

# Standard Operating Procedure

## Window Cleaning

### HAZARDS:

- Slip and Fall
- Falling objects
- Loss of control
- Overhead obstacles
- Electric shock
- Instability

### PPE / EQUIPMENT / MATERIALS:

- Protective gloves, mask, safety footwear, safety glasses, high-visibility clothing
- Safety signage (Wetfloor signage)
- Microfiber cloths
- Squeegee Kit – (Squeegee, Applicator, Scraper, Extension Pole & Bucket)



### PREPARATION:

- Ensure that all required PPE, material and equipment is with you before you start the task.
- Ensure that all staff have been trained on this task and fully understand how to complete this
- Follow procedures and use safety equipment in a manner consistent with their training at all times
- Inspect all the equipment for defects prior to each use
- Maintain any window cleaning equipment in good condition
- Client Relationship Manager/supervisor to ensure that staff fully understand the basics of the chemicals they are about to use, and have availability of SDS for the chemicals
- Put on all required Personal Protective Equipment (PPE) before task commences.
- Check that the surrounding work area is clear of obstructions, people and vehicles
- Create a safe work zone
- Complete the pre-start inspection before operation commences
- Ensure that site operations are not affected by the cleaning activities
- Window cleaning shall not take place in high winds or inclement weather or extreme temperatures that may endanger workers

- Report any faults or incidents
- Identify all hazards before commencing operation.

## **PROCEDURE:**

### **Set-up**

1. Barricade off work area using cones, bollards and/or tape and display warning signs.
2. Ensure where barriers are present that workers do not pass beyond the barriers.
3. Prior to any operation carryout site inspection - inspect the entire work area including all overhead obstacles.
4. Ensure that you are in a stable position to commence works

### **Use of cleaning solution and a squeegee**

1. Spray your chosen window cleaning solution onto to the glass or dip the applicator into the cleaning solution and wet the window removing all dust and debris
2. Use a extension pole to clean the high windows
3. Grab a squeegee and drag across your window from top to bottom
4. Leave to dry for a bit and it should be streak free and sparkling clean
5. Dry all window edges / ledges or wipe off excess water using a clean microfiber cloth



### **Cleaning windors from ground using a water-fed pole system**

1. Inspect, connect, and operate the water-fed pole system following manufacturers' instructions
2. Do not use if any defect/damage/missing parts. Report immediately and follow tag-out/lock-out procedures.
3. When working with a non-conductive pole always exercise caution
4. Where the Risk Assessment has identified a possible connection with overhead electric lines, a spotter must be used at all times.
5. The spotter must be trained in the specific activities the worker is observing for, be adequately equipped with emergency equipment, and be capable of undertaking pre-planned rescue or emergency operations where needed and it is safe to do so
6. Check regularly for changing hazards and always monitor work position
7. CEASE work if there is a weather change that may cause the operator to lose control of the pole, i.e. winds, rain, thunder and lightning
8. Remove security screens and fly screens. Do this only where required and when the task can be safely and easily achieved. Handle screens carefully and store against a wall a safe distance away from the immediate work area. Consider using two workers for larger screens to reduce load and balance hazards.
9. Correctly dilute any cleaning solution required. Avoid spills and splashes. Use Personal Protective Equipment (PPE) as described in the safety data sheet.
10. Clean windows according to established method. Check before removing other materials

11. Move your feet to stay under your work area. This helps to avoid over-extension, awkward postures and to minimise repetitive movement.
12. Hold the T-bar/scrapper/extendable pole handle firmly and comfortably on an angle so that the blade is flat on the glass.
13. Avoid sustained or excessive force. Alternate left and right hands at the top of handle to avoid static hand positions. Also alternate left and right body position to balance forces evenly across the body.
14. Squeegee the window using the 'straight method', 'fanning' or 'swirl' methods. Alternate hands to reduce muscle and grip fatigue.
15. Wipe the squeegee blade regularly with a cleaning cloth/rag to prevent streaks and reduce the number of swipes across the glass.
16. Before cleaning the strip at the bottom of the window, soak up the excess water that has been forced down to the bottom of the window with a well-rinsed cloth to stop frames/seals rotting (e.g. timber frames).
17. Clean, dry and refit screens (if required) as they were before the job began.
18. For tall/high windows use an adjustable extension pole to reach high areas. Avoid using ladders to eliminate fall hazards wherever possible.



#### **Additional Safety Procedure from EWP's**

- a. Squeegee, Applicator & Bucket to be connected to EWP basket must be attached to a lanyard that is attached to the EWP anchor system.
- b. Works outside on EWP will be made sure they are completed within the wind speed and weather limits of the manufacturer's specifications located on the EWP plate.
- c. Ensure work zone is completely excluded.
- d. Minimum 6 meters from any overhead traction or power lines to be maintain during all operations at all times.
- e. No work to be carried out above power cables when there is a chance of objects being dropped and causing conducting effect.

#### **Additional Safety Procedures from Rope Access**

- a. Squeegee, Applicator & Bucket to be connected to the technician's harness via a lanyard. This will prevent the accidental dropping of tools to the ground below.
- b. Technicians shall double-check their equipment and anchor points to ensure they are attached to a rope/safety line before approaching unprotected areas.

- c. Ensure work zone is completely excluded.

#### **Post Operation**

- a. Clean up excess water on the ground using a squeegee, mop or rags.
- b. Leave the equipment and work area in a safe, clean and tidy state.
- c. Immediately report any damage or faults.
- d. Clear away rubbish and store tools securely.

#### **Wash Hands**

Thoroughly wash your hands and arms with warm water and soap. After a vigorous washing, you may even want to consider using disinfectant wipes and hand sanitizer as a secondary measure.

**NOTE: Pay attention at all times to complete tasks safely**

#### **FIRST AID**

Perform first aid immediately, if any exposed skin becomes contaminated with bio-hazard substances by washing the area thoroughly with liquid soap and water (after removing gloves) and use hand sanitizer as a secondary measure.

Contact your supervisor and complete an incident report

#### **ENVIROMENTAL:**

- Dispose waste materials according to job site requirements and including recycling guidelines.
- Do not dispose waste down storm water drains.
- After use ensure you switch of equipment at power point with dry hands.
- Where applicable ensure correct bin liners and bins are used in accordance with site requirements and recycling guidelines.
- Turn off tap after use.
- Once you have carried out your cleaning duties where applicable switch off lights.

**NOTE:** Report any leaking taps, faulty appliances and incorrect disposal of waste materials to your site supervisor or manager.

