

# Method Statement

## For Millhouse Gold Service Delivery



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### Overview

As part of the Gold Service Delivery, our installation staff will complete any final assembly of the products, fully assemble any flat pack products, leave the products positioned in the room to the customer requirements and remove all the packaging off site.

All installation staff will be briefed on the method statement and risk assessment before work commences.

Vehicles will be booked in prior to delivery if required.

Vehicles will be unloaded in a suitably allocated area where possible.

All installation staff will adhere to the customer's site rules and induction procedures as required and display any relevant passes at all times.

All works are to be carried out to the customer's requirements within the agreed parameters of our Gold Delivery service.

The work area will be surveyed by our installation staff to ascertain any health and safety issues, including the proximity of any children in the work area. Any issues will be raised with the Millhouse office and the customer on site.

The relevant PPE will be worn whilst work is undertaken.

Millhouse installation staff are DBS checked

### Work Methodology

Unloading, transportation, distribution of goods to final location and installation will be carried out by installation staff and in line with the installation risk assessment (available upon request).

Work will be performed professionally and safely taking into account the working environment and customer needs.

Good housekeeping will be employed at all times to prevent any health and safety issues and environmental impact.

Our Installation staff will never seek or accept help from customers willing to help with the installation process.

Children must be kept at a safe distance from all work areas (including while boxes are being moved to and from rooms) at all times.

On completion of the installation the customer will be informed, a signature sought and any product issues will be discussed.

## **Manual Handling**

Manual handling operations will be subject to manual handling legislation.

If items cannot be unloaded and transported to the working areas by hand, the use of sack trucks, trolleys or similar may be used.

Team lifting methods are to be used when required.

## **Plant and Equipment**

All plant and equipment shall be in good condition and fit for purpose.

Millhouse vehicles are inspected and tested at regular intervals.

Millhouse installation staff will take onto site a number of hand and power tools including but not exclusively, a cordless drill and charger pack, screwdrivers, spanners, Allen key sets and a retractable blade knife for opening packaging.

The installation team may also make use of cleaning fluids. COSHH data sheets can be provided upon request

Where applicable portable electrical equipment has been PAT tested.

A suitably stocked first aid kit is kept in all Millhouse vehicles. All injuries and illness that occurs on site will be logged in the company accident book.

## **Environment**

All packaging waste will be removed from the work area leaving it clean and tidy. This waste will be returned to Millhouse and will be reused or disposed of in line with the company's waste and environmental policies and procedures.