

**Ecoserv Group Ltd**

Stables 1, Howbery Park, OX10 8BA

**Location: The Dextra Group**

<b>Title :</b> Daily Office Cleaning	<b>Date of Assessment :</b> 14/10/2022	<b>Risk Assessor :</b> Cheryl Fry
<b>Risk Assessment Reference :</b> The Dextra Group	<b>People involved in making this assessment :</b>	
<b>Task/ Process :</b> Daily Office Cleaning	<b>People at Risk :</b> Employees, Contractors, Members of the Public	

**Hazard : Asbestos** Disturbance or damage of any asbestos containing materials can result in long term ill health and fatalities

**Control Measures:**

1. Where cleaning activities have the potential to disturb asbestos containing materials, such as use of pressure washer on cement materials or removing ivy from parts of building, then the clients will be asked to provide a copy of their asbestos management survey.
2. Any concerns will be discussed with the client and a safe system of work will be identified, if necessary using advice from a UKAS accredited asbestos surveyor.

**Hazard : Fire** Fatalities from heat and smoke inhalation if trapped in building.

**Control Measures:**

1. Checks will be carried out to ensure that a fire risk assessment has been carried out by the host company and that fire exits and escape routes are available even at times when the only staff present are cleaning staff.
2. Cleaning staff will be provided with any relevant fire safety information by the host site. Where staff have concerns they need to inform the office manager.

**Hazard : Hazardous Substances** Contact with some non Ecoserv chemicals and/or solvents may result in staff developing skin problems such as dermatitis and eye damage from direct contact

**Control Measures:**

1. Staff are informed that they need to wear appropriate gloves (which are provided on site) to prevent direct contact with cleaning chemicals or solvents. Further information is available on the hazardous substance inventory and labelling on packaging.
2. All staff receive basic instruction as part of their induction in the correct use, storage and disposal of chemicals being used.
3. All safety data sheets are reviewed before use. Safer/milder alternatives are sought where possible for any substances where there are significant concerns.
4. Where possible equipment or machinery will be used to minimise the direct contact with substances.
5. Staff are informed that they need to report any health concerns that they think may have come from cleaning materials. They are also instructed to check for dry, red or itchy skin on their hands.
6. Our client base does not expose our staff to substances that are dangerous or hazardous to health at a client's premises.

**Hazard : Manual handling** Musculoskeletal disorders (MSD's) and other injuries such as back injuries Staff risk injury such as back pain if they try to lift or carry items that are too heavy or awkward to lift or if they are required to often work in awkward postures

**Control Measures:**

1. All staff receive basic manual handling instruction by way of a tool box talk. This is to assist them in making dynamic decisions before attempting to move objects and to use appropriate lift technique or equipment. None of the equipment they need to move or carry is heavyweight.
2. Staff using cleaning machines receive instructions in how they are to be used
3. Sites where there are large quantities of waste bags that need to be moved around the site will have trolleys provided.
4. Staff are instructed not to overfill refuse bags to keep weight within their capability, taking into account that they are likely to lift objects into bulk refuse containers or skips.
5. Buckets will have long handled wringer and will be on wheels to reduce lifting and carrying.
6. Long handled mops, brushes and litter pickers will be provided to reduce bending and stooping.
7. Cleaning storage areas available on each floor to avoid materials having to be carried up and down stairs

**Hazard : Work at height** Work at height, high cleaning of windows and fascias Staff at risk of fractures and bruising injuries if they fall from height

**Control Measures:**

1. Step ladders and ladders are only be considered appropriate for short duration (less than 30 minutes), light weight tasks that can be performed whilst maintaining three points of contact.
2. Any staff using step ladders or ladders will have received a ladder and step ladder toolbox.
3. Employees are instructed to check ladders and step ladders before use to ensure that the equipment is in good condition, making sure that stiles and rungs are not bent, that non slip feet are present on all legs, that there are no loose nuts or bolts or evidence of any cracks, before use.
4. Where possible high level work such as window cleaning will be carried out from floor level, using telescopic poles with cleaning tools attached.

**Hazard : Slips, trips and falls** Fractures and bruising if people trip over objects, or slip on spillages or wet floors and fall.

**Control Measures:**

1. Staff are provided with instruction and information as part of their site induction to ensure that they follow safe systems of work, which includes not to have trailing leads across circulation routes and other walking areas where and when other people are present.
2. The client should supply anti slip matting provided at entrance to premises.
3. Spillages are cleaned up as soon as identified and the floor left dry. Where possible small spillages will be cleaned using absorbent paper towels.
4. Staff do not leave cleaning materials or equipment unattended.
5. Where people are present then the wet floor area being cleaned will have access prevented through the use of barriers. If not possible floor will be cleaned in sections allowing other people a dry route. Wet floor signage will be displayed.
6. Cleaning machines used in areas which will be used by members of the public or clients employees during the cleaning operation will have no trailing cables.
7. Where machines have cables then staff are informed that they need to socket close to where they are working and use hazard warning signs to inform other people present in that area being cleaned.
8. Client to grit external areas to provide safe walkways in snowy/icy weather.

9. Areas being cleaned are well lit.
10. Staff receive periodic toolbox talks on cleaning safety matters to raise awareness and reaffirm key safety messages.
11. Cleaning staff are informed as part of their induction that they need to wear sensible shoes when carrying out cleaning tasks.
12. Cleaning staff are informed that they need to report any uneven floor surfaces to the office manager who will inform the client.

<b>Hazard : Machine cleaning</b> Machine cleaning internal and external areas Risk of injury from improper use of the machine.
<b>Control Measures:</b>
1. Machines provided will be appropriate for the task being carried out and maintained in accordance with the manufacturers instructions.
2. Steam cleaning equipment if used, will be maintained in accordance with a Written Scheme of Examination carried out by a competent person. A Thorough Examination will be carried out by someone nominated by our insurance provider.
3. Staff will receive instruction in safe staff systems of work as part of their induction training
4. Staff are informed that they need to carry out pre-use checks to ensure that there is no damage to plugs, cables, or any control / on/off buttons on the machines.
5. Staff are instructed to inform their supervisor/line manager/client of any damaged equipment and ensure that it is taken out of operation until repaired or replaced.
6. Portable electrical equipment will be PAT tested (INSERT FREQUENCY).
7. Electrical equipment used externally will be battery operated and suitable for work in external environments.
8. Staff working anywhere where there is vehicle movement (e.g. lorries, vans or forklifts) will be made aware of the site vehicle and pedestrian segregated areas, and to wear hi visibility clothing.
9. Vehicle movement will be stopped when cleaning activities have to take place in areas where vehicles would normally be moving (e.g. delivery bays or warehouse).

<b>Hazard : Verbal abuse or assault</b> Verbal abuse or assault Staff may suffer verbal abuse, or possibly assault, from members of the public and others.
<b>Control Measures:</b>
1. Staff are instructed to be polite and courteous to people present where the cleaning activity is taking place.
2. Staff are instructed not to confront anyone and that they need to remove themselves from the area and find somewhere safe where they can phone for assistance if they have any concerns about their personal safety.
3. Staff are instructed that all incidents must be reported to their supervisor/line manager/client.
4. Support is offered from management.. Please Note Peninsula can Offer a Complete health & wellbeing support for your employees, for further details please speak to your consultant or contact us on 0844 891 0353

<b>Hazard : Motor vehicle and other moving vehicles</b> Motor vehicle and other moving vehicles such as forklifts Risk of serious injury if pedestrians are struck by moving vehicles
<b>Control Measures:</b>
1. Staff are provided with site specific vehicles safety issues.

2. Vehicle movement will be stopped when cleaning activities have to take place in areas where vehicles would normally be moving (e.g. delivery bays or warehouse).
3. Areas where there are vehicles moving around the site are well lit, with clear lines of site, staff will be wearing hi visibility clothing.
4. Pedestrian routes around the site where there is traffic movement will be clearly marks and staff will be instructed that they must use these areas.

**Hazard : Electrical** Electric shocks and burns from faulty electrical equipment or from misuse of electrical appliances

**Control Measures:**

1. Staff receive instructions as part of their induction that they must carry out pre use visual checks of all electrical equipment.
2. Information is provided by the client to verify that all fixed electrical installations have been checked by a competent electrician to verify that the fixed hard wired system is in a satisfactory condition.
3. All portable electrical equipment used by cleaning staff will be PAT tested.
4. Any faulty electrical equipment and/or machinery must be put to one side, not used and the supervisor/line manager/client informed of the situation,

**Hazard : Extremes of weather** Extremes of weather Staff working outside may suffer discomfort and possibly ill health from exposure to cold, wet weather.

**Control Measures:**

1. Suitable cold and wet weather clothing will be provided for staff working in external areas

**Hazard : Collecting sharp waste** Staff litter picking or emptying bins in external areas are at risk from sharp objects or needle stick injuries

**Control Measures:**

1. Staff provided with litter pickers, appropriate gloves and suitable clothing when carrying out these tasks.
2. Staff informed of dangers from handling sharp objects and needle stick injuries.
3. Office manager needs to be informed of any incidents of cuts or needle stick injuries.

**Hazard : Charging and storage of batteries** Charging and storage of batteries Risk of chemical burns from contact with battery acid from large machines that require recharging.

**Control Measures:**

1. Only authorised staff who have received instruction in how this is to be carried out safely can carry out this task. They must be wearing all appropriate PPE (close fitting goggles and non impervious gloves) and follow the safe system of work.
2. Charging of battery operated machinery must be in a well ventilated area away from any sources of ignition.
3. Charging procedure to be displayed at the charging point.

**Hazard : Work equipment**

<b>Control Measures:</b>
1. All work equipment must be in safe working order for the task it is required to carry out.

<b>Hazard : Working Alone</b> Could result in staff having an accident which no-one is aware of
<b>Control Measures:</b>
1. Working areas of employees are known by management at all times.
2. Anticipated tasks and finish times are discussed and known by management
3. All accident/incidents/near misses are to be reported to the supervisor/line manager and the on site accident book is to be completed.
4. Communication with lone workers is carried out on aa regular basis.
5. Two people are issued to tasks where lone working concerns are high.

<b>Documents Associated with this Risk Assessment:</b>	
<b>Review Date :</b> 24/10/2023	<b>Reviewer :</b> Peter David