



**METHOD STATEMENTS
FOR CLEANING OPERATIONS**



Floor Cleaning Method Statement



Floor Cleaning

Task: Sweeping

Equipment:

Brush
Dustpan and Brush
Gloves
Scraper
Warning Signs

Method

1. Wash hands and put on gloves
2. Display the warning signs in the area, ensuring all signs are visible
3. Pick up all large items of litter, for example, crisp packets, tissues
4. Use a scraper to remove any chewing gum from the floor area
6. Starting with the edges sweep vertically going from left to right
13. Remove gloves and wash hands

Task: Mopping

Equipment Required:

Bucket with Compatible Wringer
Gloves
Mop Handle
Mop Head
Warning Signs
Floor Cleaner or General-Purpose Detergent

Method

1. Wash hands and put on gloves
2. Display the warning signs in the area, ensuring all signs are visible
3. Sweep the floor (Refer to the Sweeping Method Statement)
4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
5. Attach the mop head to the mop handle
6. Submerge the mop into the cleaning solution and remove excess solution from the mop in the Wringer
7. Mop the floor in 1-2 metre square sections
8. Mop edges of the floor with a straight stroke, use a figure-of-eight (8) pattern, turning the mop frequently, leaving the floor as dry as possible after cleaning the rest of the section.
9. Avoid splashing other surfaces and remove any splashes that do occur

NOTE Regularly replace the mop head and water

10. On completion, remove mop head and place in a laundry bag
11. After use, all equipment should be checked, cleaned, dried and returned to the storage area
12. Remove gloves and wash hands

Task: Two Solution Mopping

Equipment:

- 1 Double Solution Mopping System (2 buckets, wringers, mops)
- 1 Long Handled Scraper
- Protective Gloves
- Cleaning Agent & Dispenser
- Colour Coded Cloths
- Rubbish Sack
- Warning Signs

METHOD

Stairs & Landings

1. Assemble check equipment. Place warning signs. Put on protective clothing.
2. Remove chewing gum with the scraper, place in rubbish sack.
3. In one bucket prepare cleaning solution according to the manufacturer's instructions, adding the solution to the water. Fill the second bucket with clean water.
4. Apply cleaning solution to an area of landing with a fairly well wrung mop. Mop using a figure 8 stroke with each pass overlapping. Clean adjacent to skirting by cutting in parallel.
5. Mop stairs from inside edge to outside including the face of the steps, using straight, continuous strokes. Remove streaks and runs as they occur with a clean cloth.
6. Rinse stairs and landings with the clean well wrung mop and water.

Corridors, Walkways & Platforms

Points 1, 2, 3 same as stairs and landings.

4. Mop from the furthest point to the access point e.g.: walkway to entrance lobby. Mop using a figure 8 stroke with each pass overlapping. Clean adjacent to skirting and platform edge by cutting in parallel. Remove splashes to walls as they occur with a clean cloth.
5. Change cleaning solution when dirty.
6. Rinse the floors with the clean well wrung mop and water.
7. When all areas have been cleaned, clean equipment and return to the store.

SAFETY

1. Wear protective gloves.
2. Use as little water as is necessary. Do not use soaps as these can make the floor slippery.
3. Mop only one flight of stairs at a time. Do not remove warning signs before the stairs or floors have dried.
4. Do not leave equipment lying around. Check handles are smooth (rough handles may cause splinters).

CARE OF EQUIPMENT

1. Remove mop heads from handles (if applicable) wash and allow to dry. If re-assembled, store head up.
2. Wash buckets and wringers, wipe with a clean cloth, store upside down.
3. Wash scraper store head up.

Task: Ultra-High-Speed Buffing

Equipment Required

Gloves
Mopping (Refer to the Mopping Method Statement)
Sweeping (Refer to the Sweeping Method Statement)
Floor Pad and Drive Disk/Board
Ultra-High-Speed Machine (with or without Suction Unit)
Warning Signs

Method

1. Plan work route and when necessary, remove furniture and equipment
2. Wash hands and put on gloves
3. Display the warning signs in the area, ensuring all signs are visible
4. Sweep the floor (Refer to the Sweeping Method Statement)
5. Mop the floor (Refer to the Mopping Method Statement)
6. Ensure the floor is dry before buffing.
7. Attach the drive disk/board and floor pad to the Ultra-High-Speed Machine (refer to manufacturers' instructions)

8. Unwind cable (if present) and plug into a mains socket and a circuit breaker if appropriate.
 9. Adjust handle to a suitable/comfortable height making sure arms are straight
 10. Ensure the Ultra-High-Speed machine is held firmly in contact with the body and the cable is behind.
 11. Switch the machine and suction unit on (beware of initial “kick”)
 12. Start buffing the floor by continuously moving the machine side-to-side without over stretching, in a straight line
 13. Buff the edges first and fill in with overlapping passes
- NOTE If Ultra-High-Speed Machine remains over one area, it may burn the floor**
14. On completion, remove the floor pad and place in a laundry bag
 15. With dry hands, remove the plug from the mains socket and re-wind the electricity cable.
 16. When the area is completely dry, return the furniture to original position.
 17. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
 18. Remove gloves and wash hands

Task: Floor Scrubbing

Equipment Required

Bucket
Gloves
Mop Handle
Mop Head
Sweeping (Refer to the Sweeping Method Statement)
Edge Cleaning Tool and pad
Floor Pad and Drive Disk/Board
Scouring Pad
Standard Speed Rotary Machine including Tank
Warning Signs
Floor Cleaner or General-Purpose Detergent
Floor Scrubbing

Method

1. Plan work route and when necessary, remove furniture and equipment
2. Wash hands and put on gloves
3. Display the warning signs in the area, ensuring all signs are visible
4. Sweep the floor (Refer to the Sweeping Method Statement)
5. Clean and prepare the floor edges using the Edge Cleaning Tool and pad, if necessary
6. Attach the floor pad to the Rotary Scrubbing Machine (refer to manufacturers’ instructions)
7. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers’ instructions) and add to the Scrubbing Machine tank
8. Unwind cable and plug into a mains socket and a circuit breaker if appropriate
9. Adjust handle to a suitable/comfortable height making sure arms are straight.
10. Ensure the Standard Speed Rotary Machine is held firmly in contact with the body and the cable is behind.
11. Switch the machine on (beware of initial “kick”)
12. Start scrubbing the floor at a point furthest from the door in 5-metre square sections, by releasing a small amount of the Floor Cleaner solution or by pouring slowly on the area being worked on.
13. Remove any excess water residue (refer to the Water Extraction Method Statement) and splashes from skirting boards and walls
14. When cleaning a large area, always check floor pad regularly

NOTE Regularly replace the floor pad. For stubborn stains use a scouring pad/abrasive pad

15. On completion, remove the floor pad and place in a laundry bag.
16. With dry hands, remove the plug from the mains socket and re-wind the electricity cable.
17. Empty the water tank (refer to manufacturers' instructions)
18. If necessary, mop the floor with clean water.
19. When the area is completely dry, return the furniture to original position.
20. After use, all equipment should be checked, cleaned, dried and returned to the storage area
21. Remove gloves and wash hands

Task: Floor Stripping

Equipment Required

Bucket
Gloves
Mop Handle
Mop Head
Scraper
Mopping (Refer to the Mopping Method Statement)
Sweeping (Refer to the Sweeping Method Statement)
Edge Cleaning Tool and Pad
Floor Pad and Disk Drive/Board
Floor Stripper
Goggles
Knee Pads
Standard Speed Rotary Floor Machine
Ultra-High-Speed Machine (with or without Suction Unit)
Warning Signs

Method

1. Plan work route and when necessary, remove furniture and equipment.
 2. Wash hands and put on gloves
 3. Display the warning signs in the area, ensuring all signs are visible
 4. Sweep the floor (Refer to the Sweeping Method Statement)
 5. Remove old polish from floor edges and chewing gum using an Edge Cleaning Tool/Scraper
 6. Attach the floor pad to the Rotary Floor machine (refer to manufacturers' instructions)
 7. Put on goggles
 8. Prepare the Floor Stripper solution in a well-ventilated area (refer to manufacturers' instructions) and add to the Rotary Machine tank or by pouring slowly on the area being worked on.
 9. Remove goggles
 10. Unwind cable and plug into a mains socket and a circuit breaker if appropriate.
 11. Adjust handle to a suitable/comfortable height making sure arms are straight
 12. Switch the machine on
 13. Start stripping the floor at a point furthest from the door in 5-metre square sections by moving the Rotary Floor machine in small side-to-side, overlapping movements.
- NOTE Regularly change the Floor Pad. Hard and semi-hard floors can be damaged if the floor stripping solution is too strong and has a long a contact time (refer to manufacturers' instructions). Do not let the floor dry while carrying out stripping**
14. Use a Wet Pick Up Machine to remove the additional 'slurry'.
 15. Ensure all polish has been removed and if there is any polish remaining, re-apply the process.
 16. On completion of stripping, allow the area to dry

17. With dry hands, remove the plug from the mains socket and re-wind the electricity cable
18. Damp Mop the floor with clean water to rinse and neutralise (refer to the Mopping Method Statement). Check the pH of the floor covering with Universal Indicator Paper. The floor must be neutral pH 7.
19. Sweep the floor to remove any additional dust (refer to the Sweeping Method Statement)
20. When the area is completely dry, return the furniture to original position.
21. After use, all equipment should be checked, cleaned, dried and returned to the storage area
22. Remove gloves and wash hands.

Applying Polish

Task: Floor Polishing – Vinyl Floor

Equipment Required

Bucket
Flat Mop Head (Polish Applicator)
Mop Handle
Gloves
Floor Stripping System (refer to the Floor Stripping Method Statement)
Floor Polish
Warning Signs

Method

1. Wash hands and put on gloves
 2. Display the warning signs in the area, ensuring all signs are visible
 3. Remove all furniture and equipment from the room (if possible).
 4. Prepare the floor for polishing (refer to the Floor Stripping method statement)
 5. Pour a small amount of floor polish into the bucket
 6. Attach the mop head to the mop handle
 7. Place the mop head into the bucket, so that the floor polish is absorbed onto the mop; do not submerge the mop.
 8. When taking the mop out of the bucket it should not be dripping
 9. The first stroke on the floor should be 15cm (6 inches) from and in line with the wall, leaving a substantial line of polish, (the 6 inch - 15cm gap should be left around all the edges).
 10. Work from the furthest point of the room to the door. Keep the mop in contact with the floor at all times (lift only to re-apply polish).
 11. Using the mop, draw floor polish across the room ensuring a uniform amount is spread across the floor area, with no bare patches, streaks or bubbles. Re-working of polish can be done with the mop up to 30-60 seconds after application to the floor to cover areas missed or ensure a uniform coat. After this period do not touch
 12. When the area is completed, allow it to dry. Do not walk on the area until it is dry.
 13. The second coat should then be applied (in the same manner as 8, 9 and 10) except the floor polish should be laid in the opposite direction to the first coat using a clean bucket and mop head.
- NOTE Ensure that different floor polish products are not mixed together in the bucket or on the mop. Some polishes may require buffing between coats (refer to manufacturers' instructions)**
14. If a third coat is required, apply in the same manner as 8, 9 and 10, in the direction of the first coat
 15. On completion, remove the mop head and place in a laundry bag
 16. When the area is completely dry, return the furniture to original position
 17. After use, all equipment should be checked, cleaned, dried and returned to the storage area

18. Remove gloves and wash hands

Task: Stain Removal

Equipment Required

Paper

Gloves

Scraper

Warning Signs

General Surface Cleaner or Chewing Gum/Graffiti/Adhesive Remover

Method

Types of stains include:

- Chewing gum
- Oil and water-based stains

There are two types of stain removal:

- a) Physical method
- b) Chemical method

a) Physical method

1. Wash hands and put on gloves
2. Use a cloth or paper towel to absorb the liquid.
3. Display the warning sign over the stained area, until area has dried
4. Always start from the outer edge of the stain and work towards the middle. This prevents the spreading of the stain.
5. Dispose of the cloth or paper towel when the task is completed
6. After use, all equipment should be checked, cleaned, dried and returned to the storage area
7. Remove gloves and wash hands Friction removal water staining

b) Chemical method

1. Wash hands and put on gloves
2. This involves scraping, brushing, rubbing or scrubbing to remove dried-on stains.
3. It is important to rub gently to avoid damage to the surface.
4. Always start from the outer edge of the stain and work towards the middle.
5. Display the warning sign over the stained area, until area has dried
6. After use, all equipment should be checked, cleaned, dried and returned to the storage area
7. Remove gloves and wash hands.

NOTE never rub the stain into the carpet/fabric

Should the friction method not work use the chemical method:

b) Chemical method

1. Wash hands and put on gloves
2. Display the warning sign over the stained area, until the area has dried
3. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
4. Pour a small amount of the chosen cleaning solution onto the stain
5. Allow the cleaning solution to have contact time with the stain.
6. Using a scraper and cloth, start from the outer edge of the stain and work towards the middle until stain is removed

7. Dispose of the cloth when the task is completed
8. After use, all equipment should be checked, cleaned, dried and returned to the storage area
9. Remove gloves and wash hands

Task: Suction Cleaning

Equipment Required

Gloves

Suction Cleaner (Cylinder or Upright)

Suction Cleaner Attachment for example, Crevis Tool, Floor Tool

Warning Signs

Suction Cleaning

Method

1. Wash hands and put on gloves
2. Display the warning signs in the area, ensuring all signs are visible.
3. Move furniture so the area to be cleaned is freely available. Manually pick up all large items for example, crisp packets, tissues
4. Attach the appropriate tool onto the vacuum cleaner (refer to manufacturers' instructions)
5. Unwind cable and plug into a mains socket and a circuit breaker if appropriate
6. For floor cleaning, adjust the floor tool so that the bristles are:
 - a. Hard floor – Bristles down
 - b. Soft floor – Bristles up
7. Switch the vacuum cleaner on.
8. Start vacuuming the floor at a point furthest from the door, paying particular attention to edges and corners in busy areas
9. Suction clean the floor in parallel, overlapping lanes all the floor area. Several passes may be needed
10. Always finish in the same direction that the carpet pile runs.
11. On completion, re-wind the electricity cable
12. After use, all equipment should be checked, cleaned, dried and returned to the storage area
13. Remove gloves and wash hands

General Cleaning Method Statement



Task: Damp Dusting

Equipment Required

Bucket
Cloth
Gloves
Cleaning Trolley
General Purpose Detergent or General Surface Cleaner

Method

1. Wash hands and put on gloves
 2. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
 3. Place the bucket onto a cleaning trolley
 4. Dampen or rinse a cloth in the cleaning solution
 5. Remove items from the surface to be cleaned
 6. To Damp Dust flat surfaces, wipe in straight lines cleaning the edges first
 7. If cleaning a bedside table, extend it and wipe underneath
 8. Wipe the main surfaces in a figure of eight (8) pattern
- NOTE frequently turn the cloth and rinse in the cleaning solution. Change the cleaning solution when it becomes soiled.**
9. Use the chosen cleaning solution to remove any grease marks or stubborn stains
 10. Replace items on to the clean surface After use, all equipment should be checked, cleaned, dried and returned to the storage area. Dispose of cloth.
 11. Remove gloves and wash hands

Task: Radiator Cleaning

Equipment Required

Bucket
Cloth

Gloves
Cleaning Trolley
Radiator Tool
General Purpose Detergent or General Surface Cleaner

Method

1. Wash hands and put on gloves
2. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions)
3. Place the bucket onto a cleaning trolley
4. Dampen or rinse a cloth in the cleaning solution.
5. To Damp Dust flat surfaces wipe in straight lines cleaning edges first
6. Wipe main surfaces in a figure of eight (8) pattern.
7. Use a Radiator Tool to clean behind the radiator

NOTE Frequently turn the cloth and rinse in the cleaning solution. Change the cleaning solution when it becomes soiled.

8. Use the chosen cleaning solution to remove any grease marks or stubborn stains
9. Dispose of the cloth when the task is completed
10. After use, all equipment should be checked, cleaned, dried and returned to the storage area
11. Remove gloves and wash hands

Task: Glass Cleaning

Equipment Required

Cloths x 2
Gloves
Labelled Spray Bottle
Glass Cleaner
General Purpose Detergent or General Surface Cleaner

Method

1. Wash hands and put on gloves
2. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions)
3. Spray the Glass Cleaner or cleaning solution onto the cloth.
4. Wipe the glass surface, starting from the top and working down in a figure-of-eight (8) pattern covering all of the surface.
5. Buff to a shine with a second cloth to remove smears
6. Dispose of the cloth when the task is completed
7. After use, all equipment should be checked, cleaned, dried and returned to the storage area
8. Remove gloves and wash hands

Task: Wall Washing

Equipment Required

Bucket
Cloth
Gloves
Goggles
Labelled Spray Bottle
Abrasive Pad

Access Equipment for example, Platform Steps
Masking Tape (To Cover Electrical Sockets)
Plastic Sheeting (if required)
Warning Signs
General Surface Cleaner or General-Purpose Detergent

Method

1. Wash hands and put on gloves
2. Put on goggles
3. Display the warning signs in the area, ensuring all signs are visible.
4. Cover the electric sockets with masking tape
5. Place dust sheets or plastic sheeting on floors, to protect from spillages
6. Remove furniture or cover with dust sheets
7. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
8. Apply the cleaning solution to the wall wiping from bottom to top, allowing a short time for the cleaning agent to work. Then rinse/ wipe the wall from top to bottom, to leave the wall as dry as possible.
9. Remove drips and runs as they occur.
10. After use, all equipment should be checked, cleaned, dried and returned to the storage area
11. Remove gloves and wash hands.

Cleaning Lifts

1. Wash hands and put on gloves.
2. Assemble equipment, check electrical equipment for safety, particularly plugs and cables.
3. Place warning signs.
4. Ensure lift is resting level with the landing and isolated.
5. Prepare cleaning solution according to manufacturer's instructions.
6. Pick up loose dirt and debris , place in refuse sack and remove to point of disposal, taking care not to transfer soil between the lift floor and landing stage.
7. Check floor area for chewing gum and remove, if necessary.
8. Close and clean the door, then clean roof, sides and control buttons.
9. Suction clean the door track.
10. Remove warning signs, put the lift back into operation.
11. Clean equipment and check for safety.
12. Return equipment, materials and warning signs to store and close the ventilation, if appropriate.

Upon Completion of Work

- All equipment should be checked and cleaned and returned to the agreed storage area.

- Remove warning signs and locate in agreed storage area.
- Leave areas tidy.
- Remove gloves and wash hands.
- Sign out before leaving site.
- Leave site in a safe and professional manner

Kitchen Cleaning Method Statement



Task: Manual Washing Up

Equipment Required

Cloth/Paper
Gloves
Scraper
Abrasive Pad
Scrubbing Brush
General Purpose Detergent

Method

1. Wash hands and put on gloves
2. Remove all residual waste from crockery and place in a waste container
3. Empty the sink of any utensils
4. Sort the items for washing into soil categories, (cleanest to dirtiest).
5. Pre-wash heavily soiled items first
6. Fill the sink with hot water, adding recommended General-Purpose Detergent (refer to manufacturers' instructions)
7. Immerse soiled items into the hot cleaning solution water,
8. Transfer clean items to a rinsing sink and disinfect if necessary.
9. Rinse all items thoroughly and wipe with cloth/paper or leave to dry.
10. Clean sink, drainers, splash backs, taps and plugs thoroughly, (refer to the sink cleaning method).
11. Ensure all surrounding areas are clean and uncontaminated
12. Dispose of the cloth when the task is completed
13. After use, all equipment should be checked, cleaned, dried and returned to the storage area
14. Remove gloves and wash hands

Task: Microwave Cleaning

Equipment Required

Bucket
Cloth
Gloves
Paper Towel Roll
General Purpose Detergent
General Surface Cleaner or Degreaser Microwave

Method

1. Wash hands and put on gloves
 2. Disconnect the microwave from the mains socket
 3. Remove all detachable parts to a safe cleaning area
 4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
 5. Thoroughly clean all detachable parts, rinse and dry.
 6. Remove excess soil and food debris from the interior of the microwave
 7. Dampen or rinse a cloth in the cleaning solution and wring out well
 8. Clean all internal and external surfaces of the microwave, paying particular attention to the corners and top
- NOTE Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.**
9. Rinse with clear water and dry with a paper towel roll.
 10. Re-assemble the detachable parts correctly
 11. Plug the microwave into the mains socket
 12. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
 13. Dispose of the cloth when the task is completed.
 14. Remove gloves and wash hands

Task: Oven Cleaning

Equipment Required

Cloths
Gauntlet Gloves or Safety Gloves
Labelled Spray Bottle
Scraper
Goggles
Mask
Non-Abrasive Pads
Plastic Sheeting (if required)
Warning Signs
General Purpose Detergent
Degreaser or Oven Cleaner

Method

1. Wash hands and put on gloves
2. Put on goggles and mask
3. Display the warning signs in the area, ensuring all signs are visible.
4. Place plastic sheeting on to the floor, to protect from spillages
5. Switch the gas/electricity off
6. Ensure the equipment is at the correct temperature for the task
7. Remove all detachable parts to a safe cleaning area (or soak tank).
8. Remove internal shelves and panels

9. Remove excess soil
 10. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
 11. Dampen or rinse a cloth in the cleaning solution and wring out well
 12. Thoroughly wipe clean all detachable parts, rinse and dry.
 13. For stubborn stains/soil use oven cleaner/degreaser, (refer to manufacturers' instructions)
- NOTE Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.**
14. Pay particular attention cleaning inside of the oven, especially where a hot oven is required
 15. Allow sufficient contact time for the cleaning solution to soften soil.
 16. Remove all cleaning solution from the surface, rinse and leave to dry.
 17. Clean inside and outside of the oven and its immediate environment.
 18. Re-assemble the detachable parts correctly
 19. Re-connect the gas/electricity. Test for correct operation. Re-ignite, pilot lights where necessary.
 20. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
 21. Dispose of the cloth when the task is completed.
 22. Remove gloves and wash hands.

Task: Refrigerator Cleaning

Equipment Required

Bucket
Cloths
Gloves
Non-Abrasive Pad
General Purpose Detergent

Method

1. Wash hands and put on gloves
 2. Remove food to another suitable storage area
- NOTE Discard any out-of-date or unlabelled food**
3. Remove all loose debris and excess soiling
 4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
 5. Dampen or rinse a cloth in the cleaning solution and wring out well
 6. Remove and clean all shelves, hanging rails and drip trays and take to a cleaning area to dry.
 7. Clean accessible fan parts, door seals and handles
- NOTE Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.**
8. Return the shelves, hanging rails and drip trays to the correct position
 9. Replace food in the correct order (but only when the correct refrigerator temperature has been reached)
 10. Check the refrigerator temperature is correct. If it is not report to a supervisor.
 11. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
 12. Dispose of the cloth when the task is completed.
 13. Remove gloves and wash hands

Task: Sink Cleaning

Equipment Required

Cloths
Gloves

Scraper

Abrasive Pads

General Purpose Detergent

Method

1. Wash hands and put on gloves
2. Empty the sink and remove debris.
3. Thoroughly rinse the sink and drainer before cleaning.
4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
5. Dampen or rinse a cloth in the cleaning solution and wring out well
6. Wipe clean the framework of the sink and pipework.
7. Clean the sink, drainer and taps.

NOTE Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.

8. Replenish soap dispenser (refer to the Soap Dispenser method statement)
9. Clean any splash back and surrounding areas.
10. Rinse the sink and drainer with clean water.
11. After use, all equipment should be checked, cleaned, dried and returned to the storage area.
12. Dispose of the cloth when the task is completed.
13. Remove gloves and wash hands.

Sanitary Cleaning Method Statement



Task: Toilet Cleaning

Equipment Required

Bucket
Cloths
Gloves
Labelled Spray Bottle
Non-Abrasive Pad
Supply of Toilet Paper (to replace used items) General Purpose
Detergent
Toilet Brush
Warning Signs
General Surface Cleaner or Toilet Bowl Cleaner

Method

1. Wash hands and put on gloves
 2. Assemble the equipment and check for safety.
 3. Display the warning signs in the area, ensuring all signs are visible
 4. Ventilate the area (for example, open a window)
 5. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
 6. Flush the toilet with the seat lid down
 7. Lower the water level using the toilet brush by pushing the water back down the U-bend to expose the water line
 8. Apply the cleaning agent to the inside of bowl, including under the rims and allow to soak (leave the toilet brush in the bowl)
 9. Remove any splashes or marks from the wall
 10. Dampen or rinse a cloth in the cleaning solution and wring out well
- NOTE Start cleaning at the highest point and work towards the lowest, from outside to the inside and from clean to dirty**
11. Wipe outside and around the toilet bowl, including the toilet roll holder, pipework, sanitary bins, cistern, toilet seat lid, top and underneath and hinges, (including sanitary bins).

NOTE Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.

12. Scrub the toilet bowl with a toilet brush, particularly any stains, water lines and under rims.
13. Flush the toilet, rinsing the brush in flushing water.
14. Wipe the brush holder and replace the brush
15. Wipe the toilet seat and flush handle with the cloth, then close the lid.
16. Check and replenish toilet paper, if necessary.
17. Dispose of the cloth when the task is completed
18. After use, all equipment should be checked, cleaned, dried and returned to the storage area
19. Remove gloves and wash hands

Task: Urinal Cleaning

Equipment Required

Bucket
Cloths
Gloves
Labelled Spray Bottle
Bottle Brush
Non Abrasive Pad
Supply of Toilet Paper (to replace used items)
Toilet Brush
Warning Signs
General Purpose Detergent

Method

1. Wash hands and put on gloves
2. Assemble the equipment and check for safety.
3. Display the warning signs in the area, ensuring all signs are visible
4. Ventilate the area (for example, open a window)
5. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
6. Fill a spray bottle with the cleaning solution and spray internal surfaces.
7. Remove any hair or other items from the plug, plug hole and plug chain
8. Dampen or rinse a cloth in the cleaning solution and wring out well

NOTE Start cleaning at the highest point and work towards the lowest, from outside to the inside and from clean to dirty

9. Wipe the surrounding areas including external surfaces and pipe work
10. Rinse the cloth and wipe internal surfaces, pay particular attention to water marks and drains.
11. To remove any build-up of soap and grease, repeat steps 8 and 9 applying the cleaning solution and using a non-abrasive pad.

NOTE Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.

12. Rinse the urinal with clear water.
13. Channelled Urinal splash backs should be carefully sprayed with the cleaning solution and wiped clean with clear water.
14. Dispose of the cloth when the task is completed
15. After use, all equipment should be checked, cleaned, dried and returned to the storage area
16. Remove gloves and wash hands

Washroom Cleaning Method Statement



Task: Bathroom Cleaning

Equipment Required

Bucket or Labelled Spray Bottle
Cloth
Gloves
Bottle Brush
Non-Abrasive Pad/Cloth
Supply of Soaps/Paper Towels and Waste Bags (to replenish stock)
Warning Signs
General Purpose Detergent
General Surface Cleaner or Bath/Washbasin/Shower/Bidet Cleaner

Method

1. Wash hands and put on gloves
2. Display the warning signs in the area, ensuring all signs are visible
3. Ventilate the area (for example, open a window)
4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
5. Remove any objects from the bath (for example, soap)
6. Remove any hair or other items from the plug, plug-hole and plug chain
7. Dampen or rinse a cloth in the cleaning solution and wring out well

NOTE Start cleaning from outside and work towards the inside

8. Wipe the surrounding surfaces of the bath, including wall tiles, ledges, pipes, underneath the bath, paper towel dispenser, soap dispenser
9. Polish stainless steel or chrome with the cloth

10. Wipe the inside of the bath, including the plug, plug chain, taps and overflow.
11. With running tap water, rinse the bath thoroughly, directing water into the overflow. Clean the overflow with a bottlebrush.
12. To remove any build-up of soap and grease, repeat steps 10 and 11 applying the cleaning solution and using a non-abrasive pad.

NOTE Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.

13. Remove any splashes or marks from the walls and wipe door handles.
14. Dispose of the cloth when the task is completed
15. After use, all equipment should be checked, cleaned, dried and returned to the storage area
16. Remove gloves and wash hands

Task: Hand Wash Basin

Equipment Required

Bucket or Labelled Spray Bottle
Cloth
Gloves
Non-Abrasives Pad
Supply of Soaps/Paper Towels and Waste Bags (to replenish stock)
Warning Signs
General Purpose Detergent
General Surface Cleaner or Bath/Washbasin/Shower/Bidet Cleaner

Method

1. Wash hands and put on gloves
2. Display the warning signs in the area, ensuring all signs are visible
3. Ventilate the area (for example, open a window)
4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
5. Remove any objects from the basin, (for example, patient personal items)
6. Remove any hair or other items from the plug, plug-hole and plug chain
7. Dampen or rinse a cloth in the cleaning solution and wring out well

NOTE Start cleaning from outside and work towards the inside.

8. Wipe the surrounding surfaces of the bowl, including wall tiles, ledges, pipes, underneath the basin, paper towel dispenser, soap dispenser
9. Wipe the inside of the bowl, including the plug, plug chain, taps and overflow with a cloth rinsed and wrung out in the cleaning solution.
10. With running tap water, rinse the basin thoroughly, directing water into the overflow. Clean the overflow with a bottlebrush.
11. To remove any build-up of soap and grease, repeat steps 10 and 11 applying the cleaning solution and using a non-abrasive pad.

NOTE Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.

12. Polish stainless steel or chrome
13. Replace items removed to original position, replenish soap and paper towels (refer to the Replenishing Consumables method statements)
14. Dispose of the cloth when the task is completed
15. After use, all equipment should be checked, cleaned, dried and returned to the storage area
16. Remove gloves and wash hands

Task: Replenishing Consumables

Equipment Required

Bucket
Cloth
Gloves
Damp Dusting (refer to the Damp Dusting Method Statement)
Dispenser Key (if required)
Hand Soap Refills
General Purpose Detergent or General Surface Cleaner
Soap Dispenser

Method

1. Wash hands and put on gloves
2. Check if the soap dispenser is empty
3. If the soap dispenser needs refilling, open the dispenser and remove the contents (refer to manufacturers' instructions)
4. Damp Dust and clean all surfaces of the soap dispenser to remove any grease marks or stubborn stains (refer to the Damp Dusting method statement)
5. Dispose of the cloth when the task is completed
6. Refill, and then close the dispenser
7. After use, all equipment should be checked, cleaned, dried and returned to the storage area
8. Remove gloves and wash hands

Task: Paper Towel Holder

Equipment Required

Bucket
Cloth
Gloves
Damp Dusting (refer to the Damp Dusting Method Statement)
Dispenser Key (if required)
Hand Towels
General Purpose Detergent or General Surface Cleaner

Method

1. Wash hands and put on gloves
2. Check if the hand towel dispenser is empty
3. If the hand towel dispenser needs refilling, open the dispenser and remove the contents (refer to manufacturers' instructions)
4. Damp Dust and clean all surfaces of the hand towel dispenser to remove any grease marks or stubborn stains (refer to the Damp Dusting method statement)
5. Dispose of the cloth when the task is completed
6. Refill, then close the dispenser
7. After use, all equipment should be checked, cleaned, dried and returned to the storage area
8. Remove gloves and wash hands

Task: Toilet Roll/Tissue

Equipment Required

Bucket
Cloth
Gloves
Damp Dusting (refer to the Damp Dusting Method Statement)
Dispenser Key (if required)
Toilet Roll/Tissue
General Purpose Detergent or General Surface Cleaner

Method

1. Wash hands and put on gloves
2. Check if the toilet tissue/roll dispenser is empty.
3. If toilet tissue/roll dispenser needs refilling, open the dispenser and remove the contents (refer to manufacturers' instructions)
4. Damp Dust and clean all surfaces of the toilet tissue/roll dispenser to remove any grease marks or stubborn stains (refer to the Damp Dusting method statement)
5. Dispose of the cloth when the task is completed
6. Refill, then close the dispenser
7. After use, all equipment should be checked, cleaned, dried and returned to the storage area
8. Remove gloves and wash hands

Task: Shower Room Cleaning**Equipment Required**

Buckets or Labelled Spray Bottle
Cloth
Gloves
Bottle Brush
Non-Abrasive Pad
Warning Signs
General Purpose Detergent
General Surface Cleaner or Bath/Washbasin/Shower/Bidet Cleaner

Method

1. Wash hands and put on gloves
 2. Display the warning signs in the area, ensuring all signs are visible
 3. Ventilate the area (for example, open a window)
 4. Prepare the cleaning solution in a well-ventilated area (refer to manufacturers' instructions).
 5. Empty waste bins
 6. Remove any objects from the bath, bowl and shower (for example, soap and rubber mats)
 7. Remove any hair or other items from the plug, plug-hole and plug chain
 8. Dampen or rinse a cloth in the cleaning solution and wring out well
- NOTE Start cleaning at the highest point and work towards the lowest, from outside to the inside and from clean to dirty
9. Clean the curtain rail, then starting at the highest point of the shower, wipe the wall tiles from clean to dirty areas.
 10. Check the shower curtain; wipe clean and dry; change if necessary.
 11. Wipe the showerhead, hose, taps and soap tray.

12. If a shower tray is present, clean the inside and outside with a wrung-out cloth.
13. Wipe around the inside of the shower cubicle
14. Clean the overflow with a bottlebrush.
15. To remove any build-up of soap and grease, repeat steps 13 and 14 applying the cleaning solution and using a non-abrasive pad.

NOTE Frequently rinse the cloth in the cleaning solution. Change the cleaning solution when it becomes soiled.

16. Rinse the shower cubicle thoroughly with clean water, swilling the water into the overflow
17. Where rubber mats are present, thoroughly clean and dry (for example, by airing)
18. Polish stainless steel or chrome
19. Dispose of the cloth when the task is completed
20. After use, all equipment should be checked, cleaned, dried and returned to the storage area
21. Remove gloves and wash hands