







Document Title: Safe System of Work and Risk Assessment	
Document Reference: RA01	Version No: 02
Task: Gutter Cleaning Using Ladders	

Site/Location:	All Projects		
Assessed By:	Julius Zenevicius (QSHE Manager)		
Manager	All Company Management Site Operatives Contractors (CIS)	Date	September 2023

Safe System of Work

1	Task: Using ladders for gutter cleaning
2	List of any Hazards as identified by risk assessment: <ul style="list-style-type: none"> • Faulty Equipment • Fall from heights
3	List of Special Equipment, Procedures or Competence Required to Perform the Task: General Competence <ul style="list-style-type: none"> • Induction • Ladders Safety • WAH • Asbestos awareness Equipment Required <ul style="list-style-type: none"> • Safe access to roof (client provided) • Ladders • Cleaning brush and bucket
4	Protective Equipment required (tick as appropriate): <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  Gloves (EN374/388) <input checked="" type="checkbox"/> </div> <div style="text-align: center;">  Face Mask (EN140/143) <input type="checkbox"/> </div> <div style="text-align: center;">  Glasses/Goggles (EN166) <input type="checkbox"/> </div> </div> <div style="display: flex; justify-content: space-around; align-items: flex-start; margin-top: 20px;"> <div style="text-align: center;">  Safety Footwear (EN355) <input checked="" type="checkbox"/> </div> <div style="text-align: center;">  <small>Ear protection must be worn</small> Ear Protection (SNR30) <input type="checkbox"/> </div> <div style="text-align: center;">  Hi-Visibility Clothing (EN471) <input checked="" type="checkbox"/> </div> </div>
5	Step by Step Safe Working Method to Follow: PLEASE MAKE SURE A REASONABLE AMOUNT OF TIME IS SPENT BEFORE STARTING EACH SHIFT TO CONSIDER ALL THE HEALTH, SAFETY AND ENVIRONMENTAL ASPECTS OF THE WORK TO BE CARRIED OUT. IF IN ANY DOUBT PLEASE ASK THE MANAGER RESPONSIBLE.

6 General

MONITORING AND REVIEW

The QSHE Department will carry out regular safety audits and inspections of site and supervision of documentation, methods and procedures.

Specific attention is given by all management to compliance with legal requirements.

The site management responsibilities are:

- Compliance to site rules.
- The implementation of the Health & Safety plan.
- All risk assessment requirements.
- Initial site briefing procedures for all operatives, contractors and subcontractors prior to any involved in site operations.

The QSHE Department is responsible for all accident/incident investigation reporting procedures based on detailed information provided by site management, operatives, material evidence and any external source involved.

Performance appraisal and feedback may require change. Immediate emergency action is the responsibility of Site Foremen.

Non-urgent procedure/operating sequence matters are to be discussed with appropriate management.

Health & Safety changes are to be reviewed at meetings attended by the Planning Supervisor, Site Manager and Health & Safety Officer (plus Sub-Contractor representation if appropriate).

Findings and changes must be directed / notified in writing and available for all as a notice.

Pre-Operational Activities

- Prior to using the ladders, they will be visually checked by trained operator , all operators to complete ladder safety training before they can start any works
- Check the stiles – make sure they are not bent or damaged, as the ladder could buckle or collapse
- the feet – if they are missing, worn or damaged the ladder could slip. Also check the ladder feet when moving from soft/dirty ground (eg dug soil, loose sand/stone, a dirty workshop) to a smooth, solid surface (eg paving slabs), to make sure the actual feet and not the dirt are making contact with the ground
- the rungs – if they are bent, worn, missing or loose, the ladder could fail
- the locking mechanism – does the mechanism work properly? Are components or fixings bent, worn or damaged? If so, the ladder could collapse. Ensure any locking bars are fully engaged
- the steps or treads on stepladders – if they are contaminated, they could be slippery; if the fixings are loose on the steps, they could collapse
- Any defects identified during pre use checks to be reported immediately to line manager and ladders not to be used until then

Gutter Cleaning using Ladders

- Using Ladders as a work platform up to 9 metres (foot level)for duration works of up to 30 minutes. The following agreed method must be carried out ,coupled with all other agreed method statements.
- Dynamic Risk Assessment of the task prior to work commencing. Identify if there is a safer method that is reasonably practicable to be used. If not possible the operative must follow the hierarchy of control and use the safest means of fall arrest available.
- Dynamic Risk Assessment of the task prior to work commencing. Identify if there is a safer method that is reasonably practicable to be used. If not possible the operative must follow the hierarchy of control and use the safest means of fall arrest available
- Check wind speed is acceptable for operation being carried out, and roof level (23 mph).
- Locate the designated/safest place to erect the ladder, avoiding any overhead power cables

- Remove the ladders from the vehicle bearing in mind safe manual handling procedures and check for visual damage/defects
- In line with Ladder Association best practice – with a partner remove the ladder from the van and once on the ground transport it to the work area with two persons carrying the ladder.
- Erect ladder in either one of the below:
- Attach Standoff clips to the ladder and extend to approximate height required while ladder is on the ground, with your partner raise the ladder to the building resting against the wall if required until extended to required height.
- Erect the ladder with your partner by placing full weight on bottom rung, with your partner behind the ladder supporting the weight. Raise the ladder to the height required in sections, using the building for additional support as required
- Work at height Signage, cones, and barriers to cordon off the area from the general public.
- Set up the ladder stabilisers (preferred as this lowers the risk of slipping, sideways movement and bounce) or have ladders footed by your partner if the stilts / ladder spurs create a footprint too large for the space provided. (Consider if ladders should be used or not in this instance and use alternative method of access if possible).
- Climb up to the desired level slowly to check for stability and balance
- In as many journeys as it takes, ensure all materials are easily accessible. (Telescopic Poles / Bucket / Gloves etc.) This can be done by climbing the ladder maintaining 3 points of contact, for example when climbing with a Pole in hand, your hand can grip the pole and the ladder side rail at the same time.
- If man safety wire or ladder eye bolts or similar is fitted to the roof line above work position, and you will be in situ for longer than 30 mins, clip your short lanyard attached at the front of the full body harness. (Integrity of these safety devices to be checked and verified prior to job being booked in).
- Complete work task by stretching out arm and scooping out the contents of the gutter by hand without overreaching (maximum each side of ladder is 600 mm) and maintain three points of contact at-all-times
- Unclip, then climb down ladder with bucket and empty contents into waste bag as required, climb back up ladder and repeat until section is complete
- Unclip, descend the ladder and move ladder to new position. Repeat operation until work is complete.
- Once Task is complete, collapse ladders according to your safe use of ladders training and fix back to roof rack on vehicle in the standard procedure

Emergency Procedures

Should an emergency arise during the work covered by this document, the alarm should be raised (verbal) and the Operatives exit the working area by predefined safe routes and attend muster point before notifying the management team.

Vehicle breakdowns

Should the vehicle breakdown the driver should engage his hazard warning lights and telephone the office to report the breakdown. The driver should only exit his cab to inspect the vehicle if it is safe to do so.

First Aid Procedures

All vehicles are issued with a First Aid kit. If first aid is required, it is the responsibility of the Operative to call the office and notify the management about his injury.

Management Requirements

Company management team maintains responsibility for all aspects of Health, Safety & Welfare associated with the works. Direct supervision of the working party will be provided by the charge-hand/supervisor

Waste Management

All work site wastes will be removed from site, segregated and disposed of in the appropriate manner. The work site is to be maintained in a tidy state, with moveable items removed or suitably secured at night. Upon completion of works all surplus materials, plant equipment and tools are to be removed from the working area. On some occasions client will be responsible for remaining waste that will be left on their premises

Environmental Issues

Plant engines are not to be left running idle, resulting in unnecessary noise and resulting in the release of contaminants to the air. If you unsure what on waste segregation and disposal requirements and business procedures, on that, please speak to your manager or QSHE Consultant.

Manual Handling Guidance:



Step 1: Think before lifting and handling



Step 2: Adopt a stable position



Step 4: Avoid twisting the back or leaning forwards



Step 5: Keep the head up when handling



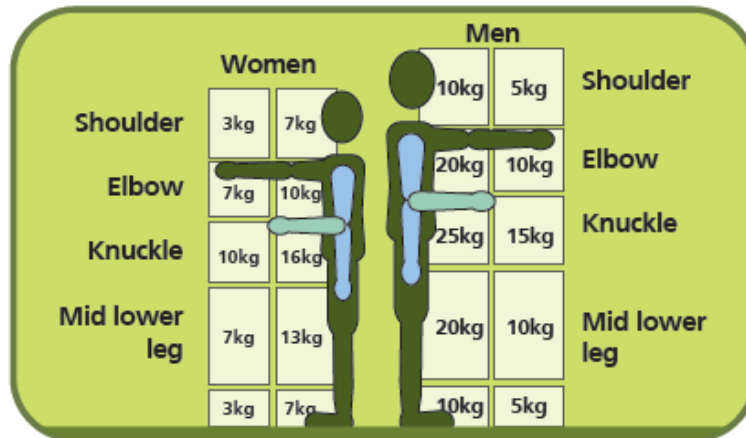
Step 3: Start with a good posture



Step 6: Put down then adjust



Guideline weights for lifting and lowering, which assumes that the handling is taking place in reasonable working conditions with a load that is easily grasped with both hands by a reasonably fit, well-trained individual are set out below.



For clarity, the maximum permitted weight to be lifted by Company employees is 25KG for men. Weights to be lifted may need to be reduced below these values if there are environmental or other factors that could have an adverse effect on the activity or if it involves twisting or bending. Where possible manual handling tasks should be minimised by using manual handling aids such as trolleys and similar devices.

Lifting	<ul style="list-style-type: none"> - Do not rush into a job without thinking about the size, weight and your personal capabilities - Mind your fingers and toes - Slide rather than lift
Unloading	<ul style="list-style-type: none"> - Take care of your back – use your knees to take the strain when you lower the load - Make use of any handy surface to take the weight whenever you can
Pushing and Pulling	<ul style="list-style-type: none"> - Push rather than pull where possible - Lean in the direction you are going - Keep feet well away from the load
Carrying	<ul style="list-style-type: none"> - Do not carry a load for long distances – use mechanical aids where possible



SSOW01 Working on Ladders

DO NOT use this equipment unless you have been trained in its safe use and operations

PERSONAL PROTECTIVE EQUIPMENT



High Visibility clothing



Gloves



Safety footwear must be worn at all times in work areas.

Pre-Operational Checks

Before you start using ladders you should always carry out pre-use check to spot any obvious visual defects to make sure ladders are safe to use. Make sure you use correct PPE for the task provided.

- ✓ Check the stiles-if they bent or damaged ladder could buckle or collapse.
- ✓ Check the feet-worn or damaged feet means ladder could slip.
- ✓ Check the rungs-If they bent, worn, missing or loose ladders could fail
- ✓ Check the locking mechanism -if they are bent or fixing worn or damaged the ladder could collapse. Ensure any locking bars are engaged.

DO NOT use ladders if you spot any of those defects and notify your manager immediately .



Using the ladders



- ✓ Make sure ladders are placed on safe even ground level so they do not slip .
- ✓ Only carry light materials and tools while on ladders (do not overload it consider your weight and the weight of tools carried, check pictographic safe working load identified on the ladder)
- ✓ Make sure the ladders angle is at 75 degrees
- ✓ Always grip the ladder and face the ladder rungs while climbing or descending- do not side down the stiles.
- ✓ Do not try to move or extend the ladders while standing on the rungs.
- ✓ Do not work from the top three rungs and make sure you have at least 3 rungs above where you are working.
- ✓ Do not stand ladders on movable objects, such as pallets, lift trucks, mobile elevating platforms.
- ✓ Maintain 3 points of contact when climbing the ladder.

DON'T

- ✗ DON'T lean or overreach-leaning and overreaching can cause strains, falls, or ladder tilt. Stay between the side rails and move the ladder as needed.
- ✗ DON'T move it incorrectly. Ladders should be carried horizontally with the top facing forward and someone arms through it for balance.
- ✗ DON'T OVERLOAD. Make sure you check safe working load, consider your weight of your equipment or tools used.
- ✗ DON'T use it on uneven and not stable ground conditions. Make sure ladders set up stable to carry on work safely.

This SSOP does not necessarily cover all possible hazards associated with operation and should be used in conjunction with other references. It is designed as a guide to perform the operations



Gutter Cleaning Activities

Risk Assessment

Who is at risk?

- Employees
 Visitors
 Contractors

Hazard identified and nature of possible harm	Control Measures	Severity	Probability	Risk Rating	Action Required (If none, insert words 'Maintain and Monitor Controls')	Time scale	Action taken (sign and date)
Unsafe anchorage, unsafe or inappropriate fall protection systems.	<ul style="list-style-type: none"> Fall protection systems are designed, specified and installed by registered professionals and regularly inspected according to schedule. When any device be it a single point anchor, horizontal safety line system or fall arrest apparatus which has arrested a fall it must be taken out of service. The advice of the manufacturer of the device / system must be sought and remedial measures as specified undertaken before re-commissioning of the system. 	5	1	5	Monitor and Review Controls	-	-
Lack of awareness of fall hazards in workplace.	<ul style="list-style-type: none"> Users are properly trained and assessed for their competency. Competent persons train workers at risk of falls with regard to types of fall hazards, risk reduction, limitations of fall arrest/fall restraint equipment, dangers of hanging in a harness and emergency rescue planning. 	5	1	5	Monitor and Review Controls	-	-
Manual Handling	<ul style="list-style-type: none"> Instruction on lifting techniques are provided as part of the induction process Guideline weights for lifting and lowering, which assumes that the handling is taking place in reasonable working conditions with a load that is easily grasped with both hands by a reasonably fit, well-trained individual. These are set out in the System of Work, which is to be retained for all I task assessments. <u>For clarity, the maximum permitted weight to be lifted by I employees is 25KG for men and 16KG for women.</u> 	3	1	3	Monitor and Review Controls	-	-



Gutter Cleaning Activities

	<ul style="list-style-type: none"> Weights to be lifted may need to be reduced below these values if there are environmental or other factors that could have an adverse effect on the activity, or if it involved twisting or bending. 						
Pre-existing medical conditions	<ul style="list-style-type: none"> Workers to self-declare any health issues or concerns before working at height. 	5	1	5	Monitor and Review Controls	-	-
Fall From Height Fall Use of steps Contamination on Footwear i.e. Grease, Diesel, Oil Effects of adverse weather Not holding grab rails Dismount wrong way or jump. Pothole/debris steps not secured MHE impacted. Not using three points of contact when embarking & disembarking from the ladder. Ladder placed on firm and level ground	<ul style="list-style-type: none"> Continual supervision and monitoring of staff People is encouraged to report defects Open responsibility for all to report defects Staff trained in the safe use of ladders Ladders checked before use and are suitable for the work i.e. sufficient size to allow safe work without using top 2 steps Task not carried out alone, second person to hold step ladder as required. Equipment not carried up ladder. Class 1 Industrial Ladder or EN131 Trade ladder used. Ladders have been regularly inspected by a competent person and records maintained. Step ladders not fit for use should be labelled as faulty and taken out of service 	5	1	5	Monitor and Review Controls		
Unsafe Ground Conditions	<ul style="list-style-type: none"> Pre use checks carried out by operator before starting the works Any defects or unsafe conditions is reported to the manger 	3	1	3	Monitor and Review Controls	-	-
Vehicle Internal Damage Mechanical Failure MOT Service	<ul style="list-style-type: none"> Ladders will be placed on the vehicle and secured. Safe manual Handling techniques will be followed as per training provided . All company vehicles are MOT compliant. Service inspections to the vehicles are as per VOSA requirements and all vehicles are in good conditions All company vehicles are fit for purpose and got all tools and equipment fitted to be suitable for the task Company vehicles are regularly checked and maintained by third party garages to ensure best and most convenient efficiency Monthly van checks are in place to ensure preventative maintenance is completed 	3	1	3	Monitor and Review Controls	-	-



Gutter Cleaning Activities

	<ul style="list-style-type: none"> Drivers aware that any damages or concerns with vehicle must be reported to Management as soon as its safe to do 						
Poor Housekeeping Debris Vegetation	<ul style="list-style-type: none"> Operators are aware that maintain tidy environment and working area when working on the public and any roads Then operators actions are causing a waste production and debris, all waste from working activities will be collected and placed into company van or designated bin locations Operators are aware – clean after yourself policy. 	3	1	3	Monitor and Review Controls	-	-
Use of inappropriate equipment. E.g. using a faulty or damaged ladders	<ul style="list-style-type: none"> Training to cover selection as well as correct usage of equipment All operators will be fit and selected for this task by site manager No other untrained persons will be allowed to carry out this tasks 	5	1	5	Monitor and Review Controls	-	-
Access to roof	<ul style="list-style-type: none"> Roof access is controlled by the client No access to other trades if not required Permit to work on roof areas will be issued by the contractor Roof area will be inspected prior any works to ensure its safe 	3	1	3	Monitor and Review Controls	-	-
Slips, Trips & Falls Fractures Bruising/abrasions Tendon/ligament damage	<ul style="list-style-type: none"> Monitoring of all slip trip and fall hazards by the operator whilst working in the area. As works carried out externally, the operator shall assess the working area first and apply safety precautions first. Ensure all PPE is being worn/used including wearing safety shoes with adequate grip (i.e. non slip) where applicable Only trained personnel to conduct task 	3	1	3	Monitor and Review Controls	-	-
Adverse weather	<ul style="list-style-type: none"> Operators will be issued with worm clothing to prevent from any outdoor and cold weather Regular breaks is available Welfare facilities to be agreed with the client if available . 	3	1	3	Monitor and Review Controls	-	-
Falling objects	<ul style="list-style-type: none"> Client to make arrangements for safe area and restrictions of employees or residents of the building . 	5	1	5	Monitor and Review Controls	-	-



Gutter Cleaning Activities

	<ul style="list-style-type: none"> Operator is instructed to ensure that there are no loose and light weight debris or materials lying around All tools and equipment's are kept at a minimum to prevent from blowing off from roof areas by the wind 						
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Annual Review

Roll-Out	Manager's Signature: Julius Zenevicius	Date: September 2022
Refresher Year 1	Manager's Signature: Dovile Balionyte	Date: September 2023
Refresher Year 2	Manager's Signature:	Date:



Gutter Cleaning Activities

Risk Assessment Guidance – 5 x 5 Matrixes and How to Score Each Hazard

SEVERITY (CONSEQUENCE) CATEGORIES		
Major	5	Causing death to one or more people. Loss or damage is such that it could cause serious business disruption (e.g. major fire, explosion or structural damage).
High	4	Causing permanent disability (e.g. loss of limb, sight or hearing).
Medium	3	Causing temporary disability (e.g. fractures).
Low	2	Causing significant injuries (e.g. sprains, bruises, lacerations. Loss or damage to fixtures and fittings).
Minor	1	Causing minor injuries (e.g. cuts, scratches). No lost time likely other than for first aid treatment. Loss or damage in the form of superficial damage to interior decorations for example.

PROBABILITY (LIKELIHOOD) CATEGORIES		
Almost Certain	5	Absence of any management controls. If conditions remain unchanged there is almost a 100% certainty that an accident will happen (e.g. broken rung on a ladder, live exposed electrical conductor, and untrained personnel).
High	4	Serious failures in management controls. The effects of human behaviour or other factors could cause an accident but is unlikely without this additional factor (e.g. ladder not secured properly, oil spilled on floor, poorly trained personnel).
Medium	3	Insufficient or substandard controls in place. Loss is unlikely during normal operation; however, it may occur in emergencies or non-routine conditions (e.g. keys left in fork lift trucks; obstructed gangways; refresher training required).
Low	2	The situation is generally well managed – however occasional lapses could occur. This also applies to situations where people are required to behave safely in order to protect themselves but are well trained.
Improbable	1	Loss, accident or illness could only occur under freak conditions. The situation is well managed and all reasonable precautions have been taken. Ideally, this should be the normal state of the workplace.

Probability	Almost Certain	5	10	15	20	25	HIGH – UNACCEPTABLE <u>Stop the activity. Consult Manager.</u>
	High	4	8	12	16	20	
	Medium	3	6	9	12	15	MEDIUM – ADEQUATE Look to improve at next review.
	Low	2	4	6	8	10	
	Improbable	1	2	3	4	5	LOW – SATISFACTORY No further action. Maintain controls.
		Minor	Low	Medium	High	Major	
	Consequence						



Gutter Cleaning Activities