the skin immediately. Always wash and disinfect your hands after cleaning. Do not place hands in areas you cannot see.
- When installing or replacing urinal sanitisers, or replacing oil products in eco-urinal systems, continue to wear all PPE and install or replace the sanitiser as per the manufacturer's instructions. Where they are available, have direct and easy access to spill kits before commencing work.
- Maintain as much of an upright posture as possible while cleaning the urinal. On completion of task check that any client items you moved or otherwise, are returned to their original position. Continue to wear PPE when returning chemicals and materials to the storage area.
- For the safe return of chemicals and materials to the storage area refer to the SWMS regarding use of storage area.

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Authorized by : Director



Empty Rubbish Bins

Code: WAS-01

Category: Waste

Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2

PPE: Non-Slip fully enclosed shoes, rubber gloves, safety glasses, mask

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Chemical Hazard	Burns, skin and eye irritation	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. Training in use of Safety Data Sheets (SDS) and spillage control. 	Low
Biological Contamination	Blood or bodily fluids splashed in eyes or mouth	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE including mask, safety glasses. Provide SDS and training in use. Provide training on biological contamination and awareness. 	Low
Risks of needle stick injury	Puncture wounds	<ul style="list-style-type: none"> Providing training in safe handling of waste including safe collection and disposal of sharps. Wear gloves and do not place hands where hidden sharps are likely to be located such as in bathroom waste bins. Only pick up syringes using purpose designed tongs or litter pickers. Always use a sharp container. Bring container to syringe not vice versa. Do not hold container whilst inserting sharps. Do not take shortcuts and never rush tasks. 	Low

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Empty Rubbish Bins

Code: WAS-01

Category: Waste

Version : 2

PPE: Non-Slip fully enclosed shoes, rubber gloves

Materials, Equipment, Chemicals: Trolley or 240 litre collection bin (if applicable), bin liners (if required) spray disinfectant, microfibre cloths

Job Steps:

Guidelines:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Check bin for weight - if too heavy get assistance
3. If no bin liner to change, empty bin into collection trolley or at collection point.
4. Wipe the bin lid and use a spray disinfectant (if applicable).
5. If bin liners are used:
 - o Tie up full bin liner.
 - o Remove full bin liner from bin. When lifting keep bin liner away from your body.
 - o Place full bin liner in designated collection area or in trolley or collection bin.
 - o Wipe the bin lid and use a spray disinfectant (if applicable)
 - o Put new bin liner in bin.
6. When emptying a 240 litre bin and there is no bin lifter:
 - o Get assistance and ensure two people are involved
 - o If the bin does not have a bin liner seek instruction on how to empty from your supervisor
 - o If the bin is too full or heavy carefully remove some of the waste into bag to lighten.
 - o When a bin liner is in place tie the bag off to ensure nothing can spill out.
 - o Carefully lower the bin onto its side. Use two person lift.
 - o Slowly pull the bin liner out of the bin being careful not to over strain. Again two persons should be involved in the activity.
 - o Carefully lift or place the used bin liner into the bulk bin or compactor
 - o Put new bin liner in bin.
7. When emptying bathroom wall bins always open cover, remove bin and tip into collection bag. Never reach inside with the cover closed
8. Ensure bin is returned to its correct location.
9. When finished, rinse the microfibre cloth thoroughly and return the chemical and materials to the storage.

- For the safe collection of equipment and materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SDS and /or equipment manual before taking or removing chemicals/equipment from the storage area.
- If exposure to any chemicals occurs, refer to the SDS immediately for First Aid instructions. Where no SDS is available medical assistance must be sought immediately.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff advise them of your presence before.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- If it is appropriate to use a trolley to remove waste, ensure the wheels are free moving. Do not place hands in areas you cannot see. Empty one bin at a time.
- Bins should be emptied before they become full - 80% capacity is optimal. Overfull bins need to be partially emptied before emptying the bin as normal. If the bin is lined with a bag, then be aware of split and/or leaking bags and carefully place them into a fresh bag before moving. Waste should not be left on the floor or passage ways as contamination may occur. When using a trolley, do not pile bags too high on the trolley and be conscious of the weight that is loaded - particularly if trolleys are to be moved over sloped areas.
- If replacing bin liners ensure the bin is clean before inserting the replacement bin liner.
- If spills occur, clean immediately and refer to the SWMS for safety instructions on cleaning spills. Be conscious of sharps when emptying bins. Avoid skin contact with bin bags.
- Maintain a straight back while emptying bins Rotate work to avoid excessive repetition.
- On completion of task check that any client items you moved or otherwise, are returned to their original position. Continue to wear PPE when returning equipment, chemicals, and materials to the storage area.
- For the safe return of equipment, chemicals, and materials to the storage area refer to the SWMS regarding use of storage area

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Empty and Clean Smoker's Trays

Code: WAS-02
Category: Waste
Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2
PPE: Non-Slip fully enclosed shoes, rubber gloves, safety glasses, mask

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> • Induction and ongoing training. • Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. • Ensure work area is clear and place safety signage to warn bystanders of danger. • Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. • Look out for any potential new hazards and report them to your supervisor. • Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> • Train workers in manual handling. • Avoid sustained awkward postures. • Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. • Wear appropriate footwear and gloves if required. 	Low
Biological contamination	Blood or bodily fluids splashed in eyes or mouth	<ul style="list-style-type: none"> • Induction and ongoing training. • Wear appropriate PPE, especially gloves, mask and safety glasses. • Provide SOS and training in use. • Provide training on biological contamination and awareness. 	Low
Burns	Burns and Scalds from smouldering cigarette butts	<ul style="list-style-type: none"> • Induction and ongoing training. • Wear appropriate PPE, especially gloves, mask and safety glasses. • Ensure that the tray is free of any smouldering cigarette butts. 	Low

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Empty and Clean Smoker's Trays

Code: WAS-02
Category: Waste
Version : 2
PPE: Non-Slip fully enclosed shoes, rubber gloves, mask, safety glasses

Materials, Equipment, Chemicals: Cleaning solution, microfibre cloth, bin bag, sieve./ scoop with holes

Job Steps:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Check for smouldering ashes and, if necessary, douse with water or leave till extinguished.
3. Remove cigarettes from ashtray and place in a bin.
4. For smokers trays with sand - remove cigarettes with sieve/scoop with holes
5. Wipe down the ashtray using a damp microfibre cloth with cleaning solution.
6. If ashtray was removed place it back in its original position.
7. Deposit waste in the designated area.
8. Return any chemicals and materials to the storage area

Guidelines:

- For the safe collection of chemicals and materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SOS before taking or removing chemicals from the storage area.
- If exposure to any chemicals occurs, refer to the SOS immediately for First Aid instructions.
- For hazards which cannot be removed, work safely around them. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition.
- If you are working in an area occupied by client staff advise them of your presence before starting.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- Only use the appropriate materials and chemicals to clean the ash trays. Do not place hands in areas you cannot see.
- Do not allow any exposed skin to come into contact with the cigarette butts and ash tray. Do not touch cigarette butts that are still smouldering. Do not touch your face or body until after you have washed and sanitised your hands. Work by cleaning the ash trays in one area at a time. Do not use plastic bin liners to dispose of ashes.
- Avoid sustained awkward postures. Rotate work to avoid excessive repetition.
- On completion of task check that any client items you moved or otherwise, are returned to their original position.
- For the safe return of materials and equipment to the storage area refer to the SWMS regarding use of storage area

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Authorized by : Director



Cleaning Windows (up to two metres)

Code: WIN-01

Category: Waste

Codes or Standards applicable: Safe Work Australia: How to Manage Work Health and Safety Risks

Version : 2

PPE: Non-Slip fully enclosed shoes, rubber gloves, hat, long sleeve shirt, sunscreen

Other Information:

Hazard	Risk	Control	Risk Rating after Controls
Uneven surfaces Holes Wet Surfaces	Slip/trip/fall	<ul style="list-style-type: none"> Induction and ongoing training. Identify any major slip/trip/fall hazards on site. Remove hazard if practical otherwise work safely around it. Ensure work area is clear and place safety signage to warn bystanders of danger. Wear appropriate PPE including non-slip enclosed shoes and whenever possible avoid walking across wet floors. Look out for any potential new hazards and report them to your supervisor. Always use designated pathways/walkways and hold onto handrails when using steps/stairs (3 points of contact). 	Low
Manual Handling Issues	Manual handling injuries	<ul style="list-style-type: none"> Train workers in manual handling. Avoid sustained awkward postures. Do not move items too heavy to move safely. Use 2 person lift or mechanical aids (eg. trolley) if required. Wear appropriate footwear and gloves if required. 	Low
Chemical Hazard	Burns, skin and eye irritation	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including rubber gloves and safety glasses when decanting concentrated product. Training in use of Safety Data Sheets (SDS) and spillage control. 	Low
Glass Breakage	Cuts and abrasions from accidental breakages of glass	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including gloves. Ensure work area is clear and place safety signage to warn bystanders of danger. 	Low
Exposure to the sun/rain	Sun burn, heat stress, getting wet in the rain	<ul style="list-style-type: none"> Induction and ongoing training. Wear appropriate PPE, including a hat, long sleeve shirt. Apply sunscreen at regular intervals. Ensure you maintain hydration. 	Low

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Cleaning Windows (up to two metres)

Code: WAS-02

Category: Waste

Version : 2

PPE: Non-Slip fully enclosed shoes, rubber gloves, hat, long sleeve shirt, sunscreen.

Materials, Equipment, Chemicals: Extendable squeegee blad, applicator, detergent, window cleaning bucket, scrapper, cloth, microfibre cloth, mop and mop bucket (if necessary)

Job Steps:

1. Be aware of the Site Risk Control Plan and the Site Environmental Management Plan for safety and environmental controls and reporting for this activity.
2. Fill the bucket halfway with cold water.
3. Add detergent to the water.
4. Put the applicator into the water bucket and squeeze it to eliminate excess water.
5. Using applicator, apply solution to the window.
6. Swipe the squeegee blade from the top of the window, moving from left to right, and downwards, applying pressure to collect all the water.
7. Use a clean microfibre cloth to remove any marks left on the window.
8. With a separate cloth wipe frame paying particular attention to the bottom ledge of the window.
9. If necessary, spot mop the floor for any excess water.
10. Wash and rinse the applicator, the bucket and the squeegee blade.
11. Return any chemicals, materials and equipment to the storage area.

Guidelines:

- For the safe collection of equipment and materials from the storage area refer to the SWMS regarding use of storage area. Refer to the chemical SDS and /or equipment manual before taking or removing chemicals/equipment from the storage area.
- If exposure to any chemicals occurs, refer to the SDS immediately for First Aid instructions. Where no SDS is available medical assistance must be sought immediately.
- For hazards which cannot be removed, work safely around them. Only move furniture if required to do so. When lifting and moving any item or while undertaking cleaning apply manual handling techniques: bend knees while lifting, maintain a straight back, and avoid excessive repetition. When moving furniture and where no damage can be caused, slide rather than lift, work in pairs for heavy items, and where lifting is unavoidable, keep back straight and bend knees.
- If you are working in an area occupied by client staff advise them of your presence before.
- Check for sharps and dispose of these using a mechanical hand device or tongs into an approved sharps container.
- Only use materials that are appropriate for the task and if you have been trained in their use.
- If the window has a treated glass surface, clean in accordance with the manufacturer's, or supplier's specifications, where not available, refer to your supervisor/manager. Do not place hands in area you cannot see. Do not stand on unstable surfaces or objects such as window ledges or furniture (such as chairs). Use extension poles or squeegees with longer handles to reduce excessive stretching and over reaching.
- Only clean as high as you can reasonably reach. If you are using ladder, refer to the SWMS for the safe use of a ladder. Do not lean against the window. Maintain a straight back and do not reach too far above your head or across your body. If you are required to lean outside the window, use appropriate harnessing and fall protection equipment.
- Divide the job into smaller sections and clean one glass pane at a time.
- Where mops are used to clean spillages refer to the SWMS for mopping.
- Rotate work to avoid repetition. Do not reach too far above your head or out from your body.
- On completion of task check that any client items you moved or otherwise, are returned to their original position.
- For the safe return of equipment, chemicals, and materials to the storage area refer to the SWMS regarding use of storage area.

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