

Capital PC Method Statement

Health, Safety and Security

Capital has a rigorous Health & Safety Policy. All staff undertake a formal, ongoing training programme which covers the basic principals of working on all types of computer equipment. Attention is paid to appropriate processes, chemicals, materials and equipment.

All staff undertake health & safety training and any other training or induction required by the client.

All staff has access to, and are familiar with, all COSHH information. Many of our staff are security cleared to various levels enabling them to work in highly sensitive and restricted areas.

Before work commences we will have either conducted a sites specific risk assessment or a basic visual assessment is carried out by the supervisor prior to commencing work.

Today, with health and safety high on the agenda, computer cleaning is still in great demand and with hot 'desking' being a feature of many offices, sanitisation of keyboards and telephones is essential in order to reduce the risk of cross contamination.

In 2008 we got together with our suppliers to source a completely new range of cleaning products, created exclusively for our use.

We found out that scientific tests had identified Caflon 6411 (Didecyl Dimethyl Ammonium Chloride) as the anti-bacterial agent that is most effective against germs commonly found on keyboards and telephones.

Capital's casing cleaner and anti-static solutions now contain Caflon 6411 as do the wipes we use for telephone handsets and keyboards. The casing cleaner we use for the computer base, case, keyboard and mouse has two ammonia compounds that are effective against e-coli, salmonella and listeria.

All chemicals used have been assessed by our H&S manager for safe use in office environments. Safety data sheets and COSHH assessments for all chemicals can be found on our web site. Our operatives are given gloves to wear when they work and we are also provide anti-bacterial hand gel to all staff as an alternative.

It takes an experienced Capital operative about six minutes to clean a typical workstation, longer for one which has not been well maintained.

Desk Top Computers

Extreme care is taken to clean the monitor, base unit and all related hardware. Fluids are never applied directly to the equipment, but used sparingly on soft bristle brushes and soft cloths to avoid ingress of fluid into the equipment. All equipment to be cleaned must be 'powered down' or individual items must be isolated. Stubborn marks such as ball point pen or sticker residue on casings will be given special attention with a fluid which has been especially designed for the removal of stubborn marks.

Monitors

Accessible parts the monitor casing will be thoroughly cleaned using the appropriate cleaning fluids along with a soft bristle brush and soft cloth.

Plain glass screens will also be cleaned with a soft cloth and appropriate cleaning fluid. Polaroid, plasma, LCD screens and screen filters will each be cleaned in the manner appropriate to its composition.

Keyboards

The space underneath a keyboard is a great place for germs to collect. We are infecting our own keyboards every time we cough and sneeze. Tiny fragments of dropped food can cause a fungal growth.

For this reason keyboards receive particular attention when they are cleaned. We apply the appropriate anti-bacterial solution to our special brushes and by holding the keyboard at an angle the bristles are able to agitate and remove most dust and debris which may be beneath keys. The remainder of the casing is cleaned using a soft lint free cloth to which the appropriate cleaning fluid has been applied. Our chemicals will kill the majority of common germs, fungi and viral infections that can be present in these pieces of equipment.

Mice

The casing will be cleaned using a soft cloth and the appropriate cleaning fluid.

Hard Drives

The exterior of the casing will be comprehensively cleaned and anti-statically treated by using the appropriate cleaning fluid which is sprayed directly onto lint-free cloths

Any corners on the units will be brushed out by using a soft bristle brush with the application of cleaning fluids to the brush, when required. Extreme caution will be exercised when working near power and reset buttons, which will not be cleaned unless the unit is powered down



Telephones

The base and keypad will be cleaned using the appropriate cleaning fluid applied to a soft bristle brush after which a soft cloth will be used to remove any excess fluid and loose debris. The hand piece will then be cleaned with a clean cloth and appropriate cleaning fluid.

For the telephone ear and mouth pieces a sachet-protected anti-bacterial wipe which has similar properties to those in our keyboard cleaner, yet is designed for comfortable use near the face, will be left with each telephone unit.

Printers

In order for external surfaces to be cleaned the printer will be placed in OFF-LINE mode and reset upon completion of the process.

The printer casing will be comprehensively cleaned and anti-statically treated by using the appropriate cleaning fluid which is sprayed directly onto lint-free cloths and brushes.

Any corners on the units will be brushed out by using a soft bristle brush with the application of cleaning fluids when required. Extreme caution will be exercised when working near power and reset buttons, which will not be cleaned unless the unit is powered down.

Scanners

In order for external surfaces to be cleaned the scanner will be placed in OFF-LINE mode and reset upon completion of the process.

The casing will be comprehensively cleaned and anti-statically treated by using the appropriate cleaning fluid which is sprayed directly onto lint-free cloths and brushes.

The glass panel will then be cleaned using a separate cloth and appropriate cleaning fluid, ensuring minimum pressure is placed onto the panel.

Photocopiers

In order for external surfaces to be cleaned the photocopier will be placed in OFF-LINE mode and reset upon completion of the process.

The casing will be comprehensively cleaned and anti-statically treated by using the appropriate cleaning fluid which is sprayed directly onto lint-free cloths and brushes. Any paper trays which may be attached to the copier will be removed, cleaned and replaced accordingly.

Laptops

Extreme care is taken with this device due to its fragile nature, the keypad, monitor and external casings will be cleaned in a delicate manner.

The exterior of the casing will be comprehensively cleaned and anti-statically treated by using the appropriate cleaning fluid which is sprayed directly onto lint-free cloths. The keypad will be cleaned by applying the appropriate anti-bacterial solution to our special brushes the bristles are able to agitate and remove most dust and debris which may be beneath keys. The screen will each be cleaned in the manner appropriate to its composition whilst using a separate cloth and appropriate cleaning solution.

Quality Control and Customer Care

In order to maintain a high quality of service, Capital's teams are always headed by a supervisor whose duty it is to ensure that all services are professionally delivered in a timely manner.

Our aim is not only to meet our clients' expectations but to exceed them.

The supervisors, in turn are managed by field managers who will be on hand to support the supervisor and team if required.

Our office based management team will also be available to help with any problems or questions.

We operate a field reporting system that allows us to closely monitor service delivery, logging hours on site, chemicals used including batch numbers and non conformance reporting (NCR) and which also allows and encourages client feed back.

Quality control stickers are discretely affixed to each unit and carry the initials of the cleaner and the date of the clean. This ensures that we know exactly who cleaned each piece of equipment and can address any issues that should arise.

Clients will also receive an after service care call to ensure that we have fully satisfied all client requirements.

All cleaning specifications are designed to meet the client's individual needs.