

## Clean glazed surfaces and façades

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### Overview

This standard is part of the competence area related to providing cleaning services, including the use of equipment. It is about cleaning glazed surfaces and façades, which must be carried out carefully in order to prevent causing accidental damage such as chips, scratches and other marks. Many external surfaces have a shiny finish; therefore, it is important that upon completion of cleaning the surfaces are left dry and the glass is free of smears and cleaning residue. The term glazed can refer to other highly polished exterior surfaces e.g., marble or cladding. You must be fully trained and competent in using the relevant types of access equipment, such as portable ladders and gantries, mobile elevated working platforms (MEWPs), suspended access equipment (SAE), cradles and rope access. You must ensure that a suitable fall prevention, fall arrest equipment and high visibility clothing are worn. These types of equipment used should conform to relevant standards. It is important to assess the risks to yourself, team members and the general public. You must operate equipment safely minimising the risk to yourself, team members and the general public.

## Performance criteria

### You must be able to:

#### **Preparation and protection**

1. carry out health checks and follow the agreed safe systems of work practice
2. follow dynamic risk assessment requirements of your organisation within the workplace
3. take the relevant actions depending on the outcome of risk assessments carried out
4. ensure all required products and protective equipment are available
5. wear the relevant fall prevention, fall arrest equipment and high visibility clothing while carrying out cleaning
6. follow organisational procedures for reusing or disposing of personal protective equipment
7. ensure the safe systems of work and requirements are followed
8. select the appropriate colour-coded equipment

#### **Controlling the risk of infection**

9. follow your organisation's requirements for mitigation of risk of infection in the workplace
10. use specialist equipment for disinfection, including fog, mist, vapour and ultraviolet (UV) systems, where required
11. use biocides safely and in line with manufacturer and organisational requirements
12. follow the cleaning procedures depending on environment, weather conditions and identified risks
13. carry out cleaning in accordance with work schedule and required frequency depending on the outcomes of risk assessment
14. dispose of used cleaning and protective equipment in accordance with specified safety procedures

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15. clean and disinfect reusable cleaning equipment

### **Prepare to clean glazed surfaces and façades**

16. ensure your compliance with safety procedures for carrying out the work
17. ensure any site-specific training is provided by the building owner or your organisation
18. assess whether working at height is required
19. choose the relevant access equipment and tools in accordance with type of cleaning work
20. ensure you have received site specific instructions on accessing the equipment safely
21. carry out the visual check of access equipment and tools, inspect and test these prior use
22. confirm emergency procedures for working on site
23. select and display the appropriate signage before commencing cleaning
24. note and be aware of any potential obstacles such as loose, overhanging and protruding objects, power lines
25. ensure all safety equipment is used in line with instructions, including measures to prevent tools falling to the ground
26. take precautions to ensure that the vehicle carrying the cleaning systems is not overloaded
27. take appropriate measures to reduce risks associated with working on access equipment

### **Conduct cleaning of glazed surfaces and façades**

28. inspect the surface for any defects prior to cleaning and report these to the relevant member of staff
29. check that all windows and openings are securely closed before the cleaning

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30. remove dust and treat surfaces before applying any cleaning agents to soften ingrained soil
31. adhere to customer's or your organisation's approved methods and equipment for conducting cleaning of glazed surfaces and façades
32. conduct cleaning operations using approved equipment and techniques that will reduce risks of falls, slips, trips, personal strain and injury
33. operate cleaning equipment in accordance with manufacturer's instructions and your organisation's policies
34. avoid over wetting the work area in order to prevent leaks or seepage into the interior
35. report any previously unidentified damaged surfaces as you conduct cleaning to the relevant member of staff
36. report any accidental damage caused by cleaning to the relevant member of staff
37. follow your organisation's or customer's procedures in the event of a fault or other emergency situations

**Complete cleaning of glazed surfaces and façades and reinstate the work area**

38. remove excess water from surfaces, leaving them free of smears and cleaning residue
39. ensure all surfaces are dry upon completion of cleaning
40. apply any treatments or protective coatings to surfaces following the cleaning
41. ensure accessories, fittings, frames and/or furniture such as handles and closures are free of any cleaning residue
42. restore the work area in its initial arrangement upon completion of cleaning
43. dispose of waste in accordance with customer's or your organisation's policies
44. ensure all cleaning equipment and machinery are clean, functional and dry on completion of the work
45. report any faulty equipment and machinery to the relevant member of staff

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46. return all equipment to the designated place, ensuring it is securely stored

## Knowledge and understanding

### You need to know and understand:

#### **Preparation and protection**

1. the health checks and the agreed safe systems of work practice
2. your organisation's principles of dynamic risk assessment within the workplace
3. the relevant actions depending on the outcome of risk assessments carried out
4. the products and infection control
5. the relevant fall prevention, fall arrest equipment and high visibility clothing
6. how to reuse the protective equipment or dispose of it in line with your organisation's safety procedures
7. your organisation's requirements for minimising risk of infection while working on premises
8. why it is important to choose the correct colour coded equipment and how to use it

#### **Controlling the risk of infection**

9. your organisation's procedures for mitigating the risk of infection
10. how to use specialist equipment for disinfection using fog, mist, vapour and ultraviolet (UV) systems
11. the use of biocides and required training for it
12. the range of specialist cleaning products and how to use them safely and effectively
13. the cleaning procedures to follow, depending on the environment, weather conditions and risks identified
14. your organisation's procedures for cleaning and disinfection of reusable equipment
15. your organisation's procedures for disposing of used cleaning equipment and

protective equipment

### **Prepare to clean glazed surfaces and façades**

16. your organisation's instructions and safety procedures for carrying out the work
17. the appropriate signage to display and the reasons for doing so
18. the relevant qualifications or training to use the access equipment
19. the relevant access equipment and tools depending on the type of cleaning work, including working at height
20. the site-specific instructions on accessing the equipment safely
21. the importance of visual checks, testing and inspecting the access equipment and tools prior using these
22. the emergency procedures for working on site
23. how to be aware of any potential obstacles
24. how to conduct a risk assessment and why it is important to carry out a site visit
25. why it is important to adhere to the working procedures for cleaning job
26. the instructions for using the access equipment and tools
27. the preventative measure to avoid tools falling to the ground
28. the safety procedures when using vehicles and why it is important to ensure the payload capacity of the vehicle is not overloaded

### **Conduct cleaning of glazed surfaces and façades**

29. how to inspect the surface for cleaning
30. the relevant procedures for reporting defects and why it is important to do this
31. why cleaning equipment should be clean, functional and free of residue before starting work
32. why windows and opening should be closed before starting cleaning and the

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relevant procedures for doing so

33. the relevant signage in the working area before the cleaning
34. the advantages of treating surfaces before applying any cleaning agents
35. the approved customer's or your organisation's methods for cleaning surfaces and the appropriate equipment to use
36. the techniques for avoiding the risks of falls, slips and trips, personal strain and injury
37. where to find manufacturer's instructions for operating equipment and/or machinery
38. the customer's and your organisation's procedures for reporting faults and emergencies
39. why it is important to report any accidental damage caused by cleaning to the relevant member of staff

### **Complete cleaning of glazed surfaces and façades and reinstate the work area**

40. the techniques for removing excess water and appropriate equipment to use
41. the relevant treatments to apply to surfaces upon completion of cleaning
42. why it is important to ensure that, upon completion of cleaning, accessories, fittings and furniture are free of smears or cleaning residue
43. how to restore the work area in its initial arrangement and why you should do this
44. your organisation's or customer's procedures for disposing of waste
45. why cleaning equipment and machinery should be cleaned, dried and ensured it is in working condition when you have finished your work and how to do this
46. the relevant procedures for reporting faults with working equipment and machinery
47. the relevant procedures for storage of cleaning equipment and machinery and where it is kept

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