HEALTH & SAFETY INFORMATION BOOKLET

INCORPORATING
RISK ASSESSMENT / METHOD STATEMENT GUIDANCE

FROM

FEDERATION OF WINDOW CLEANERS
EXAMPLE RISK ASSESSMENT

Window cleaning from Portable Ladders

Hazards

Fall from ladder
Ladder slipping sideways at upper resting point
Ladder twisting or flipping
Ladder slipping outwards at base
Ladder fails i.e. breaks, snaps
Ladder looses contact with upper resting point (falls backwards)
Operative dropping tools, equipment from height
Overhead electrical hazards
Slipping on greasy, icy, wet surfaces
Failure or movement of surface ladder placed on i.e. sinking in mud
Danger through unattended ladders
Over exposure of operative to sun
Inclement weather
Injury through manual handling
**Persons exposed to hazards**
Company employees
Site employees/staff
Anyone with cause to visit site during cleaning operations
Members of public where there is public access

**Specific Risk Groups**
Children
Elderly/Infirm
Mentally handicapped

**Actions already taken to reduce risks**
Ladders are only used where it is unsuitable or not reasonably practicable to use other safer methods of access
Fully trained and regularly assessed operatives
Ongoing safety training program
All ladders fitted with anti-slip feet
Ladders when extended above ground floor will be secured to the building by tying/lashing, L.S.D. or other means of equivalent effectiveness
Ladders are footed whenever reasonably practicable and always where stability requires
Ladder register
Regular documented safety inspections of all ladders
All operatives issued with personal tool/equipment holders
All operatives issued with appropriate PPE
Warning signs displaying at all times
Ladders are not left unattended
Operatives supervised at all times
The use of safety Equipment is specified on individual worksheets as necessary

**Assessment of Residual Risk**

Minimal/Acceptable

**Further action required**

None – Monitor and review on due date

**Date set for review** ………………………………………………………………………………………………………………………

**Review Date entered into diary** ………………………………………………………………………………………………………

**Signed** ………………………………………………………………………………………………………………………………………

**Position** ………………………………………………………………………………………………………………………………………

**Ref: RA Ladder**
EXAMPLE RISK ASSESSMENT

SUSPENDED AND POWERED ACCESS

CRADLE AND MEWPS (MOBILE ELEVATING WORK PLATFORMS) or (CHERRY PICKERS)

Hazards.

Fall from height/cradle/mewp
Failure of access equipment
Operatives dropping personal tools/equipment
Dislodging parts of building during cleaning
Failure/collapse of ground mewp is placed upon
Medical condition of operative, which may require rescue or evacuation procedure
Emergency situation i.e. bomb scare/fire drill requiring evacuation
Power failure
Adverse weather conditions
Fall from height whilst accessing cradle across roof
Failure of fall arrest equipment i.e. harness/lanyard or anchor point in event of fall
Position of mewp in relation to vehicle and pedestrian traffic
**Persons exposed to hazards.**

Company employees
Site employee’s and staff
Anyone with cause to visit site during cleaning operations
General public where there is public access

**Specific risk groups**

Where public access
- Children
- Elderly and Infirm
- Mentally Handicapped
- People with learning difficulties

Employees with medical conditions and / or i.e.
- Heart Conditions
- Asthma
- Fear of height
- Alcohol
- Substance Abuse

**Other Issues**

Lone working
Rescue Policy
**Actions already taken to reduce risk/control measures**

Fully trained and regularly assessed operatives – paper records
On going company safety training programme
Provision of safety harness, lanyards for fall arrest
Provision of personal tool/equipment holders and lanyards to secure tool’s/equipment i.e. squeegees to person
Current test / inspection details / access equipment on file
Access equipment on file
Current survey of external building condition and permission of building owners/controllers to proceed with works i.e. permit to work scheme
Medical suitability of operatives assessed at interview stage and on going company occupational health programme (does not need to be complicated) i.e. yearly medical and on going monitoring
Communications between cradle, mewp and ground team or office or reception on building
Evacuation procedure in place for

a) Power failure  
b) Medical Problem  
c) Emergency Situation

Safe system in place to access cradle i.e. latchway system
Display of warning signs
Temporary traffic lights and highway controls
Safe working loads of access equipment
Assessment of residual risk – Minimal/Acceptable

Further action required

Should be – none – monitor and review on due date or as required

Date set for review .................................................................

Review date entered to diary ..................................................

Signed ..............................................................................

Position ............................................................................

Date .................................................................
EXAMPLE RISK ASSESSMENT

HIGH LEVEL WINDOW CLEANING USING WATERFED POLES

Hazards
Operative work related upper limb disorders through incorrect use.
Pole being dropped or blowing over
Trip hazards for Operative due to site conditions whilst looking up and general site conditions.
Trip hazards for Public over trailing hosepipes.
Hazards to Public and property from poles being dropped or blowing over.
Falling objects caused by pole failure
Falling objects caused by dislodged building parts
Added danger of Operative falling from height from flat roof area
Overhead electrical hazards

People exposed to Hazards
Company employees
Site Staff
Anyone with cause to visit site during cleaning operations
General Public where they have access.
Specific Risk Groups
Maybe: Children
Elderly/Infirm
People with Learning disabilities

Actions taken to reduce risk
Fully trained and regularly assessed Operatives
Provision and use of Warning Signs, Cones
Provision and use of Matting to cover Hosepipes
Safe working areas marked out
Site surveys/risk assessments to identify overhead electric hazards and other site conditions.
Operatives are informed of site conditions and relevant procedures by specific site work instruction.
Specific procedures for work above roofs.

Further action required: None
Monitor and review on due date.

Date set for review ........................................................................................................

Review date entered to diary ........................................................................................

Signed ............................................................................................................................

Position ................................................................. Date .................................................


EXAMPLE RISK ASSESSMENT

MANUAL HANDLING

Manual Handling Hazards

- Heavy loads + poor posture
- Back injury
- Injury to muscles and tendons particularly where handling involves bending and twisting for instance – lifting ladders from floor and placing on roof rack
- Many cleaning duties
- Slips trips and falls when carrying heavy objects
- Cuts/Abrasions to skin from sharp edges of the object being handled
- Dropping or falling of ladders/access equipment being handled/erected

PERSONAL EXPOSED TO HAZARDS

- J.A. Lee Employees
- Site Employees
- Anyone with cause to visit the site during cleaning operations
General public

**Specific risk groups**

Children  
Elderly or Infirm  
Mentally Handicapped people

**Action already taken to reduce risk**

Manual handling of items is kept to a minimum as far as is reasonably practicable  
Tools and equipment purchased are the correct ones for the job  
All operatives are trained in manual handling techniques good posture and footing  
Work is arranged so items can be handled as close to the body as possible to avoid reaching or twisting  
Personal protective equipment is issued to all employees.

**Assessment of residual risk – minimal/acceptable**

**Further action required**

None at present  
- Monitor and review on due date

Date set for review  
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Review date entered to diary  
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Signed  
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Information for employees

Risk arises due to poor posture when handling, the possibility of falls of employees, sharp edges and material. When the following precautions are taken the risk should be nominal and controlled.

1. Items must be stacked on firm, level ground close to where they will be used.
2. Lifting aids (rather than manual handling) should be used as much as possible, particularly for heavier items or when items are lifted above shoulder height.
3. Use correct manual handling techniques i.e.: avoid twisting and over stretching and ensure a secure foot placement on even ground.
4. Ensure the work area is free from obstacles and the ground is not uneven, slippery or unstable.
5. Employees and managerial staff must be given adequate information and training on the correct systems and procedures to be used to ensure safe manual handling.
6. Adequate personal protective equipment should be work by employees.

REF: RA7
EXAMPLE METHOD STATEMENT

Windows will be cleaned using water and a neutral detergent (data sheet enclosed) this will be applied to the glass using a non scratch lambswool applicator and removed using a rubber “squeegee blade”. Scrim cloth will be used for “detailing” (drying off around the edge of the glass) and towelling cloths will be used to remove excess moisture from windowsills.

Windows up to 9 metres from ground level will be accessed using portable ladders and telescopic poles. Ladders when extended above ground floor height will be secured to the building by either fitting Ladder Stability Devices to the ladder or lashing the ladder to approved “fitted” ladder tying rings. Ladders will be footed whenever practicable and always when stability requires. Ladders can also be secured at the lower resting point by the use of LSD (Laddermate).

Where it is necessary windows above roofs will be accessed from the roof following the company’s specific code of practice for work above roofs and using any installed fall arrest line systems and necessary fall arrest harnesss and lanyards.

Windows above 9 metres meters will be accessed using mechanical access methods i.e. mobile elevating work platforms or from inside the building. For either of these means of access operatives will wear and use safety harnesses and lanyards and clip into suitably recognised and tested fall arrest point prior to positioning themselves where there is a risk of a fall.
Mobile elevating work platforms and other means of mechanical access will only be operated by sufficiently competent persons (who have attended CITB, IPAF or other suitably approved courses) or are under the immediate supervision of a qualified operative and trainer.

**Waterfed Pole systems**

Windows up to 15 Metres may also be cleaned using telescopic waterfed poles and de-ionised water which will be applied to glazing, frames and cladding using non scratch brushes. The window and frames will then be rinsed using pure de-ionised water, and left to dry naturally. Operatives will work from the ground or other position of safety and a safe working area will be established with warning signs displayed at all times.

All work will be carried out in line with:

1. Health and safety at work act 1974
2. H.S.E. Information Sheets:
   - Misc. 611 Safety in window cleaning using suspended and powered access equipment
   - Misc. 612 Safety in window cleaning using rope access techniques.
   - Misc. 613 – Safety in window cleaning using portable ladders.
3. Workplace health safety and welfare regulations 1992
4. The management of health and safety at work regulations 1999
5. The manual handling operations regulations 1992 – ACOP 98
6 The control of substances hazardous to health regulations 1999
7 The provision and use of work equipment regulations 1998
8 The personal protective equipment at work regulations 1992
9 Reporting of injuries diseases and dangerous occurrences regulations. (RIDDOR) 1995
10 British standard BS8213 Part 2 1991 Windows doors and roof lights
11 Our own company risk assessment, detailing hazards involved with the work and the actions the company has taken to reduce risk.
12b Work at height Regulations 2005
A POLICY ON LONE WORKING WHILST WINDOW CLEANING

Lone workers as defined by the H.S.E. are those who work by themselves without close or direct supervision.

No window cleaner should work solo in any area or location that would involve increased risk to their safety.

No window cleaner should work solo:

1. On any mobile elevating work platform on any kind
2. On any eyebolt work or work when fall arrest systems are used
3. On any work involving roped access
4. On Tower Scaffolds
5. On portable ladder over 6 metres
6. On cradle systems fixed, mechanical or manually rigged
7. On bosons chair work
8. On travelling ladders or gantries
9.
10.
If working as a team on a single site regular checks should be made on any lone worker. If dropped on a job to work solo, intervals between contact should not exceed one hour. If working solo for a full shift or day, a one-hour contact system by phone should be established.

FURTHER READING PAGE

- Road Traffic Act 1998
- Road Vehicle (construction and use) Regulations
- BS EN: 12195 Load restraint regulations
- Control of substances hazardous to health (COSHH) Regulations 2002
- Approved code of practice (L8): The control of legionella Bacteria in Water systems 2000
- Workplace health, safety and welfare regulations 1992
- Manual handling operation regulations 1992
- PUWER: Provision and use of work equipment regulations
- HASAWA: Health and safety at work act 1974
• MANAGEMENT REGS: Management of health and safety at work regs
• PPE REGS: Personal Protective equipment regulations
• Inspecting fall arrest equipment made from wedding or rope leaflet INDG HSE Books 2002
• Management of health and safety at work
• Management of health and safety at work regulations 1999. Approved code of practice and guidance L21
• Use of fall protection equipment with mobile elevating work platforms. Miscellaneous information sheet MISC 14 HSE Books
• Approved code of practice and guidance L22 HSE Books 1998 ISBN 07176 1626 6
• Work at Height Regulations 2005 (WAHR)
• A safety guide from the Federation of Window Cleaners 2006
• DVD safe use of portable ladders and WFP systems FWC 2009
BY ANDREW LEE    TEC SP IOSH.

FEDERATION OF WINDOW CLEANERS - SAFETY OFFICER

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