

**Location: ALL**

<p>This Risk Assessment 'GENERAL OPERATIONS' provides an overview of ALL associated risks to health &amp; safety of ALL staff whilst providing commercial cleaning services. Upon commencement of any new commercial cleaning task, a 'site specific' Risk Assessment will also be prepared detailing the risks associated with each individual task, and may include further understood hazards and more detailed processes to keep all staff safe.</p>						
<p><b>Severity Levels:</b>                  1. No injury, Minimal Harm                  2. Minor Harm/Injury                  3. Moderate Harm/Injury                  4. Severe Harm/Injury                  5. Fatal/Life Changing Harm</p>			<p><b>Prepared by: Scott Baker – Head of Operations</b>  <b>Tasks Applicable: ALL</b>  <b>Staff Affected: ALL</b>  <b>Service Type: Commercial Cleaning</b>  <b>Frequency of Service: N/A</b>  <b>Staff Type: Various/Contracted</b></p>			
What are the hazards?	Severity of Harm	Who might be harmed and how?	What we are already doing and what processes must be followed	Do we need to do anything else to manage this risk?	Action by who?	Action by when?
Lack of understanding of travel/journey to customer location	1-3	Staff travelling alone in company vehicles, in their won vehicles, on public transport, by bicycle or on foot. And together in company vehicles	<ul style="list-style-type: none"> <li>Everyone has the responsibility to plan journey's appropriately, safely and with good time management</li> <li>Care must be taken when parking, unloading and when on foot between the vehicles parked position and the customers premises. Staff must advise supervisors if any area (externally) is deemed unsafe or unsuitable when arriving, parking or unloading</li> <li>Due time is requested to allow for safe arrival, and with the ability to follow Method Statement protocols before starting any activity or task</li> <li>Due care must always be taken when in or near a company vehicle, and standards for using company vehicles, as a driver or passenger are advised separately in our company handbook</li> </ul>	Re-enforce this policy with existing staff regularly and ensure new staff are aware of their responsibilities	Management	On-going

Unfamiliar process for site arrival, parking & pedestrianisation	1-3	Incorrect staff process for safe arrival on site, parking and unloading of equipment	<ul style="list-style-type: none"> <li>Upon site visits during quoting or follow up meetings, the safe arrival of staff is determined, and plans made for parking, unloading and foot pathways are noted for staff to arrive unhindered.</li> <li>Any premises deemed to pose any risk to staff with their external areas, when parking their own vehicle, a company vehicle, on foot or by bicycle will have a separate 'site specific' Risk Assessment to cover this or an 'addendum' if things change after the tasks have commenced</li> </ul>	Constant monitoring to ensure nothing has changed to arrangements for staff safe arrival	Management	On-going
No clearly defined 'Method Statement' detailing correct processes to commence, undertake and complete defined tasks	1-3	Unstructured commencement of process can lead to unsafe working and lack of team structure and supervision	<ul style="list-style-type: none"> <li>Office staff and management have the specific task of defining a safe and workable 'Method Statement', for 'General Operations' or one that is 'Site Specific' if surveys findings call for this</li> <li>ALL staff have a responsibility to be presented with a Method Statement before commencement of any working tasks, to have read the same and to raise an issues they feel appropriate about the task at hand</li> <li>Staff are told specifically to NOT commence working if they feel the Method Statement is insufficient, incorrect, unsafe or unworkable</li> </ul>	Re-enforce this policy with existing staff regularly and ensure new staff are aware of their responsibilities with regard Method Statements. These documents are constantly evolving and are distributed to staff regularly when updated, changed, or when 'addendums' are prepared	Management	On-going
Lack of clarity over site supervision and who is responsible	1-3	All staff can be unsafe when not following team structure and supervision, and when not following correct guidance within Method Statement	<ul style="list-style-type: none"> <li>ALL staff have been shown and trained on the correct use and understanding of Method Statements, and before any task are advised of the contents and who their supervisors are, how to contact them, who has overall supervision responsibility and what to do if they have a grievance</li> <li>Staff are constantly encouraged to follow correct working practice, to voice their opinions on how they feel things can be improved, what to do if they're not happy or satisfied with the working conditions, tasks requested of them and how to make a complaint</li> </ul>	Re-enforce this policy with existing staff regularly and ensure new staff are aware of their responsibilities and how to make comments or suggestions regarding safe working practice	All staff	On-going
Slips & Trips (Internal)	1-3	Persons may be harmed if they	<ul style="list-style-type: none"> <li>There is already good housekeeping at the premises</li> </ul>	Introduce a process where the floors are	Supervisor	On-going

Spillages, wet floors, trailing cables...		slip on spillages, wet floors or trip on machine cables.	<ul style="list-style-type: none"> <li>Wet floor signs and 'cleaning in progress' signs are ALWAYS used</li> <li>Cleaners use electrical sockets closest to where they are working to reduce risk of tripping</li> <li>Cables to be run as close to skirting as possible and not allowed to run up or over steps or banisters</li> <li>Vacuum cables might be kept slack and not pulled tight</li> <li>Buckets must be no more than one half full, and kept to the side where possible</li> <li>Only buckets with wet floor signage may be used</li> <li>Mops MUST be rung as much as is possible to ensure no trailing water</li> <li>Training provided to ensure fixed mops are carried safely to avoid knocking high level items (i.e. ceiling lights)</li> <li>Mops and buckets be colour coded to ensure we comply with HSE standards for hygiene</li> <li>Only one person may use each mop and bucket and one person has sole responsibility for those they are using</li> <li>Ensuring all staff have adequate knowledge of how to dispose of dirty water and safe practice when tipping water</li> <li>Adequate training provided for the filling of buckets and only from appropriate sources (i.e. cleaning store basins)</li> <li>When working as a team, any staff member undertaking vacuuming (with cables) or mopping (with water and buckets) must make their task clear to nearby persons, either their colleagues, customer personnel or the general public</li> </ul>	<p>mopped with a dry mop following cleaning to reduce wet floor time</p> <p>Advise staff to wear suitable footwear with grips.</p> <p>Review footwear as part of uniform</p>	Management	On-going
Slips & Trips (External)	1-3	Falling – injury from tripping or falling	<ul style="list-style-type: none"> <li>Staff are advised to ensure they check their surroundings carefully for raised or damaged roadways, footpaths and to be clear on presence of curbs, flower borders, foliage and trees.</li> <li>All staff are asked to report if they feel any external area is poorly lit or in need of repair</li> <li>Particular care and attention is required to external areas to ensure awareness of nature, with fallen or low branches, tree stumps, overhanging shrubbery, wet leaves and any such natural occurrences that may cause harm or injury</li> <li>Care to be taken when sweeping or brushing car park areas, bin stores and walkways.</li> <li>Separate RAMS will be prepared and provided for wet cleaning to external areas including jet washing &amp; window cleaning</li> </ul>	Supervisors to monitor all external areas to ensure they remain as safe as possible and to report to customer issues that may need to be resolved Staff to also report issues they find as soon as possible so this information can be relayed to other teams members	All staff	On-going

Removing Rubbish (sharps/weight/disposal)	1-3	Members of our staff tasked with removing rubbish from customer locations	<ul style="list-style-type: none"> <li>Staff are asked to determine the correct procedure for the removal of rubbish, and its disposal. Care must be taken to ensure the correct rubbish is disposed of in the correct bin with care taken with the separation of general refuse, recycling, cardboard, glass and plastic</li> <li>The correct bags must be used in accordance with the disposal arrangements at each customer location.</li> <li>Black bags must not be put into recycling bins</li> <li>Care must be taken ensuring each bag is secure for transit to the disposal bin and double bags used when necessary retaining rubbish securely.</li> <li>Staff are asked to not separate rubbish already in a refuse bin and to place in 'general waste' if they feel recycling is contaminated</li> <li>All staff asked to determine rubbish weight and safe carrying out of the premises. Dividing into smaller sections of rubbish and multiple trips where necessary is encouraged if this assists with lifting.</li> <li>Care must be taken to determine if rubbish bags hold any sharp edges protruding through bags exterior.</li> <li>Customers are requested to sign to confirm they have no 'clinical' waste or sharp objects that can be disposed of in normal refuse bins</li> <li>Sanitary waste can be removed by all staff when wearing appropriate PPE and placed in 'general waste' bins and separate from other rubbish and in its own bag. Yellow bags are provided for the safe disposal of sanitary waste.</li> <li>All rubbish can be removed from site completely in line with our 'Waste Transfer Licence'</li> </ul>	Constant monitoring of customers waste requirements, refuse bins, collection dates and times, and staff encouraged to report issues in real time	All Staff	On-going
Cleaning coffee machines	1-3	Staff assigned the task of cleaning coffee machines	<ul style="list-style-type: none"> <li>All cleaning of coffee machines must be in line with user manual and as directed by customer demonstration</li> <li>Care must be taken at all times with electrical components, water pipes and hot water</li> <li>Signage must be in place to direct others that cleaning is taking place</li> </ul>	Constant monitoring	All Staff	On-going
Using/Cleaning Steep Stairs	1-3	All Staff	<ul style="list-style-type: none"> <li>Each stairwell must be evaluated and only used when appropriate handrails and stair treads are available</li> <li>No cleaning should take place where stairwells (especially when steep) are considered unsafe</li> <li>When cleaning steep stairs, vacuuming must start from the bottom up and trailing cables marked with signage, this</li> </ul>	Monitor to determine if further Risk Assessment is required	Management	On-going

			prevent trip hazards when cleaning from the top. Vacuum cables must be retracted when cleaning is finished and vacuum cleaner is being carried downstairs			
Vacuuming communal area carpets	1-3	Staff tasked with 'communal area cleaning'	<ul style="list-style-type: none"> <li>Signage must be used at all times, and one sign placed in each area where vacuuming is carried out of cables run from one area to another.</li> <li>Only vacuums with yellow cables must be used in communal areas</li> <li>Vacuuming must be conducted from the bottom and working your way up. Cables can then be trailing behind in a safe manner</li> <li>Power sources must be identified and power points changed when needed to avoid over flexing cables which can cause damage to the vacuum cleaner and create further unnecessary trip hazards</li> </ul>	Constant ensuring 'Method Statement' is received and followed	Management	On-going
Contact with cleaning chemicals i.e. corrosive materials	1-3	Staff may be harmed following exposure to certain chemicals, such as skin irritation, eye damage and vapour inhalation	<ul style="list-style-type: none"> <li>New staff are asked if they suffer an existing skin condition, breathing trouble, asthma or any allergies</li> <li>Protective gloves and FFP2 masks are provided and used where appropriate. FFP3 masks provided where appropriate and with adequate training</li> <li>Products are used in accordance with safety data sheets and PPE is used where necessary and appropriate</li> <li>All staff are trained how to safely use and store cleaning products</li> <li>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. Our complete COSHH guide can be found on our website</li> </ul>	<p>Replace irritant or harmful chemicals with milder alternatives wherever possible</p> <p>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</p>	Management	On-going
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"> <li>Staff frequently work in pairs and help is always available to assist with lifting</li> <li>Staff do not overfill waste bags or buckets. Larger buckets have working wheels for ease of movement</li> <li>All staff are trained how to lift heavy items and at times, are advised to not do so</li> <li>Training is provided by appropriately certified online courses and certificates received for staff who may be requested to complete a manual handling task</li> </ul>	Staff to attend online courses – and this should be organised for them throughout the year and certificates stored for reference of completion	Management	On-going



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"> <li>Appropriate equipment is always provided, such as safe ladders and staff are shown how to use them safely</li> <li>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.</li> <li>Policy must be in place for '3 point' contact with ladders or steps at all times</li> </ul>	Limit the number of staff that need to use steps or ladders and arrange a training course for those that still need to	Management	On-going
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"> <li>The correct machine is provided for each task</li> <li>Staff are trained to use the machines safely and properly</li> <li>Machines are regularly maintained to ensure they are working correctly and in a safe condition.</li> <li>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</li> <li>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</li> </ul>	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	On-going
Lone Working	1-2	Staff could suffer injury or ill health whilst working alone	<ul style="list-style-type: none"> <li>Staff are requested to always have a working mobile telephone with them at all times</li> <li>Staff are asked to punch IN &amp; 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.</li> <li>Management will be on hand until the last person has punched OUT each day.</li> </ul>	No further action required	N/A	N/A
Electrical Equipment i.e. vacuum cleaners	2	Staff could receive shocks or burns from faulty electrical equipment. Electrical issues	<ul style="list-style-type: none"> <li>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...</li> <li>In addition, staff are also asked to check for visually safe electrical sockets on customer's premises.</li> <li>All electrical equipment is electrically tested for safety if over 6 months' old</li> </ul>	Remind staff to report any issues they may find with equipment or sockets.	Management	On-going

		can also cause fires				
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"> <li>Risk Assessments and health and safety policies are discussed with all new staff before any work commences.</li> <li>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</li> </ul>	Ensure all staff have signed to confirm receipt and sight of risk assessments and HSE policy	Management	On-going
Fire	1-5	If trapped, staff could suffer fatal injury, burns or illness through smoke inhalation	<ul style="list-style-type: none"> <li>Contact made with office/client administration to receive a copy of fire procedures</li> <li>Staff advised where fire alarm points are and are directed to contact 999 where deemed necessary.</li> </ul>	<p>Ensure all current and new staff are advised of fire procedure specific to each building and the location of fire exits</p> <p>Customer requested prior to start date to confirm their fire procedure and protocols</p>	Management	On-going
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"> <li>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</li> <li>Staff will sign to confirm receipt of the same</li> <li>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</li> </ul>	Re-confirm to staff that these procedures apply and that safe working practices must be adhered to at all times.	Management	On-going
Staff Responsibility	N/A	Members of staff not adhering to safe working	<ul style="list-style-type: none"> <li>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</li> </ul>	Re-enforce this policy with existing staff regularly and ensure new staff are aware of their responsibilities	Management	On-going

Premises (Location of cleaning task)	N/A	Staff put in harm's way through unsafe working premises	<ul style="list-style-type: none"> <li>Customers have confirmed all premises where cleaning service is to be provided are in a safe, tidy and organised manner with no hazardous conditions.</li> <li>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</li> <li>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'0</li> </ul>	Continuous Evaluation	Management	On-going
What if something changes...?	N/A	Staff unaware of how any changes may affect safe working	<ul style="list-style-type: none"> <li>Constant evaluation of customer premises and open communication to ensure any changes to customer premises, or the safety of the location is notified to us immediately.</li> <li>Where applicable and necessary, and an addendum to the Method Statement, or to the Site Specific Risk Assessment will be made and staff trained and notified accordingly</li> </ul>	Continuous Evaluation	Management	On-going
External 'Independent' Health & Safety reviews/Audits	N/A	N/A	<ul style="list-style-type: none"> <li>We agree and commit to receiving at least one comprehensive external Health &amp; Safety audit per year, and will use one of the industry's most thorough and highly regarded company's for this purpose, namely SMAS, SafeContractor or CHAPS</li> <li>Certificates for compliance are available on our website</li> </ul>	Continuous Evaluation	Management	On-going



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 or via email link.

Name:	Signature:	Date:

