

# Spotless

clean is beautiful

## Commercial Cleaning Risk Assessment

Location: Various client premises

Date: 2/03/20

Revised: 13/5/20

Persons affected: Spotless staff, client and/or client staff, members of the public

### Emergency contact details

In the event of an emergency contact the Spotless office on 01283 599219.



Cause/Hazard/ consequences	Control Procedures	Likelihood (A)	Severity (B)	Risk Ranking (A x B)
Poor hand hygiene	Ensure hand washing facilities with hot water and soap are available at all sites.	2	3	6
Spread of Covid-19 Coronavirus:	Where hand washing facilities might be limited, provide a suitable alternative such as an anti-viral alcohol based hand gel.			
Wider social and economic impact as well as sickness/ serious illness for those immediately effected.	<p>Ensure paper towels are available and traditional textile towels and electric hand driers are not used.</p> <p>Ensure all staff are issued with hand washing guidance and techniques - 20 seconds per wash, cleaning before and after each job:  <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></p> <p>Ensure all staff are reminded to follow guidance to keep safe.</p>			
Cause/Hazard/ consequences	Control Procedures	Likelihood (A)	Severity (B)	Risk Ranking (A x B)
Proximity to others	If possible, clean premises when client's staff are not present. If that is not possible, clean areas whilst client's staff are in other rooms, rotate as needed.	3	3	9
Spread of Covid-19 Coronavirus:	Ensure cleaning staff follow guidance to maintain safe social distancing, 2m from all other individuals on site at all times. Reissue as required.			
Wider social and economic impact as well as sickness/ serious illness for those immediately effected.	<p>Encourage clients to leave all internal doors open to minimise contact with door handles. In domestic client's properties, keep the door shut on the one room that they are isolating in whilst we are cleaning.</p> <p>When entering a domestic customer's property, stay 2m away from the front door after knocking. Ask the customer to move into their chosen room of isolation before you enter the house.</p> <p>Send the minimum required number of cleaners to each site so that they are not working in the same rooms and not car sharing to get to site wherever possible.</p> <p>Where more than one cleaner is required on each site, ensure that they do not car share wherever possible.</p> <p>Encourage staff not to use public transport if at all possible.</p> <p>Keep the same teams or same employees cleaning on the same sites as much as possible.</p>			

Cause/Hazard/ consequences	Control Procedures	Likelihood (A)	Severity (B)	Risk Ranking (A x B)
Handling customer waste  Spread of Covid-19 Coronavirus:  Wider social and economic impact as well as sickness/ serious illness for those immediately effected.	Ensure that bin liners are tied securely (so not left open) and double bagged before they are moved to external waste bins.	3	3	9
Cause/Hazard/ consequences	Control Procedures	Likelihood (A)	Severity (B)	Risk Ranking (A x B)
Car Sharing/working in teams  Spread of Covid-19 Coronavirus:  Wider social and economic impact as well as sickness/ serious illness for those immediately effected.	In some cases, it may not be possible for cleaning staff to travel alone and it may be necessary for two cleaners to share a vehicle. Where this is absolutely necessary, take the following steps to minimise risk:  Minimise number of people sharing a vehicle - ideally 2 max.  Ensure that the same teams are following the same rounds and visiting the same customers as much as possible - don't change cleaning partners regularly.  Maintain good ventilation, opening windows wherever possible, passengers face away from each other to reduce the risk of transmission. Where possible, one passenger travel in the rear of the car to increase distancing.  Regularly clean the vehicle - all touch points; steering wheel, hand brake, gear lever, indicator stalks, door handles, buttons, door handles etc. (please note that Versan disinfectant should not be left wet on metal surfaces)	3	3	9
Cause/Hazard/ consequences	Control Procedures	Likelihood (A)	Severity (B)	Risk Ranking (A x B)

Misuse of PPE	Ensure staff wear gloves before cleaning commences.	1	3	3
Spread of Covid-19 Coronavirus:	Remind staff not to touch their face during cleaning activities.			
Wider social and economic impact as well as sickness/ serious illness for those immediately effected.	Remind to wear tabards over clothing whilst cleaning.  Remind staff to remove tabard and gloves correctly at the end of each cleaning session, store tabard in plastic bag before washing at the correct temperature after every shift.  Guidance for staff on disposing of gloves correctly/disinfecting gloves if they are reusable.  RPE should not be required for 'normal' cleaning activity.			
Cause/Hazard/ consequences	Control Procedures	Likelihood (A)	Severity (B)	Risk Ranking (A x B)
Reporting symptoms/ sickness	Remind staff to report any symptoms for themselves or people in their home; new continuous cough or a high temperature. Follow protocol to send them home immediately and report to manager for further instruction.	2	3	6
Spread of Covid-19 Coronavirus:	Manager to establish symptoms and keep in touch. If a case is confirmed alert customer immediately and undertake more extensive disinfection.			
Wider social and economic impact as well as sickness/ serious illness for those immediately effected.	Remind staff to report any symptoms of customers to the office immediately.			
Cause/Hazard/ consequences	Control Procedures	Likelihood (A)	Severity (B)	Risk Ranking (A x B)
Not cleaning correctly	Provide staff with correct disinfection which has the relevant anti-viral properties.	1	3	3
Spread of Covid-19 Coronavirus:	Provide staff with guidance on use of disinfection; normal cleaning to be completed first, disinfection last, spray disinfectant onto cloth not onto surface, leave disinfection to dry providing maximum contact time.			
Wider social and economic impact as well as sickness/ serious illness for those immediately effected.	Provide list of tasks for disinfection including all hard floor, surfaces, touch points such as light switches, sockets, door handles, keyboards etc.  Provide guidance on storing and washing of cloths after use.			
Cause/Hazard/ consequences	Control Procedures	Likelihood (A)	Severity (B)	Risk Ranking (A x B)

Poor mental health	Under the current circumstances, whether isolated, on furlough, or working in the field, anxiety levels are likely to be higher and all staff are more susceptible to mental health problems.	3	3	9
Deterioration of employee health:  Could lead to severe mental health problem if not addressed or support not offered.	Encourage staff to get in touch and call management to discuss any anxiety they may have or any guidance they require on getting support.			

Likelihood		Severity			Priority
1	Highly Unlikely	1	Trivial	1	Urgent action - (Risk no 15 - 25)
2	Unlikely	2	Minor Injury	2	High priority - (Risk no 10 - 12)
3	Possible	3	Over 3 day injury	3	Medium Priority - (Risk no 5 - 9)
4	Probable	4	Major injury	4	Low Priority - (Risk no 2 - 4)
5	Certain	5	Incapacity or Death	5	Very Low Priority - no action required (Risk no 1)