

Designer Contracts

Method Statement

1. Preliminary Information

Method statement title	General - Customer Service Visit
Description of works	General - Customer Service Visit

3. Resources

Personal details (including estimated employee numbers/trades and working hours)
Designer Contracts Staff
Sub-Contractor Fitters

Training Details (including specific training, competency and experience requirements for both operatives & supervisors)
IOSH Training - All Regional Managers
Asbestos Awareness Training - All staff who visit site
Manual Handling Training - All staff
H & S Training - All Managers and Fitters who visit sites carry CSCS cards
Site Induction Training & Toolbox Talks - All Fitters

Sub-Contractor work Element / Personnel (including type of sub-contracted work and workforce size/trades)
Customer Service Visit

Supervisor details and arrangements (including supervisor/operatives ratio, sub-contractor supervision details and arrangements for young persons/apprentices)
Managers to supervise on a regular basis

Plant / Equipment requirement details (including vehicle movement and inspection/maintenances/testing arrangements)
No plant used on site.
Ensure that all portable appliances are portable appliance tested and have the relevant certificate.

Materials, Movement and storage details (including control of manual handling, movement between levels, traffic interface and ignition)
Materials will be brought to site by sub contractors with on site movements controlled by site contractors
All materials to be delivered to work area and unloaded. All materials will be stacked in accordance with health & safety working practices.
All adhesives to be handled with care.
Adhesives only to be used in well ventilated areas.

Sequence of work (including site access, preparation and co-ordination of work)
Customer care instruction received from region and passed to fitter.
Fitter ensures all PPE is used including plastic shoe covers.
Identify yourself to the home owner
Be courteous at all times and explain the replacement procedure to customer
Be aware and make allowances for children and pets and take care to exclude them from the work area.
Fitter examines the area to be fitted and ensures that it is clear of obstacles
Move furniture, ensuring correct manual handling techniques are used, and uplift flooring
Move furniture, ensuring correct manual handling techniques are used, and uplift flooring. Materials are taken into household and stored in a suitable area to acclimatise.
Fit flooring
Remove all tools from site and sweep/vacuum clean.
Replace furniture in the original location.
Check the floor/area before leaving
Remove all materials from site and return it to Designer Contracts for recycling or disposal.
Ensure Completion Note is signed by Customer/Site Manager

4. Risk Assessment(s) for Significant Risks

Are there risk assessments for:	Yes	No	N/A	Risk Assessment Titles
Access / egress	X			Customer Service Working in Occupied Properties
Place of Work	X			Customer Service Working in Occupied Properties
Others at risk (eg public)			X	Customer Service Working in Occupied Properties
COSHH, noise, vibration, fire etc	X			Customer Service Working in Occupied Properties
Environmental risks (inc asbestos/silica dust)		X		Customer Service Working in Occupied Properties
Sub-contracted activities	X			Customer Service Working in Occupied Properties

5. Control Measures to be used

	Yes	No	N/a	Control Measure Name
Permit required			X	
Security Arrangements			X	
Special training (confined space, tower erection, use of plant, spills control etc)			X	

6. Personal Protective Equipment Requirements

	Yes	No	N/a	Control Measure Name
Safety Headgear	X			Hard Hats must be worn by everyone when onsite.
Safety Footwear	X			Safety footwear is required at all times
High visibility clothing	X			High visibility vest/jacket must be worn at all times.
Safety Gloves	X			Gloves for manual handling and when cutting/spraying adhesive
Hearing protection	x			Ear Defenders for noisy work such as cutting and grinding
Eye protection	x			Safety goggles for tasks such as drilling This activity is below the workplace exposure limit
Respiratory Protection	x			set by the HSE
Leg/Knee protection	X			Wear knee pads when kneeling
Arm/elbow protection			X	
Fall arrest equipment			X	
Overalls / aprons			X	
Other PPE			X	

7. Emergency Arrangements

	Yes	No	N/A
Rescue	X		

Details of rescue arrangements

The company will fully comply with all emergency procedures developed by the site.
Any changes in the emergency procedures and exit routes shall be provided by the site to our Regional Manager in order that such changes can be communicated to the workforce.

	Yes	No	N/A
Special first aid requirements	X		

Details of special first aid arrangements

Follow site rules for all first aid requirements and fitters to use site first aid facilities.
Follow first aid instructions given on relevant COSHH risk assessments

	Yes	No	N/A
Spillage Containment	X		

Details of spillage containment

Follow spillage containment instructions given on relevant COSHH assessment.

8. Temporary Amended Systems

	Yes	No	N/a	Comments
Traffic routes	X			Follow all site signs
Emergency arrangements	X			Report any accidents, emergencies or incidents to site office & Designer Contracts Line Manager. Always carry a fully charged mobile phone
Services			X	
Other			X	

9. Monitoring and Compliance

	Yes	No	N/a	Comments
Monitoring arrangements			X	
Enforcement arrangements			X	

9. General Comments

We monitor health & safety by using a computerised health & safety management system called BusinessSafe Online which is provided by Peninsula Business Services Limited
The Regional Manager/Senior Contracts Manager visit sites on a regular basis to monitor all aspects of work and health & safety. The health & safety department ensures that all hazards of specific work activities, risk & COSHH assessments are recorded onto BusinessSafe Online which we also use for accident reporting and to indicate what training staff have undertaken and when this needs updating. The health & safety Director is responsible for reviewing reports which have been compiled as a result of monitoring health & safety and the Regional Manager/Senior Contracts Manager are then responsible for ensuring any corrective actions necessary are carried out.