

RISK ASSESSMENT AND METHOD STATEMENT

Window cleaning, Atrium, Mill Street Business Centre, Stockport

Hollins & Reed Cleaning Services Ltd · 12 to 13 October 2026 · In charge: Dan Hollins

Job details

Company	Hollins & Reed Cleaning Services Ltd
Site and work area	Atrium, Mill Street Business Centre, Stockport
Planned dates	12 to 13 October 2026
Customer	Mill Street Lettings Ltd
In charge on site	Dan Hollins
Team	Two operatives: Dan Hollins leads and drives the lift; Priya Shah is the ground person.
Work	Window cleaning
Prepared by	Dan Hollins
Signature	
Date	

Work and boundaries

High-level glazing. Areas: Atrium roof and clerestory glazing

Working arrangement

- Access: a mewp, cherry picker or scissor lift.
- Working height: atrium glazing at about 9 m.
- Ground or floor: level tiled floor.
- Other people will be using the area.
- The atrium stays open; we cone off the lift area and work before 09:00 and after 17:00.

Emergency arrangements

Continuous siren; assemble at the front car park. First aider: site manager on reception, 0161 496 0000. Ambulances come in by the main gate.

Planned method

1 Set up the work area

Confirm the work area and scope before starting. Keep other people outside the active work area. Keep entrances and escape routes clear.

2 Keep people clear of the work

Agree how people get past or around the work while it is going on. Put barriers or signs where a route crosses the work. Do not leave open work unattended.

3 Check the weather before you start

Do not lift or fix cleaning equipment and water-fed poles in strong wind; a large sheet is a sail. Stop in heavy rain, ice or lightning, and rest in the shade in hot weather.

4 Stop things falling on people below

Fence off the ground below the work so nobody walks under the tools, buckets and cleaning equipment. Use toe boards, brick guards or netting on platforms and lanyard tools where you can.

5 Use the planned safest reach

Avoid height where a water-fed pole or internal method can do the job. Use the access arrangement set out for the job; do not improvise.

6 Use the MEWP

Check the MEWP and work area before use. Look up for overhead lines and check the wind limit before raising the platform. Set up on suitable ground within the machine limits. Keep the platform within the planned work zone. Lower and secure the machine after use.

7 Check the cleaning equipment

Inspect the pole, platform, hoses and fall protection before use. Take damaged equipment out of the job.

8 Control the ground below

Keep people and traffic out from below the work. Route hoses and water so they cannot trip people or run into a live area.

9 Check the glass and deposit first

Confirm the glass type and what is on it before choosing a tool or product. Keep the maker's cleaning information with the method where there is a coating.

10 Rinse and clean without dry scrubbing

Rinse loose dirt away before wiping and use clean, compatible equipment. Work from the top down and do not force a scraper across the glass.

11 Check the glass and ground before handing back

Check the glass, seals, ground and equipment before leaving. Tell the client about damaged glass, leaks or residue before the area is reopened.

12 Clear and hand back the area

Remove tools, waste and unused materials. Check the area is clean and ready to use. Tell the person in charge when the work is complete.

Risk assessment

Hazard	Who might be harmed and how	Controls in place	Further action
People entering the work area or tripping over materials Step 1	Workers, occupants and visitors	Mark or barrier the active work area. Store tools and materials away from access routes.	None recorded.
People using the building or passing by walking into the work or over what it leaves Step 2	Occupants, visitors, members of the public and workers	Keep the barriers and signs up while the work is active. Give people a clear way round where their normal route is blocked.	None recorded.
Wind catches the cleaning equipment and water-fed poles or blows someone off balance at height Step 3	The team and people below	Agree a wind limit for panels and platforms and check the forecast each morning. Tie down or take in loose materials before you leave.	None recorded.
Tools, buckets and cleaning equipment falling onto people below Step 4	People below, including the public	Lower waste in bags or a chute, never throw it. Keep the exclusion zone up until the last item is down.	None recorded.
A cleaner falls while reaching high glazing from unsuitable access Step 5	Window cleaners and people below	Prefer ground-level or internal cleaning where suitable. Stop if the planned access or rescue arrangement is not ready.	None recorded.
The MEWP overturning; contact with overhead power lines; tools or materials dropped from the platform Step 6	The operator, and anyone beside the machine, where the ground gives way or it is worked outside its limits. The operator, and anyone touching the machine, from shock or burns. Anyone passing or working underneath.	Use a trained operator and follow the machine limits. Stop when the wind reaches the machine's limit. Keep the agreed rescue arrangement available. Check for overhead lines before raising the platform and keep the agreed clearance. Barrier the area below so the public and other workers cannot walk under the platform.	None recorded.

Hazard	Who might be harmed and how	Controls in place	Further action
Failed equipment causes a fall, dropped object or loss of control Step 7	Window cleaners and people below	Use equipment suited to the job and the ground. Keep the inspection and rescue arrangements with the team.	None recorded.
A person is struck by equipment or slips on water below the work Step 8	Public, occupants and other workers	Use barriers and a protected route. Keep the exclusion area in place until the equipment and water are cleared.	None recorded.
A wrong tool or product scratches the glass or damages its coating Step 9	The cleaner, client and building users	Do not treat coated or marked glass as ordinary glass. Stop and ask for the right method when the surface is not identified.	None recorded.
Grit trapped under a tool scratches the glass or coating Step 10	The cleaner and facade owner	Use clean water and clean cloths or brushes. Stop if the glass or coating reacts, marks or cannot be cleaned safely.	None recorded.
Damage, wet ground or equipment is left where people can be exposed Step 11	Occupants, public and the client	Keep wet or closed areas protected until safe. Record defects and remove all tools, hoses and waste.	None recorded.
Debris, tools or unfinished work left in the area Step 12	Workers, occupants and visitors	Remove waste by the agreed route. Record and protect any unfinished work.	None recorded.

Sources

HSE: Steps needed to manage risk

<https://www.hse.gov.uk/simple-health-safety/risk/steps-needed-to-manage-risk.htm>

HSE: Process fire risks

<https://www.hse.gov.uk/construction/safetytopics/processfire.htm>

HSE: Protecting the public

<https://www.hse.gov.uk/construction/safetytopics/publicprotection.htm>

HSE: Work at height

<https://www.hse.gov.uk/work-at-height/index.htm>

HSE HSG33: Health and safety in roof work

<https://www.hse.gov.uk/pubns/priced/hsg33.pdf>

Working at height whilst window cleaning

<https://www.hse.gov.uk/cleaning/topics/window-cleaning.htm>

Work at height

<https://www.hse.gov.uk/work-at-height/index.htm>

Pilkington Activ Clear

<https://www.pilkington.com/en-gb/united-kingdom/architectural-and-technical-glass/product-categories/self-cleaning/pilkington-activ-clear>

Maintenance and Hand Cleaning of Pilkington Activ Self-Cleaning Glass

<https://www.pilkington.com/-/media/pilkington/site-content/usa/window-manufacturers/technical-bulletins/ats166maintenanceandhandcleaningactiv20130115.pdf>