Company name: PinnyNPress Ltd - Tolsons Mill **Date of risk assessment: 28/10/24**

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by who?	Action by when?
Slips and trips Examples: spillages, loose cables	Staff may be injured if they slip on spillages or trip on machine cables or objects left on the floor	▪ There is general good housekeeping while working onsite, tidying up any objects that can cause an obstruction ▪ Wet floor / cleaning in progress signs are always to be used whilst mopping and also hoovering to show visually that works are being carried out. Whilst hoovering ensure that numerous signs are used and placed over the cable to avoid tripping ▪ Cleaners use electrical sockets nearest to where they are working to reduce the risk of tripping over leads. Never hang cables over bannisters for example. Always make sure that cables are sat on the floor and not raised from the floor to avoid tripping over them. ▪ Cleaners always tell colleagues and clients about any wet floors and hoover leads. ▪ Cleaners always double twist when using twisty mops to ensure the floor is not left too wet. ▪ We don't ever leave floors very wet and unsafe ▪ Cleaners always hoover moving up the stairs not downwards, so they are facing and leaning upwards and not downwards ▪ Reporting of any broken tiles or loose / ripped carpet or anything else that could cause trips and accidents ▪ Cleaners to wear closed indoor shoes and not work without shoes on to avoid any injury to feet.	▪ Remind cleaners about the double twist of the mop	Manager	**20/1/24**
			▪ Remind cleaners to wear sensible shoes eg flat shoes with a good grip and always wear shoes whilst cleaning	Manager	**20/1/24**

Contact with cleaning chemicals	Staff risk skin irritation or eye damage from direct contact with cleaning chemicals. Vapour from cleaning chemicals may also cause breathing problems	▪ New staff are asked if they suffer from skin problems when using cleaning products ▪ Protective gloves are provided and used when wet cleaning, especially when using bathroom cleaning products. ▪ Never use any bleach in a toilet because if there is already urine in there, it will create poisonous gasses. ▪ Always FLUSH toilets before cleaning them and putting any chemical inside the toilet bowl. To avoid mixing our products with any already in there. ▪ Products are used in accordance with safety data sheets and PPE is used when appropriate ▪ All staff are trained how to safely use and store cleaning products and never transfer them to an unmarked container ▪ Never ever mix different cleaning chemicals together, especially bleach ▪ All cleaning chemicals to be in correctly labelled bottles and never put in the wrong bottles ▪ When making up trigger sprays from concentrat, always firstly fill the trigger bottle with water then add the concentrate using proactive goggles to ensure that no chemical goes into your eyes	▪ Replace 'irritant' chemicals with milder alternatives where possible ▪ Only use bleach on toilets or very sparingly if needed for other areas	Manager	**20/1/24**
			▪ Remind staff to report any health problems they think may come from cleaning products, and to check for dry, red or itchy skin on their hands.	Manager	**20/1/24**
Working at height Examples: Cleaning windows	Falls from any height can cause bruising and fractures	▪ Appropriate equipment, eg a suitable step is provided and staff are shown how to step up and down from the step safely ▪ Staff are reminded to reposition the step before they clean another window, to reduce the risk of an accident from over-reaching ▪ Steps only used for low-level, short-duration work (less than 30 minutes) ▪ Working position. This means two feet and one hand, or when both hands need to be free for a brief period.	No further action required Remind staff of what we are already doing	Manager	**20/1/24**

		▪ Stepping down safely and slowly from the step ▪ Staff never climb or stand on anything else apart from a small step ▪ Use extendable poles where necessary to avoid working using height equipment			
Cleaning machines Examples: Hoovers and Irons	Staff and others risk injury from improper use of machines or if the machine becomes faulty	▪ The right machines are provided for each job ▪ Staff are trained how to use the machines safely ▪ Staff to wear safety glasses when using floor scrubbers ▪ Machines are regularly examined and maintained for any faults especially on the electrical cable ▪ Electrical machines are PAT tested yearly ▪ Any defective equipment should be reported immediately and taken out of use immediately ▪ All electrical machines are electrical safety tested when required.	▪ Remind cleaners not to use machines if they think they might be faulty and to report all faults to the supervisor immediately	Manager	**20/1/24**
Lone working / Office working out of hours	Staff could suffer injury or ill health while working alone	▪ Cleaning staff check in/out App. So that we know they have left safely. ▪ If you have any issues with the clock out app you must text the supervisor that you have left safely and provide an image onsite with your dash clock time. ▪ Office cleaning staff sign in and out of the building and times are pre-arranged with manager of the building if required. ▪ If ever you feel unsafe or threatened staff report immediately to management ▪ Ensure that you know your exit routes and are always safely inside. Keep your keys on you at all times to ensure a safe exit ▪ You will be inducted onto site, shown how to access and use shutters and gates etc for commercial properties.	▪ Advise staff on how to contact manager if there is an emergency	Manager	**20/1/24**

Electrical equipment Examples: cleaning equipment	Staff could get shocks or burns from faulty electrical equipment. Electrical faults can also lead to fires.	▪ Staff do visual checks. Any defective equipment, plugs, discoloured sockets, damaged cables and on/off switches are promptly reported ▪ Any faulty equipment is promptly taken out of use ▪ Safety checks of the electrical equipment are carried out to ensure that it continues to be safe. Where necessary this is done by a competent electrician.	▪ Remind staff to always do visual checks and not to use any faulty equipment	Manager	**20/1/24**
Inexperienced staff	New or temporary staff are at risk if they unaware of safe working procedures	▪ Risk assessments are discussed with all new staff as part of the induction process	▪ No further action required		**Ongoing**

Manual handling Examples: Lifting and moving heavy objects	Staff risk injuries or back pain from handling or moving heavy / bulky objects ie. Cleaning equipment or heavy waste bags	▪ Staff to not overfill their kit bags ▪ To ensure proper posture when hoovering, mopping and ironing ▪ To bend down by bending knees not leaning over from back. ▪ All clients are informed before we start working with them that cleaners are not allowed to move any heavy items such as furniture. If cleaning is requested behind such items as beds & settees etc. clients are to move them themselves to allow the cleaner to gain access behind and clean.	Remind at intervals about posture while working Check at intervals to make sure staff have the correct equipment in good working order	Manager	Regular intervals
Sprains and Strains	Staff could suffer injury or ill health while working on more difficult tasks	▪ We recommend staff to change tasks ie. From scrubbing to wiping or changing areas after working using the same process after a period of time. To avoid any pain happening from repetition in their wrists or hands ▪ Staff always ensure you are aware of your surroundings and any potential dangers that can cause harm ▪ Being careful while working, stretching and leaning carefully and to not rush and cause injury	▪ Remind cleaners to be aware and report anything that is not usual in the places of work	Manager	**20/1/24**
Fire	If trapped, staff could suffer fatal injuries from smoke inhalation or burns	▪ Cleaners are to make themselves familiar before starting a new premises where all fire exits are in commercial properties ▪ Keys for properties are kept on person or in the key safe so that a safe exit can be made in the event of a fire or emergency ▪ Cleaners keep entrances and exits free from obstructions so that they and others can easily get in and out of the property in case of an emergency	▪ Advise new staff on emergency procedures, including location of any fire exits	Manager	**20/1/24**

First Aid	Staff could suffer small injuries and not have equipment to self treat or know the procedure if help is needed	▪ Staff are supplied with basic First aid kits to carry with them in their vehicles ▪ An accident book is used to record any accidents staff have while working ▪ Any accidents are to be reported straight away to Management	Remind at intervals about posture while working Check at intervals to make sure staff have their first aid kits stocked	Manager	Regular intervals
Working in hot and cold weather	Staff could become dehydrated	▪ Staff are reminded to take water to work with them or are able to ask client for a drink in exceptionally hot weather ▪ Staff can wear shorts and sleeveless tops in hot weather as long as they still look professional to keep themselves from overheating ▪ Staff should wear layers of appropriate clothing during the very cold season to ensure they are warm enough	▪ Advise new staff	Manager	**20/1/24**

Drug Paraphernalia	Staff could be at risk of injury or infection	● Staff to immediately report anything that look suspicious or that could be drug related ● Never touch any needles as these should be handled and disposed of by the client correctly	▪ Advise new staff	Manager	

Hot Taps (as it boiling hot)	Staff could be at risk of injury or and burning	● If the client has special Hot taps in the kitchen, please don't ever use them as they can be tricky to turn off and you will be at risk of burning / scolding yourselves	▪ Advise new staff	Manager	