



Domestic Housing Work Practices and Procedures Shield Environmental Services

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Record of Amendments

Date	Rev	Comments	Name	Signature
13 th Jan 2012	1	New document	Jason Hocking	
18 th June 2014	2	Added Domestic Supply Isolation Certificate and paragraph	Jason Hocking	
11 th June 2015	3	Amended Domestic Supply Isolation Process and Certificate with the addition of flow diagram reference.	Ben Angell-James	
27 th January 2015	4	Updated Electrical Isolation Process Maps	Ian Hanley	
27 th January 2016	5	Review	Ian Hanley	
5 th April 2017	6	Definition of 'small and large' scale texture coating removals	Ian Hanley	
18 th Aug 2017	7	Change format, Add SOP's, Company forms, Add new Waste Notes, Add new shield Signage & Photos	Ian Hanley	
14/01/2019	8	Annual review, removed page screen shots.	Craig Dennis	
All amendments are now logged on CD002 – 21/01/2020				

If you have any comments / suggestions for improvements to this Policy or are missing any of the amendments then please contact the Technical Department:

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1.0 Introduction

An integral part of our Working Practices at Shield Services Group is our commitment to providing a high level of service. This 'ethos' extends from our Board of Directors, through to our managerial teams, office based staff, and our on-site operatives.

We place a high level of expectation on our site based works, our operatives are our ambassadors and it is vital that all works are undertaken and completed to the highest possible standard.

This document outlines our working practices when carrying out the removal of asbestos containing materials within domestic properties.

The Working Practices and Procedures outlined within this document must be followed and adhered to by all members of staff thus allowing Shield Services Group to deliver the most efficient, first class service within the domestic asbestos removal industry.

This procedure has been prepared to complement our 'Domestic Housing –Commitment to Customer Care' document.

2.0 Leaving for Site

The Contract Manager responsible for the works is to issue the operational team with the Plan of Work for the works being undertaken that day; this will include the full scope of works and requirements for equipment including the use of a decontamination unit.

For Transient Operational Teams working in remote locations the Key Account Manager responsible for the works will ensure that the team are issued with a Plan of Work.

Supervisors are to ensure that the required PPE is available on the Van before leaving Shield Offices, this would comprise of, but not be limited to the following:

- Gloves
- Safety Boots
- Stripping Wellington Boots
- Hi-Viz Vest
- Hi-Viz Coats
- Eye Glasses
- Ear Protection
- Hand-Arm Vibration Gloves
- Hard Hat
- Half Mask
- Half Mask Filters
- Full Face Mask
- Full Face Filters
- White, Red and Blue Overalls

Supervisor to ensure that the standard required equipment and materials are available on the Van before leaving to attend site, this would comprise of, but not be limited to the following;

- H Type Vacuum for Enclosure Work
- H Type Vacuum for Non-Enclosure Work (Yellow Hose to identify)
- Hand Held Sprayer

- Hand Held Airless Sprayer
- NPU
- 3.5KVA Transformer
- Orange Buckets
- Black Buckets
- Speed Frames for Airlocks
- Timber
- Polythene
- Correx Sheeting
- Cloth Tape
- Staple Gun
- Staples
- Asbestos Zone Signs
- Respirator Zone Signs
- Transit/Waste Route Signs
- NPU Filters
- Astrip
- Clear Waste Bags
- Red Waste Bags

All equipment and PPE lists will be as per Plan of Works.

3.0 Arrival at Site.

On arrival at the domestic property, park your company vehicle including the DCU safely, neatly and without obstructing the occupant's entry/exit from the premises. Ensure that you also do not restrict access for the neighbouring properties, and observe all road restrictions. On leaving the vehicle ensure that all valuables, including mobile phones are secure and out of sight and that all doors are locked.

Approach the property in a calm manner, making sure any gates are closed after you and when the door has been opened by the occupant, ensure you have stepped back and greet the occupant politely, explain:

- Who you are;
- Why you are there;
- The Client you are working for,
- Show the occupant your company ID.
- Remember that you are not to use rude or abusive language or carryout any act that may offend the occupant or appear confrontational.

Once the occupant has invited you to enter the property, ensure that your footwear is clean or that you have put overshoes on, then ask to be shown the removal area and enquire if the occupant has any questions at this time.

Only enter into conversation about the exact scope of works you have been instructed to carry out and respect the confidentiality of our Clients. Asbestos works can be a sensitive subject and you should ensure that when discussing any works you do not alarm the occupants.

If you feel at any time that you are at risk, either because of the occupants, their pets or the condition of the property, contact the Contract Manager responsible for the works, who will in turn speak directly to our Client and then advise on how you are to proceed.

As part of our Code of Conduct, operatives are reminded of the following points.

Whilst on site do not make use of the occupant's toilet, **without seeking prior approval from the Occupant**.

Do not make use of the occupant's telephone or tools **under any circumstances**.

Do not smoke in the vicinity of the property, internally or externally.

The consumption of alcohol during working hours is **strictly prohibited** by any operative (please refer to LO023 Substance Misuse Policy).

The consumption of food or drink whilst on site is prohibited.

Once you have been shown the removal area, discuss with the occupant about access in and out of the area and the planned transit/waste route, and discuss how this may affect the use of facilities, such as whether access to the bathroom or kitchen would need to be restricted during the removal of waste from the area.

Explain to the occupant that you need to carry out a Pre-work Condition Survey of the area as well as agreeing transit/waste routes. Explain the requirement to take photographs and seek the occupant's permission to do so, if the occupant refuses, document this and write down any defects discovered.

Following the Pre-Work Condition Survey politely go through your findings with the occupant and then sign the report, along with the Occupant to confirm that the information contained within it is true and accurate.

Provide the occupant with an estimated length of time that we will be in control of the area. Any variations to this should be communicated back to the occupant as appropriate.

A copy of the Pre-work Condition Survey (AR024) is included for reference.

Should it become apparent that in order to undertake the required asbestos removal works, additional enabling works would need to be undertaken; for example,

The removing of skirting boards to fully access all floor tiles,

A pre clean to the removal area prior to sealing the area,

You must contact the Contract Manager *before works begin* to discuss these additional elements and if required the Contract Manager will contact the Client to have additional works authorised as a Variation Order.

If occupants are elderly, disabled or in any way physically limited, you may assist the occupants with the removal of large items of furniture that they cannot move themselves; ensure that the (AR024) is signed by the occupant, before any items are moved.

4.0 Signage

Ensure all relevant signage is displayed and that the removal area is fully sealed off from the rest of the property.

The following signage should be placed in the appropriate positions.

Respirator Work Zone Area – This sign needs to be displayed by the enclosure or as close to the actual asbestos removal area so that other contractors, occupants, visitors or the Client are alerted to the works in progress.



Asbestos Work Zone – The signage for this should be placed anywhere that there is the possibility that you may come into contact with asbestos; for example at the Decontamination Unit, any enclosed Skips sited near the work area, or your Van. Unlike the Respirator Work Zone Area, there may be occasions where you will be in this area without a mask or overalls.

Waste Route – Signs are to be placed along the waste route, ensure they are prominent and clearly visible.

Transit Route - Signs are to be placed along the transit route, ensure they are prominent and clearly visible.

5.0 Enclosures

When erecting an enclosure, remember their purpose as defined by the HSE.

An enclosure is a physical barrier employed around the asbestos work area which will contain asbestos dust and waste arising from the work and which will also prevent the spread of asbestos materials to the surrounding environment. It is designed to prevent the spread of airborne fibres and dust and also to prevent the spread of surface contamination during all the activities associated with asbestos removal, including waste handling and bagging, and cleaning.

Access to the enclosure is regulated through entrance and exit openings (known as airlocks). The airlocks are an essential feature of the enclosure, allowing the controlled movement of personnel, waste and equipment in and out of the work area and also enabling the decontamination of personnel, equipment and waste items on exiting the unit. Airlocks are also used for changing, where transiting procedures are employed. The enclosure and airlocks should be airtight and under mechanical extraction ventilation.

Enclosures by design and function will lead to increased amounts of dust and debris inside the area. Anyone entering or working inside an enclosure must wear suitable protective clothing and RPE, and must thoroughly decontaminate themselves on leaving the enclosure. Once the occupant is satisfied with the planned works, begin by preparing the removal area. Set up the enclosure and ensure that the enclosure is neat and tidy that industry standard tape is used to limit damage to decorations.

All enclosures within domestic properties should be erected using industry standard polythene sheeting and tape.

5.1 Full Working Enclosure

The enclosure should be designed around the location of the asbestos to be removed and the access requirements. It should be big enough for the work activity and there should be reasonable working space. The dimensions should take account of the number of workers involved and the size and shape of the items or materials to be removed and the need for any plant or equipment to be used.

Enclosures may either make use of parts of the existing building structure or be self-supporting temporary structures purpose built around the asbestos working area. Existing rooms or walls, ceilings and floors can be used where possible to provide part or all of an enclosure. The surfaces of the enclosure, irrespective of the composition, should be smooth and impervious. If any existing surface is unsuitable, e.g. it is rough, damaged or friable; it should be pre-cleaned and then lined with a material such as polythene sheeting. The integrity of the enclosure must also be maintained as work progresses.

The enclosure should be effectively sealed and as airtight as possible. All leaks should be identified and sealed. Sealing should be undertaken at all joints and corners, particularly in purpose-built structures and at all windows, doors, ventilation grilles, airbricks, inlets, exhausts as necessary. Particular attention should be paid to closing any gaps or holes around pipes, ducts, conduits, structural or other items (including inside cupboards or units) that pass through to adjoining rooms or floors. Openings should be sealed using a combination of materials such as tape, proprietary sealing compounds (e.g. expanding foam) and impervious sheeting.

There should be sufficient negative pressure (Negative Pressure Units providing mechanical extract ventilation) within the enclosure and the pressure should be as uniform as possible throughout the unit. Air extraction should not be seen as an alternative to a well-sealed enclosure. Its function is to provide additional control if there are accidental leaks and to control air movement within the enclosure and during personnel and waste transfers to and from the enclosure.

All enclosures should have means of access for personnel, plant and equipment, and the removal of asbestos waste. Openings for these purposes need to be constructed in a manner which prevents asbestos dust escaping into the general environment. Asbestos workers should enter the enclosure from the hygiene facility, which should be attached via a short intervening space or tunnel to the enclosure wherever reasonably practicable, however as works are within a domestic property this will in most cases be virtually impossible.

Where the hygiene facility cannot be positioned close to the enclosure, a transiting system is required. In transiting systems, workers will enter the enclosure via an airlock system..

Suitable clear Perspex 'viewing panels' must be included in the walls of the enclosure so the site supervisor can see what is going on inside without having to enter. This helps ensure that the method detailed in the POW is being followed.

The number and location of these panels will depend on the location, size and complexity of the enclosure. When working within a domestic property it is suitable to use the windows into the area where feasible, where the rooms are not on the ground floor CCTV may be used.

Where 'viewing panels' are used these are to be at least 600mm x 300mm in size as a minimum, taped on both sides and where practical should be located at a comfortable viewing height, at least 1.5m from the floor.



5.2 Site preparation

Before any work starts, the pre-condition survey (AR024) must be completed before erecting the enclosure, the DCU should be set up and fully operational. An assessment should have been completed to establish the PPE and RPE required for the initial preparation work and construction of the enclosure. The proposed work area should be inspected and checked to prepare for the removal work.

The main purpose for this inspection is:

- To identify the need for a pre-clean, and;
- To prepare the site for work (e.g. by sheeting or removing items).

If there is any evidence of minor ACM debris or dust, where there is a potential of disturbance during the construction of the enclosure then a pre-clean should be undertaken. All the loose material should be cleaned up before the enclosure is constructed. The pre-clean should be undertaken using appropriate dust suppression and control measures, including vacuuming with a type H vacuum cleaner, surface wiping, tape or cling film, spray wetting and bagging. It is also advisable to carry out a pre-clean if there is non-asbestos dust and debris present.

The work area should be free from items of plant, equipment and furniture as far as reasonably practicable. All mobile or portable items should be removed before the enclosure is constructed. Any items remaining, e.g. plant or electrical equipment should also be pre-cleaned and then protected or covered with polythene sheeting and securely taped to complete the seal to prevent contamination.

5.3 Construction of the enclosure

The enclosure should be designed and constructed so that asbestos materials are not disturbed until it is complete.

1. The enclosure can either be a self-supporting temporary unit built to accommodate the work area or utilise parts of the existing building structure.
2. All joints in the sheeting material need to be adequately sealed. Where adhesive tape is used to seal joints on polythene sheeting, it is preferable to apply it to both sides of the joint.
3. The enclosure should contain a sufficient number of viewing panels (and/or CCTV) to allow all parts of the enclosure to be visible from the outside. The clear plastic panels should be inserted into the sheeting during construction.
4. The airlocks should be a minimum 1m (W) x 1m (L) x 2m (H); to allow the necessary changing, cleaning, transfer activities for workers, waste items and bags, separate baglocks should be used where space allows.
5. Airlocks need to be constructed with access openings between each compartment preventing asbestos dust passing from one compartment to the next. Vertical slits should be cut in the sheeting and polythene sheets fixed across the opening. Reinforce the vertically shaped openings at the top. Ensure that the vertical sheet is placed on the enclosure side of the partition with an adequate overlap so that air can move inwards but outward air movement is prevented.
6. Weight down the bottom of the inner flaps should be suitably weighted to control airflow.
7. The floors of enclosures need to be covered in polythene unless the flooring is of correx sheeting unless the existing floor, on which the enclosure is erected, has an impervious surface which can be thoroughly cleaned after asbestos removal work is completed.



5.4. Air extraction equipment (ASP016)

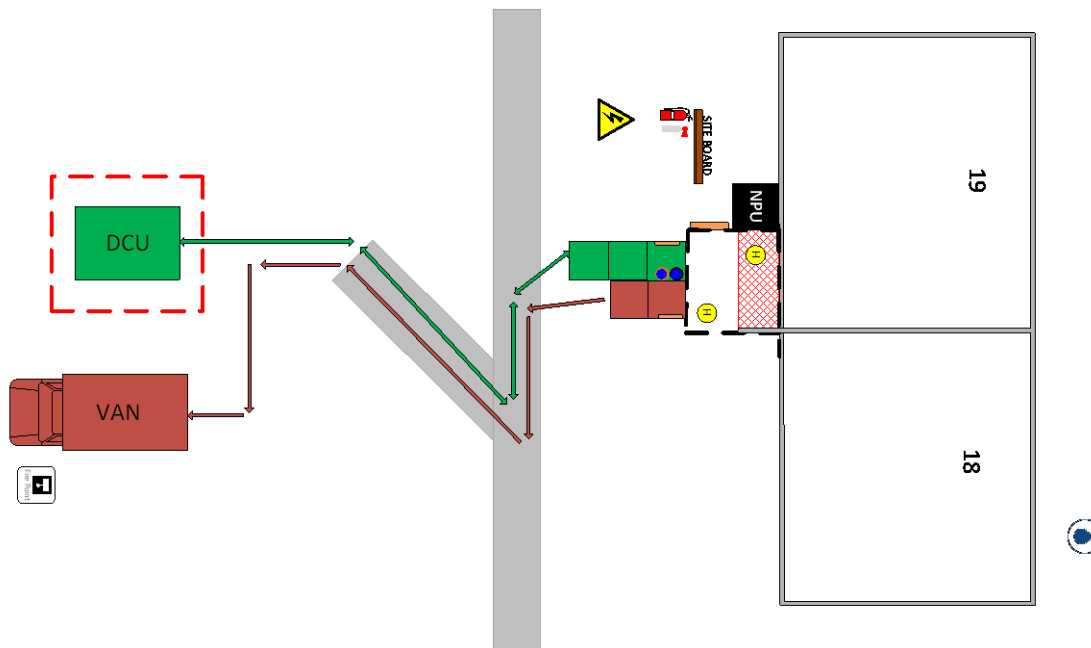
Negative Pressure Units (NPU) need to be used to maintain air pressure inside the enclosure. This will ensure that the airflow through any leaks in the enclosure will be inwards rather than outwards, containing asbestos dust within the enclosure.

The NPU needs to be positioned to ensure effective airflow management through the enclosure and airlocks

To ensure sufficient air distribution within the enclosure, it may also be necessary to duct the exhaust air from further inside the enclosure.

The NPU should be located outside the enclosure with only the pre-filter visible.

5.5. Schematic diagram of the main elements of an enclosure



5.6. Respirator Zone – Work Area

The standards contained within this section refer to works where a full working enclosure will not be required, as the Asbestos Containing Materials (ACM) being removed are considered non-licensed work by the HSE. The control measures used will be determined by the type, amount and condition of the ACM being removed and also the fixings holding it in place.

The working area can be prepared in a number of ways and would be dependent on the individual circumstances of each removal and also whether the room/work area is free of other items or can be cleared sufficiently.

Where the room can be cleared of all movable items, suitable warning signs and barrier tape can be put up to create an asbestos work zone and to restrict access to the working area. Doorways should be flapped to segregate the removal area and to restrict contamination to other areas of the property.

Where the room cannot be cleared of all moveable items, or the type, amount and condition of the ACM requires it, it may be necessary to sheet out these items or erect a “Mini-Enclosure” around the area of asbestos to be removed; this could include the use of a timber framed cube which is encased in polythene.

In all cases, ensure all non-asbestos surfaces are fully protected using polythene and/or other protective materials to ensure no damage to surfaces and sufficient signage is positioned to alert all to your work practices

6. Protective Measures

Before undertaking any asbestos removal works, you must ensure that the removal area and the transit/waste route is fully protected from damage, the measures we require you to put in place are as follows;

Ensure all surfaces are suitably protected, always use correx sheeting to protect flooring and worktops and any surfaces that are vulnerable, and all non-asbestos surfaces such as, skirting boards, kitchen units, radiators and even plug sockets are fully covered and sealed over.



Protect all surfaces of the transit/waste route, and anywhere else you may be required to walk. Any surfaces or items that could possibly be at risk of damage are to be protected; wooden and vinyl flooring is to be covered with correx, whilst carpets are to be covered with Prodec Carpet Protector. You should also use cushion guards for balustrades and doors to ensure that they are fully protected.

Cloth tape is to be applied evenly and should only be applied where required (please try to prevent the overuse of tape on services), low tack cloth tape is to be used to prevent the damage to decorative services.

In the event that the removal area cannot be fully cleared of furniture due to such factors as size, weight, or lack of room within the rest of the property, then the items must be fully protected.



If the lights require removing they should be isolated before any works on the fitting begins. If the Client has not made arrangements to isolate the electrics, this can be undertaken by an Appointed Person.

The following processes should be adhered to:

- HS037 – Domestic Electrical Isolation Process
- HS050 – Domestic LV Electrical Post Isolation Process
- HS036 – Domestic LV Electrical Isolation Certificate
- HS051 – Domestic LV Electrical Isolation Caution Sticker

7. Working Procedures

Undertake the asbestos removal works as described within the method statement. These methods are also detailed below for the removal of ACMs within domestic properties. This

list is a representative indication of the more common removals carried out within domestic properties but is by no means exhaustive.

7.1 Shield's definition of "Small Scale" work with textured coating containing asbestos

1. Where there is a reasonable expectation from a site specific risk assessment that the material is non-degraded and/or will be removed without deterioration, given its condition, small amount of material being disturbed and shorter duration of works that controlled removal of the ACM would not cause significant breakage/deterioration of the ACM. These works should be classed as Non-Licensed Work, such as works carried out in domestic properties (small kitchen or bathroom ceiling onto plasterboard etc.)
2. Typically, due to the relatively lower risk, practicalities of forming a "full" enclosure (NPU, airlocks, and smoke testing in a domestic property) then control measures can be reduced so far as reasonably practicable and subject to a site specific risk assessment and detailed in a suitable and sufficient PoW as described in Asbestos Essentials (EM 1 to EM10 and A26 to A29).

Some of the reductions in control measures where applicable can include the following:

3. A mini enclosure, no requirement for smoke testing, any loft insulation can remain, airlock and personal decontamination, to allow for the controlled removal of work equipment, minimising the spread of dust and debris from the working area. In the inner stage, workers should vacuum (using a class H vacuum cleaner), wash footwear and wipe RPE. PPE and RPE should be removed in the outer stage.
4. With regards the loft insulation, consideration should be given to the disposal cost, reinstatement cost, risk (work at height) to clean loft space, time trouble and effort is grossly disproportionate to the negligible risk of potential asbestos cross contamination, therefore the loft should be excluded from our "work area" within the PoW and within the statement of cleanliness.

Examples of Small-Scale Non-Licensed Work:

5. Removal of small areas of textured decorative coatings using gel/steam, to support other activities such as installation/replacement of smoke alarms and light fittings.
6. Removal without deterioration, of textured decorative coatings (e.g. if the backing board (plasterboard) is carefully cut around or carefully prised away to achieve virtually intact removal).
7. Drilling of textured decorative coatings for installation of fixtures/fittings.
8. Undertake the pre-condition (AR024) prior to any removal of ACMs being carried out.
9. To ascertain whether the setup of a Mini-Enclosure and/or airlocks is required, or whether a 'restricted work zone' is sufficient.
10. Following your assessment, if a Mini-Enclosure is required this should be set-up around the section of asbestos to be removed using polythene, cloth tape, ensuring all non-asbestos surfaces are fully protected.

11. If applicable, attach a minimum of a 3 Stage Airlock to the area for transiting out of the area.
12. Following your assessment, if a Mini-Enclosure is not required, prepare the working area by putting up suitable warning signs and barrier tape to create the asbestos removal zones. Restrict access to the area.
13. Ensure all non-asbestos surfaces are fully protected using polythene.
14. Flap the doorways into the removal areas to segregate the removal area from the rest of the property and restrict contamination to other areas of the property.
15. If the lights require removing they should be isolated before any works on the fitting begins. If the Client has not made arrangements to isolate the electrics, this can be undertaken by an Approved Person. Carefully remove any light fittings and use cable ties to secure hanging wires, if this is attached to the section being removed.
16. Remove the fuse from the distribution board, complete a Shield Issued Isolation Label and attach to the fuse box, the light fitting is either to be given to the occupant or left in a safe place and the location is to be recorded on the Isolation Label.
17. Carry out the removal as detailed in the POW and SOP's.
18. Visually inspect the area to make sure that it has been cleaned properly.
19. Once all works are completed, remove the enclosure taking care not to damage the decorations.
20. Fill out (AR021) – statement of cleanliness and complete the (AR024) pre-condition survey to ensure that there is photographic evidence of the work area following completion of the removal works and all surfaces around the removed ACMs that could potentially have dust and debris remaining.
21. If applicable, get the occupant, premises owner, duty-holder or client to sign job off.
22. Consign Waste (AR017 & AR018 fibrous & Bonded)
23. Call the Contract Manager responsible for these works to confirm that all required works are completed.
24. Vacate site

7.2 Shield definition of “Large Scale” work with textured coating containing asbestos.

25. Where there is a reasonable expectation from a site specific risk assessment that the material is degraded and/or will be removed with deterioration, given its condition, large amount of material being disturbed and longer duration of works that controlled removal of the ACM would cause significant breakage/deterioration of the ACM. These works should be classed Notifiable Non-Licensed Work (NNLW), such as works carried out where the substrate is plaster onto brick/stone walls, concrete, lath and plaster or large areas onto plasterboard.
26. Typically, due to the relatively higher risk, being reasonably practicable to form a “full” enclosure then control measures are far less likely to be reduced and subject to a site specific risk assessment and detailed in a suitable and sufficient PoW.

Examples of Large-Scale Non-Licensed Work and>NNLW:

- *Large-scale removal of textured decorative coatings using steaming or gelling methods (e.g. beyond that required for maintenance activities such as installation/replacement of smoke alarms and fittings).*
- *Removal of ACMs in poor condition e.g. due to flood or fire damage, will normally need to be treated as>NNLW.*
- *Large-scale textured coating removal in commercial properties or part of major refurbishments.*

27. It is not possible to provide definitive lists of non-licensable work and>NNLW as this will depend on the circumstances of the individual work activity and an assessment of the potential for asbestos fibre release will be needed in cases of doubt.

Note: that where a number of activities are being carried out on ACMs as part of a larger work activity (e.g. refurbishment of part of a building), the work activities should be considered collectively rather than individually when deciding if they are>NNLW or not.

28. Undertake the pre-condition (AR024) prior to any removal of ACMs being carried out.

29. Setup full working enclosure using polythene, cloth tape and spray tack, ensuring all non-asbestos surfaces are fully protected.

30. If the lights require removing they should be isolated before any works on the fitting begins. If the Client has not made arrangements to isolate the electrics, this can be undertaken by an Approved Person. Carefully remove any light fittings and use cable ties to secure hanging wires, if this is attached to the section being removed.

31. Remove the fuse from the distribution board, complete a Shield Issued Isolation Label and attach to the fuse box, the light fitting is either to be given to the occupant or left in a safe place and the location is to be recorded on the Isolation Label.

32. Carry out the removal of the ceiling, spraying the textured coating ceiling with Astrip and water solution using hand held airless sprayers.

33. Carefully remove the Textured coating ceiling in whole panels where possible. Ensure that you score the plasterboard as close to the wall as possible using a craft knife to ensure that all edges are neat and tidy and that no textured coating remains around the top of the walls.

34. Carry out a thorough decontamination of all removal areas, including nail and screw holes using an H-Type vacuum cleaner.

35. Visually inspect the area to make sure that it has been cleaned properly.

36. Once all works are completed, remove the enclosure taking care not to damage the decorations.

37. Fill out (AR021) – statement of cleanliness and complete the (AR024) pre-condition survey to ensure that there is photographic evidence of the work area following completion of the removal works and all surfaces around the removed ACMs that could potentially have dust and debris remaining.

38. If applicable, get the occupant, premises owner, duty-holder or client to sign job off.
39. Consign Waste (AR017 & AR018 Fibrous & Bonded)
40. Call the Contract Manager responsible for these works to confirm that all required works are completed.
41. Vacate site

Some of the reductions where applicable can include the following:

A mini enclosure, no requirement for smoke testing, any loft insulation can remain, airlock and personal decontamination, to allow for the controlled removal of work equipment, minimising the spread of dust and debris from the working area. In the inner stage, workers should vacuum (using a class H vacuum cleaner), wash footwear and wipe RPE. PPE and RPE should be removed in the outer stage.

Non-degraded material

Non-degraded material means materials which are in good condition and capable of retaining most of the asbestos fibres. Materials that have been significantly damaged, such as by water, heat, fire or explosion, or have been crushed will be more likely to release fibres and should be considered to be degraded and therefore NNLW.

Removing ACM without deterioration

Whether an ACM can be removed without it breaking up (deteriorating) will need to be assessed on a case-by-case basis. If there is a reasonable expectation from the risk assessment before work starts that, given its condition on site, handling the ACM would not cause significant breakage/deterioration then the work will fall within the exemption in regulation 3(2) and will not be NNLW.

Deterioration includes substantial deformation. If there was minimal breakage during the work, this condition could still be met provided that most of the ACM remains virtually intact.

If the ACM is deliberately and substantially deteriorated when worked on or the material's matrix is significantly destroyed, the work will usually be considered to be NNLW. For example, removing substantial areas of textured decorative coatings by steaming or gelling means it will not be possible to do the work without deforming or deteriorating the coatings.

Mini-enclosure

A mini-enclosure is a small enclosure or tent used to prevent the spread of contamination without air extraction (NPU), a mini-enclosure may be used where work is minor.

Full Enclosure

A full enclosure includes 3 stage airlocks and negative pressure air extraction.

- Full enclosures must be used where there is risk of airborne or significant internal physical contamination (e.g. from debris);
- A full enclosure should be used for large-scale work (e.g. on textured coatings);
- Where a full enclosure is used for non-licensable work, air extraction airflow rates as specified for licensable work should be used.

Where enclosures are not used, the employer's risk assessment should establish what will be required to make sure that, as far as is reasonably practicable:

- The spread of asbestos is prevented;
- People not involved in the work are excluded from the area;
- The work area is totally cleaned after work is completed.

It is also important to note: that at Shield we ensure health and wellbeing of our employees first and wherever it is reasonably practicable so we should use this as part of the consideration for taking a DCU to site and it should not be based solely on the size of the job and an assessment of risk.

7.3 Drilling works into Textured Coating

1. Undertake the pre-condition (AR024) prior to any removal of ACMs being carried out.
2. Protect surfaces from contamination using polythene sheeting and fix with tape to non-asbestos surfaces.
3. Cover the drill entry and, if accessible, exit points with a generous amount of paste, foam or proprietary cowl with h-type vac.
4. Drill through the paste, foam or device.
5. Clean of the paste, foam and debris with damp rags; or, remove the device and clean the surface.
6. Clean the back of the surface with damp rags, if accessible.
7. Seal the drilled edge with sealant.
8. Clean the area and equipment with the H-type vacuum cleaner and damp rags.
9. Put debris, used rags, paint brush, polythene sheeting and other waste in the asbestos waste bags.
10. Visually inspect the area to make sure that it has been cleaned properly.
11. Fill out (AR021) – statement of cleanliness and complete the (AR024) pre-condition survey to ensure that there is photographic evidence of the work area following completion of the removal works and all surfaces around the removed ACMs that could potentially have dust and debris remaining.
12. If applicable, get the occupant, premises owner, duty-holder or client to sign job off.
13. Consign Waste (AR017 & AR018 fibrous & Bonded)

14. Call the Contract Manager responsible for these works to confirm that all required works are completed.
15. Vacate site

7.5 Removal of Vinyl Floor Tiles (ASP046, ASP047)

1. Undertake the pre-condition (AR024) prior to any removal of ACMs being carried out.
2. Prepare the working area by putting up suitable warning signs and barrier tape to create the asbestos removal zones. Restrict access to the area.
3. Ensure all non-asbestos surfaces are fully protected using polythene.
4. Double flap the doorways into the removal areas to segregate the removal area from the rest of the property and restrict contamination to other areas of the property.
5. Follow method one or two depending on ease of floor tile removal.

Method One – Easily Removable Floor Tiles

6. Place the scraper in the joint between the tiles.
7. Lift the tiles gently and try to avoid breakage. For firmly-fixed tiles tap the scraper with a hammer.
8. Spray water under the tiles as they are lifted, to suppress dust and wet any asbestos paper that may be present.

Method Two – Hard to Remove Floor Tiles

9. Use a 'Kango' Machine to uplift the floor tiles, ensuring that you have and use the correct PPE.
10. Spray water under the tiles as they are lifted, to suppress dust and wet any asbestos paper that may be present.
11. Place the floor tiles in approved UN waste sacks, as specified in the waste disposal process.
12. Once the tiles have been removed, use an H-type vacuum to ensure that all dust and debris has been removed.
13. Visually inspect the area to make sure that it has been cleaned properly.
14. Fill out (AR021) – statement of cleanliness and complete the (AR024) pre-condition survey to ensure that there is photographic evidence of the work area following completion of the removal works and all surfaces around the removed ACMs that could potentially have dust and debris remaining.
15. If applicable, get the occupant, premises owner, duty-holder or client to sign job off.
16. Consign Waste (AR017 & AR018 fibrous & Bonded)

17. Call the Contract Manager responsible for these works to confirm that all required works are completed.
18. Vacate site

7.6 Removal of Toilet Cistern

1. Undertake the pre-condition (AR024) prior to any removal of ACMs being carried out.
2. Prepare the working area by putting up suitable warning signs and barrier tape to create the asbestos removal zones. Restrict access to the area.
3. Protect all non-asbestos areas around the removal area.
4. Locate all of the joints that hold in place the cistern.
5. Dampen the asbestos cistern with an Astrip and water mix to ensure no release of fibres.
6. Carefully remove the joints (brackets) from the cistern and carefully pull away from the area.
7. Double-wrap the cistern with polythene sheeting and secure with tape.
8. Visually inspect the area to make sure that it has been cleaned properly.
9. Fill out (AR021) – statement of cleanliness and complete the (AR024) pre-condition survey to ensure that there is photographic evidence of the work area following completion of the removal works and all surfaces around the removed ACMs that could potentially have dust and debris remaining.
10. If applicable, get the occupant, premises owner, duty-holder or client to sign job off.
11. Consign Waste (AR017 & AR018 fibrous & Bonded)
12. Call the Contract Manager responsible for these works to confirm that all required works are completed.
13. Vacate site

7.7 Removal of Storage Heaters

1. Undertake the pre-condition (AR024) prior to any removal of ACMs being carried out.
2. Prepare the working area by putting up suitable warning signs and barrier tape to create the asbestos removal zones. Restrict access to the area.
3. Remove furniture and fittings from the area, or protect them from contamination using polythene sheeting.
4. Protect nearby surfaces from contamination with polythene sheeting and fix with duct tape to non-asbestos surfaces.
5. If the storage heater is to be disconnected by the client, use an electrical tester to ensure the heater has been fully disconnected. If the Client has not made arrangements to isolate the electrics, this can be undertaken by an Approved Person. Remove the fuse

from the distribution board, complete a Shield Issued Isolation Label and attach to the fuse box.

6. Remove the cover, wipe it with damp rags and set it aside.
7. Vacuum inside the appliance, removing all loose materials or articles.
8. Dampen the parts that may contain asbestos.
9. Unscrew or unbolt fixed parts using the shadow vacuuming technique. Put the fixings in a waste bag. Remove panels or parts intact and put them in waste bags.
10. Vacuum inside the casing before removal.
11. Double-wrap the casing and the cover with polythene sheeting. Seal with tape.
12. Clean the used equipment and the area with damp rags, including nail and screw holes.
13. Visually inspect the area to make sure that it has been cleaned properly.
14. Fill out (AR021) – statement of cleanliness and complete the (AR024) pre-condition survey to ensure that there is photographic evidence of the work area following completion of the removal works and all surfaces around the removed ACMs that could potentially have dust and debris remaining.
15. If applicable, get the occupant, premises owner, duty-holder or client to sign job off.
16. Consign Waste (AR017 & AR018 fibrous & Bonded)
17. Call the Contract Manager responsible for these works to confirm that all required works are completed.
18. Vacate site

7.8 Removal of Internal Cement Panelling to area less than 3m² (ASP045)

1. Undertake the pre-condition (AR024) prior to any removal of ACMs being carried out.
2. To ascertain whether the setup of a Mini-Enclosure and/or airlocks is required, or whether a 'restricted work zone' is sufficient.
3. Following your assessment, if a Mini-Enclosure is required this should be set-up around the section of asbestos to be removed using polythene, cloth tape and spray tack, ensuring all non-asbestos surfaces are fully protected.
4. If applicable, attach a minimum of a 3 Stage Airlock to the area for transiting out of the area.
5. Following your assessment, if a Mini-Enclosure is not required, prepare the working area by putting up suitable warning signs and barrier tape to create the asbestos removal zones. Restrict access to the area.
6. Ensure all non-asbestos surfaces are fully protected using polythene.

7. Double flap the doorways into the removal areas to segregate the removal area from the rest of the property and restrict contamination to other areas of the property.
8. Locate all of the nails holding the cement panel in place.
9. Dampen the asbestos cement panel with an Astrip and water mix to ensure no release of fibres.
10. Carefully remove the nails from the wall panel and carefully pull away from the frame.
11. Double-wrap the asbestos cements with polythene sheeting and secure with tape.
12. If the panel was situated in a frame and the Client also wants the frame holding the asbestos panel removed, carefully prise the frame away and dispose of as hazardous waste.
13. Carry out a thorough decontamination of all removal areas, including nail and screw holes using an H-Type vacuum cleaner.
14. Visually inspect the area to make sure that it has been cleaned properly.
15. Once all works are completed, remove the enclosure taking care not to damage the decorations.
16. Fill out (AR021) – statement of cleanliness and complete the (AR024) pre-condition survey to ensure that there is photographic evidence of the work area following completion of the removal works and all surfaces around the removed ACMs that could potentially have dust and debris remaining.
17. If applicable, get the occupant, premises owner, duty-holder or client to sign job off.
18. Consign Waste (AR017 & AR018 fibrous & Bonded)
19. Call the Contract Manager responsible for these works to confirm that all required works are completed.
20. Vacate site

7.9 Removal of Internal Cement Panelling to area more than 3m²

1. Undertake the pre-condition (AR024) prior to any removal of ACMs being carried out.
2. Setup full working enclosure using polythene, cloth tape and spray tack, ensuring all non-asbestos surfaces are fully protected.
3. Attach a minimum of a 3 Stage Airlock to the area for transiting out of the area.
4. Locate all of the nails holding the cement panels in place.
5. Dampen the asbestos cement panel with an Astrip and water mix to ensure no release of fibres.
6. Carefully remove the nails from the wall panel and carefully pull away from the frame.
7. Double-wrap the asbestos cements with polythene sheeting and secure with tape.

8. If the panel was situated in a frame and the Client also wants the frame holding the asbestos panel removed, carefully prise the frame away and dispose of as hazardous waste.
9. Carry out a thorough decontamination of all removal areas, including nail and screw holes using an H-Type vacuum cleaner.
10. Visually inspect the area to make sure that it has been cleaned properly.
11. Once all works are completed, remove the enclosure taking care not to damage the decorations.
12. Fill out (AR021) – statement of cleanliness and complete the (AR02 pre-condition survey to ensure that there is photographic evidence of the work area following completion of the removal works and all surfaces around the removed ACMs that could potentially have dust and debris remaining.
13. If applicable, get the occupant, premises owner, duty-holder or client to sign job off.
14. Consign Waste (AR017 & AR018 fibrous & Bonded)
15. Call the Contract Manager responsible for these works to confirm that all required works are completed.
16. Vacate site

7.10 Removal of Cement Pipes, i.e. downpipes, guttering, waste pipes

1. Undertake the pre-condition (AR024) prior to any removal of ACMs being carried out.
2. Set up the working area, using correct mobile access equipment, warning signage and barrier tape. Restrict access. If works are at height, refer to Shield Services Group (HS005) - Working at Height Policy.
3. Protect all non-asbestos areas around the removal area.
4. Locate all of the joints that hold in place the pipe.
5. Dampen the asbestos cement pipe with an Astrip and water mix to ensure no release of fibres.
6. Carefully remove the joints (brackets) from the pipe and carefully pull away from the wall of the house.
7. Double-wrap the asbestos cements with polythene sheeting and secure with tape.
8. Visually inspect the area to make sure that it has been cleaned properly.
9. Fill out (AR021) – statement of cleanliness and complete the (AR024) pre-condition survey to ensure that there is photographic evidence of the work area following completion of the removal works and all surfaces around the removed ACMs that could potentially have dust and debris remaining.
10. If applicable, get the occupant, premises owner, duty-holder or client to sign job off.

11. Consign Waste (AR017 & AR018 fibrous & Bonded)
12. Call the Contract Manager responsible for these works to confirm that all required works are completed.
13. Vacate site

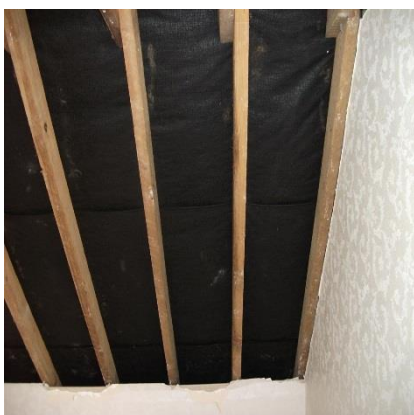
7.11 Removal of Cement Corrugated Roofing Sheets (ASP044)

1. Undertake the pre-condition (AR024) prior to any removal of ACMs being carried out.
2. UNDER NO CIRCUMSTANCES ARE YOU TO GO ON THE ROOF – Refer to Shield Services Group (HS005) - Working at Height Policy.
3. Set up the working area, using correct warning signage and barrier tape – restricting access.
4. Carry out a thorough assessment of the most appropriate access equipment (i.e. mobile scaffold) required to gain access to the roof sheets within the building.
5. The cement roof is to be sprayed with Astrip and water solution through a hand held sprayer at a mix of 1:10 parts. This will be done throughout the removal works.
6. Whilst working underneath carefully cut the “J” bolts with a sabre saw and carefully lower into the inside of the building.
7. Double-wrap the cement sheets in polythene.
8. Visually inspect the area to make sure that it has been cleaned properly.
9. Fill out (AR021) – statement of cleanliness and complete the (AR024) pre-condition survey to ensure that there is photographic evidence of the work area following completion of the removal works and all surfaces around the removed ACMs that could potentially have dust and debris remaining.
10. If applicable, get the occupant, premises owner, duty-holder or client to sign job off.
11. Consign Waste (AR017 & AR018 fibrous & Bonded)
12. Call the Contract Manager responsible for these works to confirm that all required works are completed.
13. Vacate site

14. When removing ceilings, ensure that the ceiling is removed carefully and cleanly, there should be no rough edges around the tops of the walls and absolutely no traces of textured coating left after removal; post-work photographs should provide evidence of this.



15. When removing ceilings which contain insulation above them the insulation should either be removed from the affected area or where possible rolled back prior to work commencing



16. Ensure that all asbestos is removed from behind coving and skirting's, where required it may be necessary to cut a neat line in the asbestos where access cannot be obtained.
17. Where this is required please inform the Contracts Manager responsible for these works of your intentions, the Contracts Manager will then notify the Client that asbestos is still present.

8.0 Decontamination (ASP010 – SOP)

1. It is Shield's policy that decontamination units should be used whenever possible to enable Supervisors and Operative to properly decontaminate following removal works.

2. Self-contained “Tiny Units” should be used as these can easily be manoeuvred and either parked on driveways or on the side of the road.



3. Where low risk and very small quantities of asbestos are to be removed Operatives and Supervisors are to follow the decontamination procedure set out in the section below.

8.1 Decontamination Procedures for when a DCU is required

1. Decontamination consists of three stages:
2. Stage 1: Prevent or minimise contamination inside the enclosure, i.e. avoid becoming contaminated. Prevention is the most effective action. Its importance cannot be over-emphasised. Work should be carried out in such a way that minimal dust and debris are produced. This will not only minimise the extent of contamination on PPE and RPE, it will also reduce exposure and the spread of asbestos.
3. Stage 2: Preliminary decontamination within the enclosure and airlocks. The bulk of contamination should be removed from PPE and RPE at this stage.
4. Stage 3: Final decontamination within the DCU. The remaining residual contamination is removed and workers change back into domestic clothing. This three-stage structured approach to decontamination allows the process to be conducted systematically and consistently. Workers should follow the same series of steps every time they leave the enclosure.
5. Waste should never be taken through the DCU as it could lead to gross contamination within the unit.
6. DCU's should always be directly connected to the enclosure unless this is not reasonably practicable, however as works are within a domestic property this will in most cases be virtually impossible.

8.2 Hygiene unit remote from the enclosure

1. Where it is not possible to attach the DCU directly to the enclosure, transiting procedures will have to be followed. These procedures are longer and more complex than non-transiting as they involve the use of 'transiting' PPE and additional facilities to enable the worker to carry out preliminary decontamination before travelling to the DCU for full decontamination.
2. Transit facilities (also known as the three-stage airlock) should be specially constructed and made of polythene sheeting. They should be attached to the stripping enclosure and

should comprise of three compartments separated by weighted sheets to minimise the spread of dust between the compartments. The inner stage is the compartment nearest to the enclosure, the middle stage is the middle compartment and outer stage is the last compartment that you will pass through before walking to the DCU.

3. The three-stage airlock should be as big as possible to enable the workers to change and decontaminate. The absolute minimum dimensions for each compartment should be 1m (W) x 1m (L) x 2m (H). Where space is unrestricted, these compartments should be larger, where space is restricted then telescopic frames should be used.
4. The three stages should have the following facilities within them:
5. Outer stage: Facilities to store transit overalls and footwear, e.g. hooks and/or shoe-holders.
6. Middle stage: Facilities to store footwear worn in the enclosure, e.g. hooks and/or shoe-holders, along with an asbestos waste bag.
7. Inner stage: Footbath and brush, water bucket and sponge or wipes for RPE. (Type H vacuum cleaner is usually located at the edge of the enclosure).
8. The transit procedure is designed to ensure that the potential for spread of asbestos fibres from 'used' work PPE during transiting is minimised. On leaving the enclosure, all contaminated items (i.e. coveralls, footwear and RPE) should be cleaned, and coveralls and footwear should be replaced or covered. Transit coveralls and footwear should be worn travelling to and returning from the enclosure. Used work coveralls should be removed in the middle stage of the airlock disposed of as hazardous waste. Used work footwear may be stored after use (in the middle stage) during transiting. New (i.e. unused and clean) work coveralls should be worn under transiting coveralls en route to the enclosure.
9. The relevant decontamination procedure should be followed each time a worker leaves the enclosure.

8.3 Decontamination Procedures for when a DCU and airlock is not required (ASP014 – SOP)

1. Ensure no other persons are close by.
2. Keep your mask on whilst doing this process.
3. Have the yellow and black bucket of water placed in a good position close to the works (ideally in a controlled environment and preferably outside).
4. Clean boots with a damp cloth/brush using the water from the black bucket, which is soaked in a 1:10 solution of Astrip.
5. Use the buddy system (if possible) to clean each other.
6. Clean overalls with the H-type Vacuum using a brush attachment.
7. Vacuum off the brush after finishing.
8. Peel off disposable overalls so they are inside out, avoiding ripping or tearing.

9. Once removed place them in a suitable UN Approved asbestos waste bag and tape it closed.
10. Remove your mask and clean it using a clean cloth and water from the yellow bucket. Cover or seal any filters or remove them completely before placing the mask in your mask box.
11. Finally using wet wipes carefully cleans hands and face to ensure clean.

9.0 Waste Disposal (ASP053, ASP054, ASP055)

1. Once the removal has taken place, remove all waste from the area, ensuring the occupant is aware that you will be moving through the property and carrying securely wrapped asbestos.
2. Waste routes may interfere with the occupant's movements so timescale for transferring waste will need to be agreed with the occupant *prior to work commencing*.
3. All asbestos waste is to be double bagged in waste bags; for bonded asbestos products such as textured coating, floor tiles or cement use clear asbestos bags and for fibrous asbestos products such as insulating board, the items should first be placed in a red asbestos bag and then double bagged into a clear UN approved waste bag.
4. All asbestos waste bags are to be wiped clean before being removed.
5. Within your Plan of Work pack will be the waste consignment note which will need the appropriate sections completed by the Supervisor.
6. Below is the guide on ensuring the waste note is completed fully, there are three options for disposal of waste, detailed below, with guides on how to complete.
7. Option 1 – (AR017) this form is for the carriage of hazardous fibrous asbestos waste such AIB and insulation which is transported by a Shield employee to the waste transfer station or landfill.
8. Option 2 – (AR018) this form is for the carriage of hazardous bonded asbestos waste such textured coating, vinyl floor tiles and cement which is transported by a Shield employee to the waste transfer station or landfill.
9. For completing the waste form reference AR020 consignment note guidance.
10. Once all waste is removed, inspect the area and ensure that the room is fully decontaminated.

10.0 Air Testing (ASP058 four stage clearance)

If the asbestos removal works are licensed, a 4 Stage Air Clearance must be undertaken by an Independent UKAS accredited Analyst, this will be pre-booked by the Contract Manager or Client and the details recorded in your Plan of Works.

The analyst will carry out the required air testing within the removal area, transit/waste route and DCU. Once successfully completed, the analyst will issue the certification; a copy is to be left on site with the occupant and a copy to be returned to the office with the Plan of Works.

11.0 Clearing Site

1. Where applicable, carefully remove the enclosure, ensuring that great care is taken to minimise damage to any room decorations. The enclosure is to be disposed of as hazardous waste.
2. If the removal works result in any loose wires, you must make sure that all loose wires and cables are “cabled tied” to rafters and beams upon completion of the works, and left in a safe, tidy manner.
3. Once the enclosure is removed, carry out another inspection of the room and if necessary vacuum the room again to ensure that there is absolutely no dust or debris, check surfaces such as window ledges, door frames, skirting boards, and room ceiling rafters.
4. Once you are fully satisfied that the works are completed, inform the occupant. Where works are non-licensed and no reassurance air testing has been arranged, the supervisor is to complete the Statement of cleanliness (AR021) and pass it to the occupant to check and sign off, if they are happy with the works.
5. The statement of cleanliness (AR021) is in triplicate and the white top copy is to be left with the occupant and the pink and yellow is returned to the office with the Plan of Works and then the pink is issued to the client.
6. You must then photograph the completed works along with the transit/waste routes to show that the work has been completed satisfactorily and no damage has been caused.
7. In the unfortunate event that you have caused damage to the property or any contents, ensure that you make a record of this, including any relevant photographs, inform the occupant and the Contract Manager responsible for the works who will assess the situation and deal with it appropriately.

12.0 Sign off Completed Works

On completion, you should ensure that the occupant is completely satisfied with the works undertaken. Leave the Shield Services Group pre-condition survey (AR024) and statement of cleanliness certificate (AR021)

Please ensure that all equipment has been collected and put back in your Van, and that the property is left clean and tidy. Confirm that all site documentation has been filled in correctly, and is signed and dated before handing back to the office.

Vacate site.

a. Returning to Shield Services Group

On returning to the office, hand in the Pre-Condition Survey, camera and Plan of Work pack to the Contract Manager responsible for the works, which will assess and document anything necessary for the client.

14.0 COVID-19

Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. Employers must work with any other employers or

contractors sharing the workplace so that everybody's health and safety is protected. In the context of COVID-19 this means working through these steps in order:

Work carried out in people's homes, by Shield Services Group operatives carrying out repairs and maintenance, can continue, provided that the operative is well and has no coronavirus symptoms, however mild.

It is important to maintain a two metre distance from household occupants when carrying out this work

No work should be carried out in any household which is isolating or where an individual is being shielded, unless it is to remedy (or reduce) a direct risk to the safety of the household, such as emergency repairs, and where the tradesperson is willing to do so.

In every workplace, increasing the frequency of handwashing and surface cleaning.

Keeping the activity time involved as short as possible.

Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).

No work should be carried out in a household which is isolating one or more family members has symptoms or where an individual has been advised to Shield -unless it is to remedy When working in a household where somebody is clinically vulnerable, but has not been asked to Shield, for example, the home of someone over 70, prior arrangements should be made with vulnerable people to avoid any face-to-face contact, for example, when answering the door. You should be particularly strict about handwashing, coughing and sneezing hygiene, such as covering your nose and mouth and disposing of single-use tissues.

Washing your hands more often than usual for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose.
Reducing the spread of germs when you cough or sneeze by covering your mouth and nose with tissue, or your sleeve (not your hands - when you don't have a tissue) Dispose of any used tissue in a bin immediately, then wash your hands.

Cleaning regularly touched objects and surfaces using anti- bacterial wipes to reduce the risk of passing the infection on to other people.

Communicating with households prior to any visit to discuss how the work will be carried out to minimise risk for all parties.

Maintaining social distance as far as possible.

Discussing working environment and practices with householders and clients in advance to confirm how the work will be carried out, if a physical visit is needed.



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