



Risk Assessment:
 'General Operations'
 2023-2024

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

What are the hazards?	Severity of Harm	Who might be harmed and how?	What are we already doing?	Do we need to do anything else to manage this risk?	Action by who?	Action by when?	Done
Slips & Trips Spillages, wet floors, trailing cables...	1-3	Persons may be harmed if they slip on spillages, wet floors or trip on machine cables.	<ul style="list-style-type: none"> • There is already good housekeeping at the premises • Wet floor signs and 'cleaning in progress' signs are ALWAYS used • Cleaners use electrical sockets closest to where they are working to reduce risk of tripping. • Cables to be run as close to skirting as possible and not allowed to run up or over steps or banisters. • Vacuum cables might be kept slack and not pulled tight • Buckets must be no more than one half full, and kept to the side where possible • Only buckets with wet floor signage on them may be used 	Introduce a process where the floors are mopped with a dry mop following cleaning to reduce wet floor time	Management	31 st Dec	
				Advise staff to wear suitable footwear with grip.	Management	31 st Dec	
Contact with cleaning chemicals	1-3	Staff may be harmed	<ul style="list-style-type: none"> • New staff are asked if they suffer an existing skin condition, breathing trouble, asthma or any allergies 	Replace irritant or harmful chemicals with	Management	31 st Dec	

i.e. corrosive materials		following exposure to certain chemicals, such as skin irritation, eye damage and vapour inhalation	<ul style="list-style-type: none"> Protective gloves and FFP2 masks are provided and used where appropriate Products are used in accordance with safety data sheets and PPE is used where necessary and appropriate All staff are trained how to safely use and store cleaning products ALL products are used in line with COSHH reports prepared by us and staff sign to confirm they have received appropriate training in this regard 	milder alternatives wherever possible			
				Remind staff to report any health problems, following contact with cleaning products and to regularly check for skin conditions such as reddening or unusual itching	Management	31 st Dec	
Manual Handling i.e. Lifting and moving heavy objects	1-3	Staff risk injury or back problems from handling or moving bulky, heavy or difficult to grasp objects. Including heavy refuse bags	<ul style="list-style-type: none"> Staff frequently work in pairs and help is always available to assist with lifting Staff do not overfill waste bags or buckets. Larger buckets have working wheels for ease of movement All staff are trained how to lift heavy items and at times, are advised to not do so. 	No further action required	N/A	N/A	N/A
Working at Height i.e. Cleaning Windows	1-5	Falls from height may cause bruising, fractures and head injury	<ul style="list-style-type: none"> Appropriate equipment is always provided, such as safe ladders and staff are shown how to use them safely Staff are reminded to frequently move the ladder to avoid overreaching. Ladders and steps to be used only for low level works not exceeding 10 feet and for no longer than 30 minutes at a time. Policy must be in place for '3 point' contact with ladders or steps at all times 	Limit the number of staff that need to use steps or ladders and arrange a training course for those that still need to	Management	31 st Dec	
Cleaning Machines Machines used to clean hard floors or carpeted areas	2	Staff, and others, risk injury from improper use	<ul style="list-style-type: none"> The correct machine is provided for each task Staff are trained to use the machines safely and properly Machines are regularly maintained to ensure they are working correctly and in a safe condition. 	Send a reminder to staff to only use machines if they are happy they are working correctly and to report any issues to a Manager	Management	31 st Dec	

			<ul style="list-style-type: none"> Lifting or moving machines MUST be conducted in pairs and no lifting should take place unless absolutely necessary and only when safe to do so Special attention must be made to the control of vacuum hoses and solution cables for the safe working of employees and any members of the public working nearby 				
Lone Working	1-2	Staff could suffer injury or ill health whilst working alone	<ul style="list-style-type: none"> Staff are requested to always have a working mobile telephone with them at all times Staff are asked to punch IN & OUT using a GPS tracking device on their mobile phone to allow management to see their safe arrival, safe leaving and for the purpose of confirming to customers when staff were and were not present. Management will be on hand until the last person has punched OUT each day. 	No further action required	N/A	N/A	N/A
Electrical Equipment i.e. vacuum cleaners	2	Staff could receive shocks or burns from faulty electrical equipment Electrical issues can also cause fires	<ul style="list-style-type: none"> Staff are trained in basic electrical safety and to do pre-use visual checks on all machines to ensure there are no loose cables, exposed wires, discoloured sockets etc... In addition, staff are also asked to check for visually safe electrical sockets on customer's premises. All electrical equipment is electrically tested for safety if over 6 months' old 	Remind staff to report any issues they may find with equipment or sockets.	Management	31 st Dec	
Inexperienced Staff Including all new starters, and agency cleaners	1-3	New or temporary staff are at risk if they are unaware of safe working practice	<ul style="list-style-type: none"> Risk assessments and health and safety policies are discussed with all new staff before any work commences. New staff are supervised at all times and until such time as we feel they may work safely, alone, with others and with care at all times 	Ensure all staff have signed to confirm receipt and sight of risk assessments and HSE policy	Management	31 st Dec	
Fire	1-5	If trapped, staff could suffer fatal injury, burns or	<ul style="list-style-type: none"> Contact made with office/client administration to receive a copy of fire procedures Staff advised where fire alarm points are and are directed to contact 999 where deemed necessary. 	Ensure all current and new staff are advised of fire procedure specific	Management	31 st Dec	

		illness through smoke inhalation		to each building and the location of fire exits			
Disciplinary Procedure Specific to HSE and safe working	N/A	Staff may be harmed if safe working practices are not adhered to	<ul style="list-style-type: none"> • Staff are trained in all aspects of safe working, and agree to be bound by the terms of our health and safety policy, site specific risk assessments and COSHH reports • Staff will sign to confirm receipt of the same • Staff are aware that disciplinary action will be taken against any member of staff not conforming to safe working practice, where they may be putting themselves, or others, at risk 	Re-confirm to staff that these procedures apply and that safe working practices must be adhered to at all times.	Management	31 st Dec	
Staff Responsibility	N/A	Members of staff not adhering to safe working	<ul style="list-style-type: none"> • ALL staff have a responsibility to report ANY issues or findings in relation to others not working safely, or in accordance with The Callver Cleaning Risk Assessment, either with 'General Operations' or any 'Site Specific' Risk Assessments prepared 	Re-enforce this policy with existing staff regularly and ensure new staff are aware of their responsibilities	Management	31 st Dec	
Premises Location of cleaning operation	N/A	Staff put in harm's way through unsafe working premises	<ul style="list-style-type: none"> • Customers have confirmed all premises where cleaning service is to be provided are in a safe, tidy and organised manner with no hazardous conditions. • Staff are required to report any issues where they feel the premises do not represent a safe environment to provide cleaning service and no works will continue until it is confirmed as safe to do so. • Premises where staff are to provide cleaning service must adhere to government guidelines relating to Covid-19 safe working practices at all times (please see separate 'Covid-19 Risk Assessment') 	Continuous Evaluation	N/A	N/A	

Confirmation of understanding to Risk Assessment 'General Operations'

I can confirm I have read and understand the content of this Risk Assessment and agree to follow its guidance at all times. I have been provided with a hard copy of the same, or directed to it on the company website.

Name:	Signature:	Date:

