

Document Ref OPSHSCRA02MR	Cleaning Risk Assessment
Scope:	Cleaning Client's premises: Entrances, reception, waiting areas, offices, meeting rooms, floors, stairs and elevators, toilets, showers, changing rooms, treatment rooms. Kitchens, staff rooms and ad hoc cleaning

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?
Slips, trips and falls: Risk of sprains or fractures, musculoskeletal injuries	Employees, Visitors, Contractors, Members of the public, Client/Other	<p>All cleaning operatives instructed to: Assess the environment and remove any potential hazards before commencing task. Keep the working area tidy, remove any unused tools or equipment, waste, or trailing cable from the area to minimise the risk.</p> <p>Mop up any spillages, leaks or surplus fluids immediately. 'Wet floor' warning signs always used.</p> <p>Staff instructed to only wear suitable footwear with good grip and no heels.</p> <p>Staff instructed to ensure that all access and exit routes are kept clean and tidy and all fire escapes free from obstruction.</p> <p>Staff instructed to always use the nearest socket available to minimise the amount of trailing cable when vacuuming. When vacuuming stairs leave the vacuum at the bottom of the stairs.</p>		Contracts Manager	At induction Yearly refreshers, Toolbox talks, Following an incident

		<p>For longer stairs where the hose isn't long enough, to use the vacuum to one side and work up step by step - never have the vacuum on steps below or at the top of the stairs to prevent it falling down the stairs and to prevent tripping over it on stairs.</p> <p>No trailing cables or obstruction in walkways.</p>			
Lack of awareness of cleaning staff	Employees, Visitors, Contractors, Members of the public, Client/Other	<p>New or temporary staff may be inexperienced and not familiar with new surroundings. Operations managers/ Contact Managers induct all new staff, they train and share all risk assessments and guidance before they commence cleaning. New staff are not left to clean alone or with other new members of staff. More experienced staff and/or supervisory staff are present to assist.</p>		Contracts Manager	<p>At induction Yearly refreshers, Toolbox talks, Following an incident</p>
COSHH: Ill health from contact with hazardous substances	Employees, Visitors, Contractors, Members of the public, Client/Other	<p>Safety Data Sheets and COSHH risk assessments for all cleaning products used available online and in printed format</p> <p>Staff instructed to always wear gloves when using cleaning chemicals/ cleaning products.</p> <p>Staff will only use the products provided.</p> <p>Staff are provided with training in the correct use of the cleaning products and RAMS for their tasks.</p> <p>Staff instructed on correct storage of the cleaning products.</p>		Contracts Manager	<p>At induction Yearly refreshers, Toolbox talks, Following an incident</p>

Working at height: Falls from any height can cause bruising and sprains or musculoskeletal injuries. Risk of damaging property	Employees Visitors, Contractors, Members of the public, Client/Other	Staff are instructed not to work at height under any circumstances. Extendable dusters and tools are provided for high level cleaning.		Contracts Manager	At induction Yearly refreshers, Toolbox talks, Following an incident
Manual Handling: Risk of sprains or musculoskeletal injuries, back pain from handling heavy/bulky objects	Employees	All employees are trained in correct lifting methods. Dual lifting to be used on awkward lifts where necessary. Staff trained to not lift beyond their capabilities, seek help or avoid lifting anything that is hazardous to lift. All staff have received instruction and training in house for manual handling		Contracts Manager	At induction Yearly refreshers, Toolbox talks, Following an incident
Power tools/equipment/appliances: risk of electrical shocks or burns	Employees	Staff instructed to only use tools and equipment provided to them and no other equipment. Staff instructed to perform a visual and physical check before each shift. Check equipment and report any defective plugs, discoloured sockets. Check cable for breaks or bare wires. NEVER use equipment with such defects on the cable, attach a warning to item and inform management that a replacement is required immediately.		Contracts Manager	At induction Yearly refreshers, Toolbox talks, Following an incident

		<p>Staff informed of where fuse box is and how to safely switch off electricity in an emergency.</p> <p>Portable appliance Testing (PAT) of all equipment is performed on site on yearly basis.</p>			
<p>Sharp waste (needles etc): Punctured/cut skin, risk of infection</p>	Employees	<p>Staff instructed to be extra cautious when cleaning toilets, reaching into bins, putting hands in between cushions on chairs/sofas etc.</p> <p>Never touch or attempt to dispose of clinical or sharp waste in any surgeries or healthcare facilities as this will be dealt with by the client's staff. Usually marked in yellow bags/bins/boxes.</p> <p>For all other facilities, Staff have been trained on the safe and correct handling and disposal procedures.</p>		Contracts Manager	<p>At induction Yearly refreshers, Toolbox talks, Following an incident</p>
<p>Fire: Risk of fatal injuries from smoke inhalation/burns if trapped</p>	<p>Employees Visitors, Contractors, Members of the public, Client/Other</p>	<p>Staff informed of the location of fire extinguishers, fire alarm activation points, all routes of exit and fire exit for the building, and the designated assembly point at Induction.</p> <p>Staff have been instructed to Only attempt to tackle a small fire using an extinguisher if training on use of correct extinguishers has been provided.</p> <p>Staff have been instructed to follow the procedure below to activate the alarm and leave the building:</p>		Contracts Manager	<p>At induction Yearly refreshers, Toolbox talks, Following an incident</p>

		<p>In the event of a fire alert any colleagues or customers verbally by shouting and activating the fire alarm immediately.</p> <p>Exit the building WITHOUT collecting any belongings and go directly to the fire assembly point.</p> <p>Then and only then call the fire brigade for assistance.</p> <p>If smoke is already building before exiting the building stay low to avoid smoke inhalation.</p> <p>For Lone workers/ out-of-hours workers/ Key holders: client's out-of-hours emergency phone number has been provided.</p> <p>Policies and Risk assessments shared with cleaners</p>			
Poor lighting in work areas and access routes	<ul style="list-style-type: none"> • Cleaner (risk of slips, trips, falls, collision with obstacles, difficulty transporting equipment). • Others on site during cleaning hours (risk of accidental collision or tripping). 	<ul style="list-style-type: none"> • Cleaner is aware of the poorly lit areas and takes extra caution when walking and carrying equipment. • Routes are kept as clear as possible to reduce trip hazards. • Issue reported to client & contracts manager 	<p>Request that the client improves or repairs existing lighting as a permanent control measure.</p> <ul style="list-style-type: none"> • Ask the client to relocate bins or equipment storage to a well-lit area to avoid walking long distances in the dark. • In urgent cases, provide a suitable head torch to the cleaner so hands remain free while carrying equipment. 	Contracts Manager	<ul style="list-style-type: none"> • Head torch: Immediate. • Relocation of bins: Within 1 week. • Client lighting improvements/repairs: As soon as reasonably practicable; target within 30 days.



Assessment sponsored by:	Managing Director	Paul Claxton	
Assessor:	HSQE manager Monica Romano	Date of assessment:	10/12/2025
		Next Review date:	10/12/2026
I acknowledge that I have read and understood the Risk Assessment associated with this task. This risk assessment will be reviewed and shared with all staff annually or whenever significant changes are made.			
Name:	Sign:	Date:	