



**JOB SAFETY ANALYSIS &  
SAFE WORK PROCEDURES**

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## **Induction and Training Guide for Cleaners**

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**CRUSE** >>>



## CLEANING BUILDINGS – TASK ANALYSIS & SAFE WORK METHODS

The following task analysis should be included in the induction and training for cleaners who must be assessed for competency within their first working week.

### FLOOR SWEEPING - *Low Risk*

TASK	RISKS/HAZARDS	RESPONSIBILITY	SAFE WORK METHOD
1. Obtain broom, dustpan and brush from storage area and check that they are clean, with firm broom handle.	<ul style="list-style-type: none"> <li>Risk of falling objects from storage area.</li> </ul>	Cleaner	<b>Visually check that equipment is in good working order.</b>
2. Sweep into small piles that can be collected with the dustpan.	<ul style="list-style-type: none"> <li>Muscle strain/Back injury/Blisters</li> </ul>	Cleaner	<b>Keep back straight and push using shoulder muscles, avoiding back muscle where practical. Use flowing movements and wear gloves if required</b>
3. Pick up dust with dustpan and broom	<ul style="list-style-type: none"> <li>Muscle strain/Back injury</li> <li>Slips, trips and falls to public and students</li> </ul>	Cleaner	<b>When using dustpan and brush keep back straight and bend from the knees. Keep rubbish piles as close to bins as possible. Keep equipment off floor and do not leave lying around in reach of students or as a trip hazard.</b>
4. When finished replace equipment in correct storage area	<ul style="list-style-type: none"> <li>Muscle strain/Back injury</li> </ul>	Cleaner	<b>Ensure area is locked when finished</b>

## MOPPING - Low Risk

TASK	RISKS/HAZARDS	RESPONSIBILITY	SAFE WORK METHOD
1. Half fill bucket with warm water	<ul style="list-style-type: none"> <li>Lifting stains/Hot water burns to cleaner and students</li> </ul>	Cleaner	<b>Only half fill bucket (5Lts) and wear correct personal protective equipment at all times. Keep water to a minimum when working in access ways or areas where students may be moving about. Use signage or barricading as necessary.</b>
2. Add correct amount of chemical as instructed on chemical container	<ul style="list-style-type: none"> <li>Spillage of chemical/ Chemical contact with eyes or skin</li> </ul>	Cleaner only if trained to do so, otherwise supervisor to decant	<b>Pour chemicals as close to bucket as possible. Ensure safety glasses and gloves are worn if required. Keep chemicals out of reach of students.</b>
3. Place mop in bucket and squeeze out excess water	<ul style="list-style-type: none"> <li>Muscular/strain injury to back</li> </ul>	Cleaner	<b>When wringing mop out keep back straight using arms and correct lifting technique</b>
4. Begin mopping floor, commencing from one corner and working across the room	<ul style="list-style-type: none"> <li>Muscular/strain injury to back</li> </ul>	Cleaner	<b>Mop in a smooth figure eight motion as close to your body as practical. Change water on regular basis</b>
5. Empty bucket or water down the sewer and not the storm water drain.	<ul style="list-style-type: none"> <li>Muscular/strain injury to back</li> </ul>	Cleaner	<b>Tip water out of bucket in appropriate area whilst bending knees and keeping back straight</b>
6. When finished rinse out mop and bucket and leave to drain	<ul style="list-style-type: none"> <li>Muscular/strain injury to back</li> </ul>	Cleaner	<b>Use a hose and clean mop and bucket in an appropriate draining area</b>
7. Place mop and bucket in correct storage area	<ul style="list-style-type: none"> <li>Muscular/strain injury to back</li> <li>Slip, trip fall to students</li> </ul>	Cleaner	<b>Use correct lifting techniques – no sudden movements. Do not leave equipment lying around or in student reach.</b>

## VACUUMING - *Medium Risk*

TASK	RISKS/HAZARDS	RESPONSIBILITY	SAFE WORK METHOD
1. Obtain vacuum cleaner from storage area	<ul style="list-style-type: none"> <li>Muscle Strain caused by lifting</li> </ul>	Cleaner	<b>Move and lift vacuum using correct lifting methods</b>
2. Check if vacuum cleaner is empty, free of blockages and has a current electrical tag	<ul style="list-style-type: none"> <li>Dust in Eyes/Electrocution</li> </ul>	Cleaner	<b>Ensure you are wearing appropriate safety footwear</b>
3. Make sure area to be vacuumed is free from obstacles, where possible and that no students are likely to use area as walkway.	<ul style="list-style-type: none"> <li>Trip/Electrocution</li> </ul>	Cleaner	<b>Ensure that there are no wet patches or obstacles that could damage cord or hinder movement . Ensure area free from student activity.</b>
4. Plug in vacuum cleaner at power switch and vacuum on/off switch	<ul style="list-style-type: none"> <li>Electrocution</li> </ul>	Cleaner	<b>Ensure no wet surface comes in contact with power point</b>
5. Vacuum floor	<ul style="list-style-type: none"> <li>Back strain</li> </ul>	Cleaner	<b>Maintain an upright position and avoid jerky or sudden movements. Stay within limitations of cord</b>
6. Move furniture or other finishing objects such as tools etc. if required	<ul style="list-style-type: none"> <li>Arm/Back Strain</li> </ul>	Cleaner with assistance if required for manual handling	<b>Do not attempt to move furniture while vacuuming. Stay within maximum lifting weight of 16kg (as a guide only)</b>
7. When finished turn off vacuum cleaner at on/off switch and then power point	<ul style="list-style-type: none"> <li>Electrocution to cleaner and students</li> <li>Slip trip and fall to cleaner and students</li> </ul>	Cleaner	<b>Ensure no wet surfaces come in contact with power points. Keep moisture to a minimum around student access caress.</b>
8. Place vacuum cleaner in correct storage area	<ul style="list-style-type: none"> <li>Back strain</li> </ul>	Cleaner	<b>Use correct lifting methods (bend at knees</b>

## ELECTRIC POLISHING - *Medium Risk*

TASK	RISK/HAZARD	RESPONSIBILITY	SAFE WORK METHOD
1. Remove machine from storage	<ul style="list-style-type: none"> <li>Back injury – strain</li> </ul>	Cleaner with assistance as required	<b>Store at floor level in uncluttered area, away from likely spills of water, chemicals or other liquids.</b>
2. Ensure appropriate pad/brush attached	<ul style="list-style-type: none"> <li>Back Injury / Surface damage</li> </ul>	Cleaner, ensure competency	<b>Tilt machine back &amp; squat</b>
3. Check for frayed cords	<ul style="list-style-type: none"> <li>Electrocution</li> </ul>	Cleaner	<b>Damaged cords must be replaced immediately. Do not use machine and tag to prevent use by other persons until repairs are complete.</b>
4. Ensure no students in vicinity of work area or barricade as necessary	<ul style="list-style-type: none"> <li>Electrocution to cleaner or student</li> <li>Slips, trips, falls to students or cleaner</li> </ul>	Cleaner	<b>Barricade area if necessary. Ensure cords do not provide a trip hazard.</b>
5. Unravel cord length	<ul style="list-style-type: none"> <li>Trip, fall</li> </ul>	Cleaner	<b>Caution – lay out full length</b>
6. Ensure power off at wall	<ul style="list-style-type: none"> <li>Electrocution. Lifting with straight legs</li> </ul>	Cleaner	<b>Dry hands</b>
7. Plug in cord	<ul style="list-style-type: none"> <li>Electrocution/Back injury</li> </ul>	Cleaner	<b>Dry hands / Bend knees</b>
8. Turn Power Off	<ul style="list-style-type: none"> <li>Electrocution/Back Injury</li> </ul>	Cleaner	<b>Dry hands/Bend knees</b>
9. Take firm grip of machine	<ul style="list-style-type: none"> <li>Strain/Equipment damage</li> </ul>	Cleaner	<b>Ensure machine is balanced and pad or brush is on properly. Follow operator/manufacturers instructions for use.</b>
10. Raise wheels	<ul style="list-style-type: none"> <li>Strain/Back injury</li> </ul>	Cleaner	<b>Balance machine and work with the machine ;movement.</b>

<b>TASK</b>	<b>RISK/HAZARD</b>	<b>RESPONSIBILITY</b>	<b>SAFE WORK METHOD</b>
			<b>Do not force the machine to work in a way that forces the machine against its own momentum.</b>
11. Place cord over shoulder	<ul style="list-style-type: none"> <li>• Damage/Trip</li> </ul>	Cleaner	<b>Cord must be clear of rotating pad</b>
12. Squeeze trigger gently	<ul style="list-style-type: none"> <li>• Strain/Back injury</li> </ul>	Cleaner	<b>Balance machine</b>
13. Polish surface	<ul style="list-style-type: none"> <li>• Back injury/Strain</li> </ul>	Cleaner	<b>Do not twist – keep machine balanced</b>
14. 13.Power off at wall	<ul style="list-style-type: none"> <li>• Electrocutation/ Back injury</li> </ul>	Cleaner	<b>Bend knees/Dry hands</b>
15. Remove plug – roll up cord	<ul style="list-style-type: none"> <li>• Strain/Back injury</li> </ul>	Cleaner	<b>Stand when rolling cord</b>
16. Place wheels on the machine	<ul style="list-style-type: none"> <li>• Strain/Back injury</li> </ul>	Cleaner with help as required	<b>Balance machine</b>
17. Store machine away	<ul style="list-style-type: none"> <li>• Obstruction, slip, trip, fall</li> </ul>	Cleaner	<b>Stow in correct area</b>
18. *Any chemicals used must be stowed immediately	<ul style="list-style-type: none"> <li>• Skin irritation, Inhalation</li> </ul>	Cleaner	<b>Stow in correct area</b>

## **STRIP AND SEAL FLOOR - Medium Risk – Only undertake when area is free from student/staff activity**

<b>TASK</b>	<b>RISKS/HAZARDS</b>	<b>RESPONSIBILITY</b>	<b>SAFE WORK METHOD</b>
1. Remove furniture, using lifting aides or working in pairs as necessary	<ul style="list-style-type: none"> <li>• Strain to back, joints</li> <li>• Slips, trips and falls</li> </ul>	Cleaner	<b>Obtain assistance when lifting. Use correct lifting techniques. Follow procedure for lifting in this handbook</b>
2. Sweep area to be cleaned	<ul style="list-style-type: none"> <li>• Strains through repetitive strain injuries</li> </ul>	Cleaner	<b>Slow even strokes, do not use excessive force</b>
3. Mix Solution according to MSDS instructions for chemical use	<ul style="list-style-type: none"> <li>• Skin irritation and inhalation problems according to chemical type</li> </ul>	Cleaner	<b>Wear gloves and eye protection as necessary for the chemical. Dilute as per MSDS and product label</b>
4. Apply solution following instructions on MSDS and equipment instructions (as appropriate)	<ul style="list-style-type: none"> <li>• Burn, spillage, slips, trips and falls</li> </ul>	Cleaner	<b>Wear protective clothing as per MSDS. Dilute as per MSDS and product label</b>
5. Scrub floor, using the electric scrubber following manufacturers instructions	<ul style="list-style-type: none"> <li>• Muscular skeletal, shoulders and lower back</li> </ul>	Cleaner	<b>Slow even scrubbing strokes, do not use excessive force</b>
6. Pick up slurry and rinse floor, keeping surface moist but not wet.	<ul style="list-style-type: none"> <li>• Muscular skeletal, shoulders and lower back</li> </ul>	Cleaner	<b>Slow even brushes with clean mop and if necessary neutralise the chemical solution. Change water frequently</b>
7. Apply first coat of solution and allow to dry. Work in manageable sections rather than the whole area.	<ul style="list-style-type: none"> <li>• Muscular skeletal, shoulders and lower back</li> </ul>	Cleaner	<b>Slow systematic application with a clean mop</b>
8. Apply second coat of solution and allow to dry	<ul style="list-style-type: none"> <li>• Muscular skeletal, shoulders and lower back</li> </ul>	Cleaner	<b>Slow systematic application with a clean mop</b>
9. Apply third coat of solution and allow to dry	<ul style="list-style-type: none"> <li>• Muscular skeletal, shoulders and lower back</li> </ul>	Cleaner	<b>Slow systematic application with a clean mop</b>
10. Buff, using the buffing machine, following manufacturers instructions	<ul style="list-style-type: none"> <li>• Muscular skeletal, shoulders/ lower back</li> </ul>	Cleaner	<b>Slow systematic buffing</b>

## WET DUSTING - *Low Risk*

TASK	RISKS/HAZARDS	RESPONSIBILITY	SAFE WORK METHOD
1. Obtain equipment from storage area		Cleaner	<b>Check MSDS prior to use of chemicals. Make sure chemical storage is locked before and after use</b>
2. Spray surface to be cleaned	<ul style="list-style-type: none"> <li>Chemical contact to skin and eyes that may causes irritation</li> </ul>	Cleaner	<b>Wear protective equipment according to instructions on MSDS. Make sure spray does not come into contact with skin</b>
3. Wipe down surface in a flowing motion with cloth	<ul style="list-style-type: none"> <li>Muscle strain to hand or wrist., or to shoulders if over stretching.</li> </ul>	Cleaner	<b>Always maintain smooth motion, avoiding sudden or stretching movements (over stretching)</b>
4. When finished rinse cloth out in clean water	<ul style="list-style-type: none"> <li>Reaction to chemical causing skin irritation, breathing difficulty.</li> </ul>	Cleaner	<b>Wear correct protective clothing</b>
5. Place cleaning materials in storage area		Cleaner	<b>Make sure storage area is locked after use</b>



## AMENITIES AND TOILET CLEANING - *Low Risk*

<b>TASK</b>	<b>RISKS/HAZARDS</b>	<b>RESPONSIBILITY</b>	<b>SAFE WORK METHOD</b>
1. Obtain chemicals and cleaning equipment from storage area	<ul style="list-style-type: none"> <li>• Chemical contact to skin</li> <li>• Slip, trip, fall to students or staff</li> </ul>	Cleaner	<p style="color: red;">Wear correct protective clothing – gloves and enclosed non slip footwear as a minimum</p> <p style="color: red;">Check MSDS</p> <p style="color: red;">Signage or barricade area as necessary.</p>
2. Pouring cleaner onto surface area or cloth, as appropriate to need fro concentration of cleaning	<ul style="list-style-type: none"> <li>• Chemical contact to skin</li> </ul>	Cleaner	<p style="color: red;">Wear correct protective clothing– gloves and enclosed non slip footwear as a minimum</p>
3. Scrub or wipe using cloth, brush or scourer if required	<ul style="list-style-type: none"> <li>• Chemical contact to skin/Infection</li> <li>• Risk of needle stick injury</li> </ul>	Cleaner	<p style="color: red;">Wear correct protective clothing– gloves and enclosed non slip footwear as a minimum</p> <p style="color: red;">Keep chemicals away form students and public.</p>
4. Wipe areas with disinfectant as necessary	<ul style="list-style-type: none"> <li>• Chemical contact to skin</li> </ul>	Cleaner	<p style="color: red;">Wear correct protective clothing– gloves and enclosed non slip footwear as a minimum</p>
5. Rinse clean	<ul style="list-style-type: none"> <li>• Chemical contact to skin</li> </ul>	Cleaner	<p style="color: red;">Wear correct protective clothing– gloves and enclosed non slip footwear as a minimum</p>
6. Wash cleaning cloths with hot water and return all equipment to store area clean and dry	<ul style="list-style-type: none"> <li>• Chemical contact to skin/Infection</li> <li>• Risk of needle stick injury</li> </ul>	Cleaner	<p style="color: red;">Wear correct protective clothing– gloves and enclosed non slip footwear as a minimum</p>

## WASTE COLLECTION AND DISPOSAL - *Low Risk*

<b>TASK</b>	<b>RISKS/HAZARDS</b>	<b>RESPONSIBILITY</b>	<b>SAFE WORK METHOD</b>
1. Check bins at regular intervals to stop bins getting too full	<ul style="list-style-type: none"> <li>Contamination causing infectious disease</li> </ul>	Cleaner	<b>Check that bins are clean and sanitised inside and out and that clean rubbish bags are placed in food preparation areas</b>
2. Place lids on waste bins, or remove waste in plastic bags	<ul style="list-style-type: none"> <li>Contamination causing infectious disease</li> </ul>	Cleaner	<b>All rubbish bins must have proper fitting lids when being used</b>
3. Do not allow bins or bags to be overloaded	<ul style="list-style-type: none"> <li>Contamination causing infectious disease</li> <li>Strains, sprains causing muscular skeletal injuries</li> </ul>	Cleaner	<b>Dry and wet waste is to be kept separately. All bins must not weigh over 16kg where they have to be handled manually. Mechanical or other assistance is to be obtained when bins are overweight or beyond personal lifting capacity. If bags are split or likely to split, seek help to place rubbish in an additional bag to prevent spills.</b>

## CHEMICAL DECANTING - Low Risk

TASK	RISKS/HAZARDS	RESPONSIBILITY	SAFE WORK METHOD
1. Ensure container is not damaged, cracked or leaking and is the correct container supplied by the company for this particular use. No other container is acceptable.	<ul style="list-style-type: none"> <li>Chemical burn/Contamination</li> </ul>	Cleaner	<b>Damaged or unlabelled containers to be discarded. If leaking, contain using a spill kit or appropriate bunding.</b>
2. Ensure container is correctly and clearly labeled. Never decant in any area other than designated cleaners room – keep out of reach of students.	<ul style="list-style-type: none"> <li>Risk of incorrect chemical being used or incorrect information</li> </ul>	Cleaner	<b>Check before filling, ensuring availability of current MSDS</b>
3. Ensure you are wearing all appropriate safety equipment	<ul style="list-style-type: none"> <li>Burns/Contamination</li> <li>Skin irritation</li> </ul>	Cleaner	<b>Safety equipment must be worn at all times, a minimum of gloves. When decanting, it is advisable to always wear protective glasses.</b>
4. Place open container up under spout and ensure you can take the weight as it fills.	<ul style="list-style-type: none"> <li>Burns/Contamination</li> <li>Manual handling, sprains strains if container too heavy</li> </ul>	Cleaner	<b>Ensure container is tight up under spout and that you can conformably manage the weight of a full container</b>
5. Turn tap on and allow to fill without the fill being too fast and uncontrolled.	<ul style="list-style-type: none"> <li>Burns/Contamination</li> <li>Risk of spill</li> </ul>	Cleaner	<b>Ensure container is tight under spout and that you can conformably manage the weight of a full container</b>
6. Turn tap off when full, slowing flow down as container is two thirds full	<ul style="list-style-type: none"> <li>Burns/Contamination</li> <li>Risk of spill</li> </ul>	Cleaner	<b>Turn off before overflowing Any chemical spill must be cleaned up immediately</b>
7. Seal container as appropriate to the container	<ul style="list-style-type: none"> <li>Burns/Contamination</li> <li>Risk of spill</li> </ul>	Cleaner	<b>Ensure lid sealed tight and tap is turned off</b>
8. Wash sealed container of any excess chemical, ensuring that water does not enter container as this could be a	<ul style="list-style-type: none"> <li>Burns/Contamination</li> </ul>	Cleaner	<b>Wash clean, cold water</b>

<b>TASK</b>	<b>RISKS/HAZARDS</b>	<b>RESPONSIBILITY</b>	<b>SAFE WORK METHOD</b>
hazard within itself.			
9. Store chemical in safe storage according to instructions on MSDS, ensuring the storage shelving is capable of taking the weight, and the chemical is stored in proximity of chemicals where it will not adversely react should they come in contact. Storage should include bunding facilities.	<ul style="list-style-type: none"> <li>• Contamination</li> <li>• Risk of adverse chemical reaction causing fumes</li> <li>• Risk of spill</li> </ul>	Cleaner	<p><b>Store away from chemicals that may cause a chemical reaction</b></p> <p><b>Ensure appropriate bunding is in place</b></p>
10. Wash hands to ensure any excess chemicals are removed from skin and surrounding surfaces	<ul style="list-style-type: none"> <li>• Contamination</li> </ul>	Cleaner	
11. Do not combine chemicals	<ul style="list-style-type: none"> <li>• Contamination/Chemical reaction</li> </ul>	Cleaner	<b>Ensure any spills or surface contamination is cleaned up</b>
12. Do not smoke while using chemicals	<ul style="list-style-type: none"> <li>• Risk of fire</li> </ul>	Cleaner	<b>Check MSDS and ensure fire emergency procedures are in place</b>
13. Ensure all containers are labeled		Cleaner	<b>Use correct Chemical labeling and check MSDS</b>

## FILLING CHEMICAL SPRAY CONTAINERS - *Low Risk*

TASK	RISKS/HAZARDS	RESPONSIBILITY	SAFE WORK METHOD
1. Ensure container is not damaged and is the appropriate container for use. No other substitute is acceptable.	<ul style="list-style-type: none"> <li>Chemical burn/Contamination</li> </ul>	Cleaner	<p><b>Damaged containers to be discarded</b></p> <p><b>Only uses containers fit for the purpose and not substitute bottles such as cool drink bottles. This is a dangerous practice and against the Law!</b></p>
2. Ensure container is correctly labelled	<ul style="list-style-type: none"> <li>Risk of wrong chemical being used</li> </ul>	Cleaner	<p><b>Check before filling that a chemical label has been adhered to the container as per the MSDS. This should be a manufacturer supplied label appropriately matches the chemical</b></p>
3. Ensure you are wearing all appropriate safety equipment	<ul style="list-style-type: none"> <li>Burns/Contamination</li> </ul>	Cleaner	<p><b>Safety equipment must be worn at all times and this is outlined on the chemical MSDS</b></p> <p><b>Read MSDS before filling</b></p>
4. Place open container up under spout	<ul style="list-style-type: none"> <li>Burns/Contamination</li> </ul>	Cleaner	<p><b>Ensure container is tight up under spout</b></p>
5. Turn tap on	<ul style="list-style-type: none"> <li>Burns/Contamination</li> </ul>	Cleaner	<p><b>Ensure container is tight under spout</b></p>
6. Turn tap off when full	<ul style="list-style-type: none"> <li>Burns/Contamination</li> </ul>	Cleaner	<p><b>Turn off before overflowing</b></p>
7. Seal container	<ul style="list-style-type: none"> <li>Burns/Contamination</li> </ul>	Cleaner	<p><b>Ensure lid sealed tight and tap is turned off</b></p>
8. Wash sealed container	<ul style="list-style-type: none"> <li>Burns/Contamination</li> </ul>	Cleaner	<p><b>Wash in fresh water</b></p>
9. Store chemical in safe storage	<ul style="list-style-type: none"> <li>Contamination</li> </ul>	Cleaner	<p><b>Store away from food and other chemicals that could cause a chemical reaction if it came into contact with the chemical.</b></p>
10. Wash hands	<ul style="list-style-type: none"> <li>Contamination</li> </ul>	Cleaner	<p><b>Ensure all traces of chemicals have been washed</b></p>

TASK	RISKS/HAZARDS	RESPONSIBILITY	SAFE WORK METHOD
			away from skin (should not have made contact at all!) and any spilt chemical.
11. Do not combine chemicals	<ul style="list-style-type: none"> <li>Contamination/Chemical reaction</li> </ul>	Cleaner	Never mix chemicals.
12. Do not smoke while using chemicals	<ul style="list-style-type: none"> <li>Risk of fire and burn injuries</li> </ul>	Cleaner	Keep chemicals away from flames
13. Stow chemical when finished	<ul style="list-style-type: none"> <li>Risk of fire</li> </ul>	Cleaner	Store according to MSDS manufacturers specifications

## **LADDER USE - Medium Risk– Only when area is free from student/staff activity**

<b>TASK</b>	<b>RISKS/HAZARDS</b>	<b>RESPONSIBILITY</b>	<b>SAFE WORK METHOD</b>
1. Select Ladder fit for the purpose that it is to be used for.	<ul style="list-style-type: none"> <li>Broken bones, muscular bruises form fall injury</li> </ul>	Cleaner	Select correct ladder for the job. Select ladder of sufficient length so that it can be used at a slope no great than 4 -1. (Do not use metal or wooden ladders with wire enforcements where electrical hazards exist)
2. Check ladder condition has been maintained and is in good working order	<ul style="list-style-type: none"> <li>Broken bones, muscular bruises form fall injury</li> </ul>	Cleaner	Check ladder for damage and stability. Ensure that non slip foot rests and ladder feet are fitted.
3. Place ladder in position on a firm surface, even and secured as appropriate to the ladder type, position and use.	<ul style="list-style-type: none"> <li>Broken bones, muscular bruises form fall injury</li> </ul>	Cleaner	Place ladder so that the area to be reached is within arms reach without necessity of over extension of arms. The top ladder must not extend over 1 metre above the platform where platforms need to be accessed.
4. Secure the ladder as appropriate to the position and circumstances of use. Make sure the ladder is unable to move when in position. This may require attaching the ladder to a building or other appropriate fixture if it is likely to move whilst in use.	<ul style="list-style-type: none"> <li>Broken bones, muscular bruises form fall injury</li> </ul>	Cleaner	Ensure that the ladder will not move. The ladder must be tied by a rope to a fixed fitting so that it cannot slip or fall.  Make sure that a second person holds the ladder secure and is able to stay with the ladder for the duration of the job to keep it secure and warn passers by. Use barricading appropriate to the environment and the task.
5. Climb (or descend) the ladder ensuring that you do not climb too close to the top of the ladder. It is best if knees are not above the top of the ladder. Keep at least one hand free to hold the ladder as the ladder is climbed.	<ul style="list-style-type: none"> <li>Broken bones, muscular bruises form fall injury</li> </ul>	Cleaner	Climb no higher that the second rung from the top. Keep a safe distance from the top to allow the trunk of the body to lean on the ladder where necessary.
6. Work from the ladder ensuring that you do not reach too far to the sides, above or below the head, to allow a reasonable reaching distance. The body of the person on the ladder should not move away from the body of the ladder.	<ul style="list-style-type: none"> <li>Broken bones, muscular bruises form fall injury</li> <li>Head injury</li> </ul>	Cleaner	Secure the tools, do not reach over at any time. On completion lower the tools do not drop them.

## MANUAL HANDLING - *Medium Risk*

TASK	RISKS/HAZARDS	RESPONSIBILITY	SAFE WORK METHOD
1. Prepare self before any lifting	<ul style="list-style-type: none"> <li>Minor injury to limbs and back</li> </ul>	Cleaner	<b>Check load is intact, not hot and has no sharp projections</b>
2. Check weight load is not beyond your capacity	<ul style="list-style-type: none"> <li>Lower back strain</li> </ul>	Cleaner who needs to inform supervisor if load is too heavy	<b>If too heavy or awkward get help to lift and use mechanical devices where possible</b>
3. Size up load	<ul style="list-style-type: none"> <li>Bulky items can cause obstructed view, slips, trips and falls</li> </ul>	Cleaner	<b>Get help with bulky load and ensure you have clear view and clear pathway</b>
4. Place feet in proper position to item	<ul style="list-style-type: none"> <li>Lifting from wrong position can cause strains and pains</li> </ul>	Cleaner	<b>Place feet in front of you but at shoulder width apart</b>
5. Bend knees	<ul style="list-style-type: none"> <li>Risk of major injury if lifting with straight legs</li> </ul>	Cleaner	<b>Bend to crouching position</b>
6. Take a firm grip of item with both hands	<ul style="list-style-type: none"> <li>Article may slip causing injury and/or damage</li> </ul>	Cleaner	<b>Lift with arms shoulder width apart</b>
7. Keep your back straight	<ul style="list-style-type: none"> <li>Lifting with bent back creates a weak spot thus injury will result</li> </ul>	Cleaner	<b>Look straight ahead of you</b>
8. Ensure to keep arms straight and elbows into body	<ul style="list-style-type: none"> <li>Strain arms and/or back</li> </ul>	Cleaner	<b>Keep load as close to body as possible</b>
9. Lift item using legs	<ul style="list-style-type: none"> <li>Strain if load too heavy</li> </ul>	Cleaner	<b>Get help to lift if required. Lift together if more than person is lifting load. Do not bend or twist. Do not lift above shoulder level</b>
10. Move item to required place	<ul style="list-style-type: none"> <li>Do not leave load in</li> </ul>	Cleaner	<b>Move slowly. Do not run</b>



TASK	RISKS/HAZARDS	RESPONSIBILITY	SAFE WORK METHOD
	pathways or in an unbalanced position		
11. With liquids...	<ul style="list-style-type: none"> <li>• Spill/Scald/Burn</li> </ul>	Cleaner	<b>Allow room for liquid movement. Wear gloves</b>
12. Always use team lifting technique	<ul style="list-style-type: none"> <li>• Strain</li> </ul>	Cleaner	<b>Mechanical device to be used if possible</b>

## CARE OF CLEANERS ROOM

### SAFETY RULES

- All chemicals must be stored according to manufacturers instructions.
  - Chemicals must not be decanted into unmarked containers or those that are not specifically designed for the chemical e.g. cool drink bottles.
  - Heavy articles must be stored at a low or ground level.
  - Remove any leaking containers, or decant into another appropriate container.
  - Electrical equipment to be stored away from liquids, and in a manner that protects it from damage during storage.
  - Items should be checked for wear and tear at the time of being stored. If damaged, they should be marked accordingly or destroyed.
1. As each item is for storage, it must be checked for wear and tear, any damage or defect noted and reported to Supervisor, stock of chemicals and other items recorded and replacement ordered as required to maintain stock levels or replace worn or damaged items.
  2. In storing equipment care should be taken to ensure driving heads and brushes are not still attached to machines and that mops and brooms are stored in an upright position.
  3. All toxic and hazardous chemicals to be stored in a safe and secure position. Poisons must be stored under Supervision.
  4. All electrical power leads to be checked for fraying or exposed wires. All switches and power points to be checked.
  5. Safety Notices to be prominently displayed.

### BUCKETS & WRINGERS

Rinse bucket in clean water or detergent if required. Dry inside and lightly oil wheels or moving parts as necessary.

Buckets should be stored upside down in Cleaners Room.

### VACUUM CLEANER

Empty bag after use and replace as necessary. Check hoses and foot attachments are free of dust and obstructions.

Wipe machine with damp cloth and then dry. Clean brushes after use.

Store correctly in Cleaners Room

## **TROLLEYS**

Wipe clean trays and bottom of trolley with detergent solution. All mop handles, buckets, ringers, caddies, dispenser bottles and pumps should be wiped clean everyday.

## **BROOMS**

Brush broom head to remove dirt and dust. Broom must be stored upright, head up, not on bristles.

When dirty, brooms should be washed in germicidal solution.

## **CLOTHS/DUSTERS**

Cloths should be washed periodically and hung out to dry.

## **MOPS**

Remove any loose mop strands. Mops should be rinsed and hung to dry.

Remove fringes and hand wash in warm germicidal solution. Rinse.

Do not machine wash or dry. To be stored upright, head on top.

## **HAZARDS**

**Electrical shock hazard**

**Check electrical equipment for wear or damage.**

**Fall hazard**

**Store equipment and chemicals correctly or they will create a hazard.**

**Manual handling hazard**

**Do not lift heavy objectives above your head. Use a ladder or safe alternative aid, and work in pairs when the objective is too heavy.**

## **CARPETED FLOORS VACUUM CLEANING**

### **SAFETY RULES**

- **Pick up large and sharp items of litter (e.g. pins, paper clips).**
  - **Switch machine off before disconnecting from the power point and power switch is off.**
  - **Machine must always be fitted in accordance with manufactures instructions.**
  - **Check electrical safety of equipment prior to use.**
  - **Turn vacuum cleaner off if there are any burning smells or unusual noises and report to Supervisor.**
- 
1. Inspect areas to be vacuumed for spots and stains and treat in accordance with carpet spotting instructions. Pick up larger objects such as rubbish, paper etc. that should not be vacuumed.
  2. Make sure machine is switched off before plugging into power point and power switch is off. Check that the vacuum has an empty bag. Check filter for cleanliness and electric cord and connection.
  3. Commence at the doorway. Using wand, vacuum traffic areas and other areas where visible soil is present.
  4. Empty bag after use, the more dust in the bag, the less effective the machine, the harder the job. Wipe clean.
  5. Store the vacuum cleaner by cleaning the brush on the floor, disconnecting the hose and stowing it correctly in an orderly manner. (not lying on the ground or in the way of any spills or liquids.)

### **HAZARDS**

- Electrocution hazard**    **Power leads to be checked for fraying or exposed wires, any defect to be reported to Supervisor.**
- Power leads to be kept behind machine at all times to prevent machine from cutting or damaging lead.**
- Do NOT remove plug by jerking or tugging power lead.**

**Manual Handling Risk Assessment for  
USE OF BACK PACK VACUUMS**

<b>Activity</b>	<b>Potential Hazards</b>	<b>Risk Rating</b>	<b>Control Measures</b>	<b>Responsibility</b>
Bending under or around objects with the hose of the vacuum cleaner.	Muscular strain to shoulder, neck, arm.	Medium	Ensure backpack is correctly and securely fastened around the body to take the load prior to commencing work.  Check that hose is an appropriate length for the work being done- not overly long creating more effort and drag when using.	User of Back Pack. Report malfunctions to the Supervisor.
Extending the hose of the vacuum cleaner to heights above shoulder height with one arm.	Muscular strain to shoulder, neck, arm.	Medium	Use extensions or supports for the hose. This should not involve reaching above shoulder height. If this is not a solution, a platform ladder may need to be used. Do not use a ladder without a platform area and guard rail.	Supervisor and H&S Rep to consider options with cleaner.
Some sideways reaching and extending may occur in awkward areas in and around some furniture	Muscular skeletal strain to lower back area and also to shoulders	Medium	Make sure manual handling training has been provided, including the correct use of the backpack.  Rotate workplace activities so that the same cleaner is not always working in the most awkward spots.	Supervisor and H&S Rep to consider work schedules with cleaner.
Some forceful forward movement of the vacuum hose and brush	Shoulder and arm muscular strain	Medium	Make sure manual handling training has been provided, including the correct use of the backpack.	Supervisor and H&S Rep to ensure training and assess competency.
Constant holding of the hose whilst working	Muscular/tendon stress or pressure	Medium	Make sure manual handling training has been provided, including the correct use of handgrips when using the vacuum cleaner	Supervisor and H&S Rep to ensure training and assess competency.
When vacuuming under desks and other furniture, some stooping will occur	Lower back strain	Medium	Rotate workplace activities so that the same cleaner is not always working in the most awkward spots.  Otherwise training and supervision to ensure correct bending and lifting techniques are being followed.	Supervisor and H&S Rep to consider work schedules with cleaner.  Supervisor and H&S Rep to ensure training and assess competency.
Often done in restricted areas around furniture, office equipment, especially behind objects	Abrasions and muscular strain to arms, legs, shoulders	Low	Rotate workplace activities so that the same cleaner is not always working in the most awkward spots.  Rotate between harder and easier tasks.	Supervisor and H&S Rep to consider work schedules with cleaner.

## GLASS & WINDOW CLEANING

### SAFETY RULES

- Covered footwear should be worn when working with and around glass
  - Wear gloves to protect from use of spray chemicals (window cleaner)
  - Use eye protection when glass cleaning at heights
  - If glass to be cleaned is cracked, chipped or broken, do not attempt to clean it – report the risk area to your supervisor
  - Report any injuries from glass cuts etc or other injuries IMMEDIATELY
  - When cleaning glass at height, be particularly aware of the rules for working at heights and the need to use a stable work platform, not a ladder unless a purpose built platform ladder.
  - Take particular note of the need to be well balanced in position before commencing cleaning and ensure you are not leaning against the glass for support.
1. Collect clothes, glass cleaner, newspapers or other cleaning products as necessary.
  2. Put up sign to indicate 'Danger/Keep Clear' or 'Work in Progress' if work is to be done at height (requiring a ladder). If a busy traffic area or 'blind' corner, use barricades.
  3. Put on gloves to protect hands.
  4. Spray glass area to be cleaned, commencing from the top and working downwards.
  5. Wipe off window cleaner with cloth or newspaper making sure the direction of wiping follows the direction of spraying (top to bottom).
  6. If glass is particularly dirty or dusty, an additional wipe to remove excess cleaner may be necessary.
  7. Ensure edges of glass are clean, including corners and areas around framework.
  8. Stand back and observe cleaned area to check for streaks. Re-cleaned streaked areas as necessary.
  9. Clean up area to ensure no streaks remain and clean up clothes and other cleaning utensils as necessary.

### HAZARDS

**Cuts and abrasions**

**Avoid damaged glass, wear gloves, footwear as described in procedure.**

**Slips, trips falls**

**Follow instruction for height work as necessary.**

**Manual Handling Risk Assessment for  
USE OF ELECTRIC BUFFER**

<b>Activity</b>	<b>Potential Hazards</b>	<b>Risk Rating</b>	<b>Control Measures</b>	<b>Responsibility</b>
Some forceful backward and forward movement may be required to manipulate the buffer.	Shoulder and arm muscular strain	Medium	Make sure training has been undertaken in the use of the buffer and competency on the job has been assessed. Limit the use of the buffer to periods not extending to more than 45 minutes at any one time. Provide a break from the task as appropriate.	Supervisor and H&S Rep to consider work schedules with cleaner. Supervisor and H&S Rep to ensure training and assess competency.
When large areas are being cleaned, sustained buffing occurs.	Muscular tiredness through repetition	Low	Rest breaks must be provided where work is continuous. Five minutes spent on a different task before returning to the sweeping	Cleaner to organize as part of daily work arrangements.
Where buffing is done in passageways, restrictions to movement may apply	Muscular sprains and strains to upper body	Low	Rotate task with other areas to avoid restricted areas over a continued period of time	Cleaner to organize as part of daily work arrangements.
Constant holding of the buffer to control movement	Muscular/tendon stress or pressure	Low	Holding of the buffer should not be an issue if it is being used correctly. Supervisor to review training and competency if the buffer is being held tightly. The cleaner should work 'with' the buffer rather than fight its movement.	Supervisor and H&S Rep to ensure training and assess competency.

**Manual Handling Risk Assessment for  
CLEANING WINDOWS**

<b>Activity</b>	<b>Potential Hazards</b>	<b>Risk Rating</b>	<b>Control Measures</b>	<b>Responsibility</b>
Cleaning large windows. Space.	Shoulder/Neck Arm strain Upper trunk strain	Medium	No cleaning above shoulder height, provide extension arm to reach higher areas. Use small work platforms (steps), scaffolds or elevated work platforms to enable employees to clean windows without excessive reaching or force. Provide instruction, training in the correct selection of cleaning materials to enable the task to be undertaken without the use of excessive force. Ensure adequate breaks are taken on large surface areas. Rotate the task amongst employees.	Supervisor and H&S Rep to determine, in consultation with cleaner and client representative, the most appropriate method of working above the ground level [or above 2 metres] as required.  Supervisor and H&S Rep to ensure training and assess competency.  Cleaner to ensure they alternate their duties to provide appropriate breaks.
Cleaning large windows. Space.	Upper trunk strain	Low	Provide instruction, training in the correct selection of cleaning materials to enable the task to be undertaken without the use of excessive force.	Supervisor and H&S Rep to ensure training and assess competency. Cleaner to ensure they alternate their duties to provide appropriate breaks.

## NEEDLE STICK HAZARDS - SHARPS

Needlestick hazards include hypodermic needles, lancets, razor/scalpel blades, or any other instrument which could result in puncture injuries, damage to skin etc. The main risk associated with a needlestick injury is the acquisition of blood borne viruses such as HIV (AIDS) and Hepatitis B or C.

### SAFETY RULES

- Never put your hands where you cannot see or run fingers behind toilets, wash basins, cupboards. Never put your hand into bins.
- Never pick up a sharp with your bare hands.
- Contact your supervisor or the client (depending on what has been previously arranged).
- When disposing of sharps:
  - put on gloves that are thick enough to provide protection;
  - use tongs to pick up a needle or syringe and put it in a sharps container;
  - do not hold (or have someone else hold) the container while you are putting a syringe into it - put the container on the floor;
  - once the container is  $\frac{3}{4}$  full make sure that you secure the cap, and notify your supervisor that it needs to be replaced.
- Make sure that nobody else could get hurt by the sharp.
- if you are injured by a sharp (cut, scratch, prick, any mark on your skin) you **MUST** report this to your supervisor immediately and keep the syringe so that it can be tested for infection if required.

### PROCESS

- Any person sustaining an injury from a syringe should;
  1. Report the incident immediately, keeping the syringe or object for testing if necessary;
  2. If not vaccinated against Hepatitis B, be appropriately vaccinated. Various other treatments may also be needed;
  3. The hospital or medical facility will attempt to find out whether or not the syringe is infected;
  4. HIV screening may be offered to the injured employee. Counselling shall be provided during this period;
  5. If the syringe is known to be infectious with a blood borne disease, appropriate procedures and treatment will be recommended by the treating doctor.

### FIRST AID PROCEDURES

1. Wash immediately and thoroughly with soap and water.
2. Inform your supervisor as soon as possible, keeping the syringe for testing.
3. Seek immediate medical advice.



**Manual Handling Risk Assessment for  
CLEARING TABLES**

<b>Activity</b>	<b>Potential Hazards</b>	<b>Risk Rating</b>	<b>Control Measures</b>	<b>Responsibility</b>
Standing between trolley and bin rotating upper trunk to clear table into bins or containers.	Upper trunk strain	Medium	Provide bins with low height to ensure minimum lift. Provide training, information and supervision in the correct manual handling techniques. Ensure adequate rest breaks are provided.	Supervisor and H&S Rep to ensure training and assess competency. Cleaning company and client representative to jointly review bins for fitness for purpose and risk.
Lifting equipment and boxes etc onto high benches. Lifting from waist to above shoulders	Shoulder/Upper trunk back strain	Medium	Provide/ensure lower level bench space is available for heavier items. Train employees to minimise the weight of the containers by not overfilling them. Provide wheeled trolleys to minimise the carrying distances wherever practical.	Cleaning company and client representative to jointly review activities and containers for fitness for purpose and risk.
Leaning over tables – forward motion upper trunk to lift goods and clean surface	Lower back strain	Medium	Ensure adequate rest breaks are provided. Rotate employees between tasks by ensuring adequate manpower is available.	Supervisor and H&S Rep to review work schedules.
Grasping container/box or tray in one hand whilst collecting goods in the other.	Hand, thumb, wrist and elbow strain One hand only.	Medium	Provide trolleys to minimise the carrying time and distances. Rotate employees between tasks by ensuring adequate manpower is available.	Cleaning company and client representative to jointly review activities and containers for fitness for purpose and risk. Supervisor and H&S Rep to review work schedules.
Carrying heavy boxes or containers.	Wrist, arm strain	Medium	Provide trolleys to minimise the carrying time and distances. Provide training, information and supervision in the correct manual handling techniques. Rotate employees between tasks by ensuring adequate manpower is available.	Cleaning company and client representative to jointly review activities and containers for fitness for purpose and risk. Supervisor and H&S Rep to review work schedules.

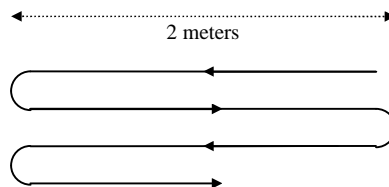
**Manual Handling Risk Assessment for  
DETAILING, CLEANING LEDGES and REMOVING GUM**

<b>Activity</b>	<b>Potential Hazards</b>	<b>Risk Rating</b>	<b>Control Measures</b>	<b>Responsibility</b>
Kneeling under tables which are fixed to the floor. Twisting trunk and shoulders to remove gum from underneath table top	Upper trunk and shoulders. Knee Strain	Low	Provide instruction, training in the correct selection of cleaning materials to enable the task to be undertaken without the use of excessive force. Knee pads to be provided when extensive cleaning is required to be undertaken whilst kneeling.	Cleaning company to jointly review activities and chemicals for fitness for purpose and risk. Supervisor and H&S Rep to review work schedules.
Excessive reaching on ledges which may involve reaching above shoulder height	Upper trunk and shoulders.	Low	Provide instruction, training to enable the task to be undertaken without the use of excessive force or reaching. Platform ladder or stool may need to be considered. Use extender poles with cloths where practical.	Cleaning company to jointly review activities and determine aids as necessary. Supervisor and H&S Rep to review work schedules.

## DAMP MOPPING

### SAFETY RULES

- Equipment to be checked before and after use and any damage or unsafe condition to be reported to Supervisor.
  - Check that mop handle is smooth and that mop is damp, not wet.
  - Do not allow the floor area to become too wet, and ensure you are wearing non-slip shoes.
  - Do NOT leave mop lying on the floor
  - Safety rules for handling chemicals as per the MSDS must be observed.
  - A mop is for sliding across the floor, not for lifting. Check with the Supervisor if in doubt.
  - Pour dirty water into sewerage drains and not into storm water outlets.
1. Wet Floor Signs to be placed as required to the side of doorways and at each end of the area to be mopped.
  2. Detergent solution to be placed in the wringer bucket. (gloves for protection)
  3. Change water frequently to avoid leaving film on the floor and when dirt load is heavy.
  4. Sections to be mopped in 2 metre wide sections as follows:



5. Mop to be swirled around in bucket containing detergent solution.
6. Mop to be wrung as dry as possible, using a twisting & pulling motion.
7. Use as little water as possible, scraping off marks using a pad or scraper if necessary.

### HAZARDS

#### Manual handling hazard

**Do not stretch beyond your capability.  
To avoid back strain, use a straight back posture when mopping  
and rotate jobs when repetitive work is required.**

#### Trip hazard

**Put mop and bucket away immediately after use.  
Make sure warning signs are used and are effective.  
Do not walk over damp areas yourself.  
Leave surfaces as dry as possible.**

# STAIRWELL CLEANING

## SAFETY RULES

- Commence sweeping at top of stairs and work downwards.
  - Do NOT leave ANY equipment on the stairs during, before or after the cleaning process.
  - Accidents on stairs are a major slip, trip and fall hazard. Ensure you have non-slip footwear on and keep working area clear of obstacles at all times.
  - Inform another person if entering stairwell to clean.
1. Place 'Safety Signs' at top and bottom of the flight of stairs or barricade off if heavy pedestrian use.
  2. Commence sweeping at top of stairs and work downwards. Do landings first.
  3. Sweep from outside edge to wall and then down to next step.
  4. Use hand brush to remove dust and soil from edges of stairs.
  5. Wipe banister rails, window ledges and spindles with damp sponge cloth.
  6. If damp mopping is specified or required use a damp mop using as little water as possible.
  7. Spot clean walls as required.
  8. Check for hazards such as lights not working, floor coverings loose or damaged, handrails loose, etc and report to Supervisor.

## HAZARDS

**Slip, trip and fall hazards**

**Use necessary signage.  
Keep equipment to a minimum.**

**Needle stick injury**

**Do not pick up a syringe.  
Inform your Supervisor and follow the instructions for  
needle stick collection and disposal.**

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**Manual Handling Risk Assessment for  
MOPPING**

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Activity	Potential Hazards	Risk Rating	Control Measures	Responsibility
Some forceful forward movement of the mop and also forces applied when moving the bucket	Shoulder and arm muscular strain	Medium	Make sure manual handling training has been provided, including the correct use of the mop and movement of the bucket (avoid lifting, slide instead). Ensure mop handle is an appropriate length and weight. Ensure bucket is in good operational order if wet mopping to ensure water is appropriately wrung out. Rotate employees between tasks.	Supervisor and H&S Rep to ensure training and assess competency.  Cleaner to ensure they alternate their duties to provide appropriate breaks.
Bending under or around objects when reaching with the mop	Muscular strain to shoulder, neck, arm.	Low	Manual handling training at induction and follow up by supervisor where identified.	Supervisor and H&S Rep to ensure training and assess competency.
Constant holding of the mop at tension	Muscular/tendon stress or pressure	Low	Make sure manual handling training has been provided, including the correct use of handgrips when using the mop	Supervisor and H&S Rep to ensure training and assess competency.
When large areas are being cleaned, sustained mopping occurs.	Muscular tiredness through repetition	Low	Rest breaks must be provided where work is over 30 mins. Five minutes spent on a different task before returning to the mopping. Rotate employees between tasks.	Cleaner to ensure they alternate their duties to provide appropriate breaks.
Pushing of the bucket may be difficult on some surface areas	Muscular, arms and shoulders	Low	Seek assistance to work as a team if practical. Otherwise try and slide rather than lift object. Provide service trolleys with larger wheels for carrying mop bucket.	Cleaner to ensure they alternate inform their Supervisor if bucket cannot be slid along surface.
Lifting to fill or empty the bucket may prove a difficult manoeuvre, depending on the area and facilities provided	Muscular, arms and shoulders	Low	Avoid lifting where possible. Slide along surface or use aides where appropriate. If heavy, team lift between two persons of similar height. Provide low level basin for cleaning and filling mop buckets or ground level drain.	Cleaner to ensure they alternate inform their Supervisor if bucket cannot be slid along surface.

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**Manual Handling Risk Assessment for  
EMPTYING FOOD SCRAPS INTO RUBBISH BINS**

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Activity	Potential Hazards	Risk Rating	Control Measures	Responsibility
Lifting food rubbish to empty into rubbish bins	Repetitive strain with bending and lifting.	Medium	Provide bins within close proximity to rubbish. Do not overfill bins as they become too heavy. Provide training, information and supervision in the correct manual handling techniques. Ensure adequate rest breaks are provided.	Cleaner to ensure they alternate inform their Supervisor if bins are insufficient or too heavy.
Holding rubbish in left hand whilst holding bin open with right hand	Hand/finger strain Tenosynovitis	Medium	Provide training, information and supervision in the correct manual handling techniques. Rotate employees between tasks by ensuring adequate manpower is available.	Cleaning company to jointly review activities and determine aids as necessary.

**Manual Handling Risk Assessment for  
SCRUBBING FLOORS**

<b>Activity</b>	<b>Potential Hazards</b>	<b>Risk Rating</b>	<b>Control Measures</b>	<b>Responsibility</b>
Twisting of body as the scrubber swings left and right	Muscular strain to shoulder, neck, arm	Medium	Ensure operator is trained to move with the scrubber rather than strain to manipulate the direction of the scrubber	Supervisor and H&S Rep to consider work schedules with cleaner. Supervisor and H&S Rep to ensure training and assess competency.
Constant holding of the scrubber handle whilst working	Muscular/tendon stress or pressure	Medium	Make sure manual handling training has been provided, including the correct use of handgrips when using the scrubber	Supervisor and H&S Rep to consider work schedules with cleaner. Supervisor and H&S Rep to ensure training and assess competency.
Process continues for more than 30 minutes, can cause fatigue	Muscular fatigue to arms and legs, also to the lower back with turning movement	Medium	If the process is required over a large area, stop and rest when fatigue commences, or take a break when changing water, etc. Allow a ten minute break from the task before re-commencing	Supervisor and H&S Rep to consider work schedules with cleaner.
Pushing and pulling the scrubber in a reverse direction if the operator is not working the machine correctly	Muscular/tendon stress or pressure	Medium	If this is occurring, the operator requires further training as the machine is not being worked in the correct manner. Observe and retain as necessary	Supervisor and H&S Rep to ensure training and assess competency.
Often done in restricted areas around furniture, office equipment, especially behind objects	Abrasions and muscular strain to arms, legs, shoulders	Low	Rotate task with other areas to avoid restricted areas over a continued period of time.	Supervisor and H&S Rep to consider work schedules with cleaner.

**Manual Handling Risk Assessment for  
STACKING CHAIRS**

<b>Activity</b>	<b>Potential Hazards</b>	<b>Risk Rating</b>	<b>Control Measures</b>	<b>Responsibility</b>
Lifting chairs and placing on desks, or placing one on top of other.	Lower back, arm, shoulder strain	Medium	Provide instruction, training in the correct lifting methods to enable the task to be undertaken without the use of excessive force. If possible stack chairs singularly or in twos. Consideration must be given to the use of light weight chairs. Lifting of the chairs could be a team effort to reduce the workload on individual employees.	Supervisor and H&S Rep to consider work schedules with cleaner. Supervisor and H&S Rep to ensure training and assess competency.
Pushing 4 chairs to middle of tables.	Shoulder/arm strain	Low	If possible stack chairs singularly or in twos. Stack chairs to the edge of the tables to eliminate the need for excessive reaching. Lifting of the chairs should be a team effort to reduce the workload on individual employees.	Supervisor and H&S Rep to consider work schedules with cleaner. Supervisor and H&S Rep to ensure training and assess competency.



## STAINLESS STEEL CLEANING

### SAFETY RULES

- Rubber gloves to be worn.
  - Be aware of any sharp edges on stainless steel. Report them to Supervisor if they are a hazard.
1. Use clean cloths, stainless steel cleaner and rubber gloves.
  2. Clean the surface area with a clean damp cloth.
  3. Apply the cleaner to the surface area (rubber gloves on) using a clean cloth slightly dampened with stainless steel cleaner.
  4. Apply the stainless steel cleaner evenly
  5. Polish off using a dry cloth and buff the surface, removing all cleaner.
  6. Wash hands thoroughly on completion.
  7. Stand back and look for streaks.

### HAZARDS

**Burns and skin irritation**

**When using chemicals, follow the manufacturers instruction and information on MSDS.**

**Manual Handling Risk Assessment for  
STAINLESS STEEL CLEANING**

<b>Activity</b>	<b>Potential Hazards</b>	<b>Risk Rating</b>	<b>Control Measures</b>	<b>Responsibility</b>
Bending on knees to bend forward to clean areas on the floor.	Knee- Ankle Strain	Medium	Minimise the time employees are required to work on their knees by breaking the work up over a longer period i.e. week. Rotate employees on tasks requiring kneeling.	Supervisor and H&S Rep to ensure training and assess competency. Cleaner to ensure they alternate their duties to provide appropriate breaks.
Repetitive nature of stainless steel cleaning.	Joint strain	Medium	Minimise the time employees are required to undertake the task by breaking the work up over a longer period i.e. week. Rotate employees on tasks requiring kneeling.	Supervisor and H&S Rep to ensure training and assess competency. Cleaner to ensure they alternate their duties to provide appropriate breaks.

**Manual Handling Risk Assessment for  
SWEEPING**

<b>Activity</b>	<b>Potential Hazards</b>	<b>Risk Rating</b>	<b>Control Measures</b>	<b>Responsibility</b>
Some forceful backward and forward movement of the broom.	Shoulder and arm muscular strain	Medium	Make sure manual handling training has been provided, including the correct movement of the broom in relation to the body	Supervisor and H&S Rep to ensure training and assess competency.
Bending under or around objects when sweeping in and around.	Muscular strain to shoulder, neck, arm.	Low	Ensure the broom is an appropriate size and weight for the cleaner. Check handle is long enough/not too long. Manual handling training at induction and follow up by supervisor where identified.	Supervisor and H&S Rep to ensure training and assess.
Constant holding of the broom to control movement.	Muscular/tendon stress or pressure	Low	Make sure manual handling training has been provided, including the correct use of handgrips when using the broom. Gloves should be used if sweeping for extended period of time.	Supervisor and H&S Rep to ensure training and assess competency. Cleaner to ensure they alternate their duties to provide appropriate breaks.
When large areas are being cleaned, sustained sweeping occurs.	Muscular tiredness through repetition	Low	Rest breaks must be provided where work is over 30 mins. Five minutes spent on a different task before returning to the sweeping.	Cleaner to ensure they alternate their duties to provide appropriate breaks.
Where sweeping is done in stairwells or passageways, restrictions to movement may apply	Muscular sprains and strains to upper body	Low	Rotate task with other areas to avoid restricted areas over a continued period of time.	Cleaner to ensure they alternate their duties to provide appropriate breaks.

## **SWEEPING**

### **SAFETY RULES**

- **Beware or correct lifting and sweeping techniques to protect your back - if in doubt, ask your Supervisor.**
  - **Do not leave broom lying on the floor. Put equipment away after use.**
1. All large items of litter (cigarette packets, waste paper) to be picked up and placed in waste bin.
  2. Correct broom to be selected for the particular surface.
  3. Sweeping must be carried out in a straight line using overlapping strokes and pushing the broom away from you, not towards you.
  4. Sweep under furniture. Light items of furniture can be moved and replaced after sweeping has been done. Hand brush and dustpan to be used for large items and for under desks - sweep the dirt into the dust pan.
  5. When sweeping large areas collect the dirt in a dust pan several times and empty into waste bin.
  6. Dry brooms must be used on dry surfaces.
  7. Sweep one area at a time and do NOT take dirt from room to room.
  8. Equipment to be checked before and after use and any damage or unsafe conditions to be reported to Supervisor.

### **HAZARDS**

**Manual handling hazard**

**Do not stretch beyond your capability.  
To avoid back strain, use a straight back posture when sweeping  
and rotate jobs when repetitive work is required.**

**Trip hazard**

**Put broom away immediately after use.**



**Manual Handling Risk Assessment for  
WASTE COLLECTION**

<b>Activity</b>	<b>Potential Hazards</b>	<b>Risk Rating</b>	<b>Control Measures</b>	<b>Responsibility</b>
Bending under desks and counter to pick up waste containers. Also may require some bending under shelving and benches.	Muscular to lower back or shoulders	Low 54	Bend knees to get to lower level rather than reaching unnecessarily Position bins so that they are close to the outside edge of the desk area rather than under the desk near the feet position	Supervisor and H&S Rep to ensure training and assess competency.  Cleaner to ensure they alternate their duties to provide appropriate breaks.
Reaching up to lift containers over the lip of external waste collection bins/receptacles and to lift the lid on such receptacles Also reaching up with the load to drop over the edge of the bin	Should and arm muscular strain	Med 162	When opening the lid of a large container, seek assistance to do the task as a team effort to take some weight and strain off the top arms. If container to be placed in the bin is overfull or heavy, empty part of the contents out into another container and make tow lifts, or seek assistance to lift as a team. Install a mechanical lifting device (bin lifter).	Cleaner to ensure they alternate their duties to provide appropriate breaks.
Reaching across benches to collect waste Also reaching across the waste collection bin to deposit rubbish into the centre of the bin or move rubbish toward the centre to fit more into the bin.	Should and arm muscular strain	Med 162	Use an aid (stick/prod) to push rubbish into the centre of the bin, do not use hands as this could cause a cut as well as a strain injury. Request that all rubbish is placed in bins and not left on benches, especially out of reach places	Supervisor and H&S Rep to ensure training and assess competency.
Packaging/folding some empty boxes, tearing cardboard and general moving the bundles to a central place for disposal could create some strain	Lower back, muscular skeletal type injuries Strains of the lower back	Low 54	Don't attempt to do too big a load at once Seek assistance for difficult cardboard products, use cutting tools if necessary	Supervisor and H&S Rep to ensure training and assess competency.
When moving bundled cardboard and other packaging bundles outside for disposal	Shoulder, lower back, muscular skeletal type injuries Strains of the lower back	Med 162	Use mechanical aid (trolley) for large, heavy or awkward loads. Do not use physical force as it is a risk to strain injuries	Supervisor and H&S Rep to ensure training and assess competency.
Some loads of waste packaging can be an awkward shape and unstable to move	Shoulder, lower back, muscular skeletal type injuries Strains of the lower back	Med 162	Work as a team where the packaging is awkward to move. There is a risk of strain and also a risk of dropping the load causing other injuries if tackled by one person only.	Supervisor and H&S Rep to ensure training and assess competency.

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**Manual Handling Risk Assessment for  
LIGHT MOPPING**

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<b>Activity</b>	<b>Potential Hazards</b>	<b>Risk Rating</b>	<b>Control Measures</b>	<b>Responsibility</b>
Some forceful backward and forward movement of the mop.	Shoulder and arm muscular strain.	Medium	Make sure manual handling training has been provided, including the correct movement of the mop in relation to the body	Supervisor and H&S Rep to ensure training and assess competency. Cleaner to rotate duties as necessary.
Bending under or around objects when mopping in and around objects.	Muscular strain to shoulder, neck, arm	Low	Ensure the mop is an appropriate size and weight for the cleaner. Check handle is long enough/not too long. Manual handling training at induction and follow up by supervisor where identified.	Supervisor and H&S Rep to ensure training and assess competency.
Constant holding of the mop to control movement.	Muscular/tendon stress or pressure.	Low	Make sure manual handling training has been provided, including the correct use of handgrips when using the mop. Gloves should be used if mopping for extended period of time.	Supervisor and H&S Rep to ensure training and assess competency.
Where light mopping is done in stairwells or passageways, restrictions to movement may apply.	Muscular sprains and strains to upper body.	Low	Rotate task with other areas to avoid restricted areas over a continued period of time.	Cleaner to rotate duties as necessary

**Manual Handling Risk Assessment for  
MOVING FURNITURE**

<b>Activity</b>	<b>Potential Hazards</b>	<b>Risk Rating</b>	<b>Control Measures</b>	<b>Responsibility</b>
Standing between furniture to reach and move other pieces of furniture	Upper trunk strain	Medium	Allow as much space as possible. Move furniture by sliding out of the way as much as possible to allow free movement to access furniture that is required to be moved.  Provide instruction, training in the correct lifting methods to enable the task to be undertaken without the use of excessive force.	Supervisor and H&S Rep to ensure training and assess competency. Cleaner to rotate duties as necessary.
Lifting articles out of the way to allow furniture to be moved.  Lifting from waist to above shoulders	Shoulder/Upper trunk back strain	Medium	Lifting above head height should be avoided and items required to be moved need to be placed at an easy access height.  Use both hands where practical.  Provide instruction, training in the correct lifting methods to enable the task to be undertaken without the use of excessive force.	Supervisor and H&S Rep to ensure training and assess competency.
Leaning over desks/tables – forward motion upper trunk to lift articles and clean surface	Lower back strain	Medium	Ensure adequate rest breaks are provided.  Rotate employees between tasks by ensuring adequate manpower is available.	Cleaner to rotate duties as necessary.
Pulling chairs back to desks/tables	Back/arm	Medium	Provide instruction, training in the correct lifting methods to enable the task to be undertaken without the use of excessive force.	Supervisor and H&S Rep to ensure training and assess competency.
Grasping articles in one hand whilst moving furniture Busy periods	Hand, thumb, wrist and elbow strain  One hand only.	Medium	Ensure adequate rest breaks are provided.  Rotate employees between tasks by ensuring adequate manpower is available.	Cleaner to rotate duties as necessary.
May carry articles with one hand, supporting with the other hand	Wrist, arm strain	Medium	Ensure adequate rest breaks are provided.  Rotate employees between tasks by ensuring adequate manpower is available.	Cleaner to rotate duties as necessary.