



Team Callver: Risk Assessment – Lone Working

The Callver Group Ltd, trading as The Callver Cleaning Co

Trusted. Professional. Always Safe

Prepared and updated for 2025-2026

Location: ALL Office and Commercial Cleaning Tasks

This Risk Assessment '**LONE WORKING**' provides an overview of ALL associated risks to health & safety of ALL staff whilst providing commercial cleaning services alone. Your safety is paramount so this assessment is important for all those providing professional cleaning services when nobody else may be present, whether premises are known to be empty or when unexpected

This assessment **MUST** be followed in line with our Method Statement of General Operations [here](#) and COSHH [here](#) And the General Operations Risk Assessment [here](#)

Severity Levels:

1. No injury, Minimal Harm
2. Minor Harm/Injury
3. Moderate Harm/Injury
4. Severe Harm/Injury
5. Fatal/Life Changing Harm

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Tasks Applicable: ALL

Staff Affected: ALL

Service Type: ALL Office and Commercial Cleaning

Frequency of Service: N/A

Staff Type: Various/Contracted

Lone Working Context

- Where cleaning duties generally begin once all/most office or customer staff have vacated the premises to be cleaned ('typically' between **5:30–6:30 pm or at weekends**).
- At times, **authorised staff may return** to collect belongings, work late, or re-enter the premises unexpectedly
- Team Callver members must remain **vigilant to unexpected re-entry** and ensure only authorised persons gain access
- Premises may be vacant or have less people than anticipated or is usual practice
- Special attention must be made for working carefully and safely at all times whilst alone with means of communication always at hand
- Team Callver members are aware of what to do and who to call for help, or for **emergency assistance**
- **Team Callver members must contact their Team Callver Leader or a member of The Callver Cleaning Co whenever and if ever they feel unsafe, uncomfortable, or vulnerable**

What are the hazards?	Severity of Harm	What we are already doing and what processes must be followed	Who might be harmed	Follow Up	Action by who?	Action by when?
All risks and hazards detailed in the comprehensive 'Risk Assessment – General Operations'	3	<p>When working alone, all risk levels rise slightly when there is nobody immediately available to help you. It is requested that you take particular care before any task is started, whilst undertaking any task and when concluding a task and packing away.</p> <p>If you feel unsafe conducting any cleaning task whilst you are alone, please stop immediately and communicate with a Team Callver Leader</p>	Lone Cleaner	Continuous Evaluation	Team Head	On-going
General Cleaning Operations, including manual handling, working at height, fire, use of chemicals and electrical equipment	2	Follow the guidance in the 'General Operations' Risk Assessment or any site-specific risk assessment provided to you for processes required for overfilling bags, carrying things, moving cleaning equipment around, safely using electrical equipment and using chemicals. Working from height or using ladders when alone must only be conducted with advance notice and permission and with a separate risk assessment for that task	Lone Cleaner	Continuous Evaluation	Team Head	On-going
Communication (to you and from you)	2	You must have a working, charged mobile telephone with you at all times and this must remain accessible to you. You will be notified in advance of who to call in an emergency, if you feel unwell, unsafe, vulnerable or if you feel any task cannot be conducted safely alone	Lone Cleaner	Continuous Evaluation	Team Head	On-going
Clocking IN & OUT (uAttend)	2	You will, upon starting, be assigned a uAttend Clocking Management login and password. You will be asked to download an app and use these credentials to log in to your account. This app allows you to electronically 'clock' in and out from the location that you are charged with cleaning. This information will be assessed in real time so that we know you have started, the expected duration of the visit and that you have clocked out successfully. The app uses GPS so we will know your precise location (only when clocked in) so we know that you are safe, and the task is completed. Alerts will be sent to us if you fail to clock in or out as expected. Your Callver Team leaders will monitor this activity and will contact you to determine your safety and well-being if alerts are received	Lone Cleaner	Continuous Evaluation	Team Head	On-going
Violence / intrusion risk (unauthorised persons entering premises)	4	Doors and entrances must be always kept locked and secure whilst you are inside and providing cleaning service. Team Callver members must be vigilant to authorised people re-entering the building/premises unannounced or when unexpected and be prepared for the risk of unauthorised people attempting entry. There may be many occasions when nobody is present for the duration of your cleaning task, but in most cases, authorised people can return for personal or business purposes. Only allow entry to authorised people you are sure are permitted access. DO NOT ever allow entry to anyone that is not authorised, known to you or without express permission from a Team Callver Leader. If anyone, authorised or not, makes you feel unsafe or in danger, use your emergency contact list immediately and call for help.	Lone Cleaner	Continuous Evaluation	Team Head	On-going

Isolation / stress (feeling vulnerable working alone)	2	<p>We will provide in-house training to you on lone working safety. We're always on hand to help you, you will receive regular visits from a Team Callver Leader or from The Head of Operations or Head of Business. You can, without judgment, speak to us anytime if you ever feel uneasy, unsafe, vulnerable or at risk.</p> <p>Some people love the idea of working alone and being alone. Some may not, and sometimes these feelings change. Please contact us anytime if you feel we can make any alterations to your job to make you feel safer or more comfortable.</p>	Lone Cleaner	Continuous Evaluation	Team Head	On-going
Multi-Occupancy Buildings	2	<p>Many modern office and commercial buildings are now home to more than one business. Some share the communal areas/toilets, and the main entrance and some have their own access that may be different than usual. Please ensure you familiarise yourself with the training and the building to understand the layout correctly and which businesses occupy which space. This will allow you to understand who may be present in the building and who you may encounter during the cleaning visit. Some offices may be locked or secured separately but will enter a shared space where you may be working. Please be vigilant to strangers, who may pose no threat, but may startle you.</p> <p>If you feel you need further advice on the occupancy of any building you visit for cleaning purposes, please ask.</p> <p>If the occupancy/tenancy of any building changes, we will notify you as quickly as possible.</p>	Lone Cleaner	Continuous Evaluation	Team Head	On-going
Parking/Arriving/Leaving	2	<p>When arriving, by car, or on foot/bicycle, please park as close to the entrance as is possible and permitted. For out of hours cleaning service, you can usually park close and in reserved bays that are not used. If the area is not well lit, please use the torch on your mobile phone to guide you and have the keys/fobs to the building ready. Upon entry, please secure the premises behind you wherever possible. When leaving, please assess the exterior of the building where possible before exiting and make your way to your transport as quickly as possible. If you have a friend or family member who can be on the phone with you as you arrive and leave, please use them. You can also call us to assist you with this, and we'll do everything we can to make you feel as safe as possible.</p>	Lone Cleaner	Continuous Evaluation	Team Head	On-going
Emergencies (medical or physical)	1-5	<p>During your cleaning task, if you feel unwell, in danger, have a medical emergency whether physical or with your mental health, please make immediate contact with someone to help. Either contact one of us (listed at the end of this document), or ensure you have your doctor's surgery telephone number with you.</p> <p>If you have 'mild' medical need, please call 111. For police non-emergency call 101, and for life-threatening emergencies please immediately call 999</p>	Lone Cleaner	Continuous Evaluation	Team Head	On-going

Control Measures in Practice

1. **Shift Timing:** Cleaning generally begins after all/most office or customer staff leave (usually after 5:30–6:30 pm or at weekends)
2. **Access Control:** Ensure all entry points remain locked while working; admit only known, authorised individuals
3. **Awareness:** Team Callver member to remain alert for anyone entering unexpectedly and to challenge or report suspicious behaviour
4. **Communication:** Team Callver member carries a mobile phone and checks in with Callver Team Leader or Head of Operations or Head of Business as they feel needed
5. **Training:** Team Callver member trained in safe use of cleaning equipment, COSHH, manual handling, and emergency procedures
6. **Signage:** Use of wet floor signs and hazard warnings when cleaning areas
7. **Emergency Procedures:** Team Callver member familiar with fire exits, evacuation routes, and first aid arrangements if provided. Contact info for any emergency is notified before any cleaning operations start
8. **Team Callver aware of numbers to call in emergency situations**

Your emergency contacts are...

Office 01923750510 Magda 07496608248, Rachel 07780333683, Scott 07950620162

Non-emergency medical 111

Non-emergency police 101

Emergency -ALL cases 999

✅ **Conclusion:** With the above measures in place, lone cleaning duties can be carried out safely, provided cleaners remain vigilant, follow training, and use company lone worker procedures. We have a zero tolerance to abuse from customers, staff, the public or your colleagues. Report any issues immediately.

**TEAM
CALLVER**
www.callver.com