



## **Lone Working Risk Assessment**

Location: Various client premises

Date: 18/8/25

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

Risk Assessment carried out by Peter Hill

Signature:

A handwritten signature in black ink, appearing to read "PHill", written over a light blue dotted line.

ALL LONE WORKERS MUST COMPLETE THE LONE WORKING SECTION OF THE ONLINE TRAINING PROGRAMME BEFORE WORKING ALONE.

This risk assessment and the control measures relating to it are in effect where it is deemed necessary to work alone. This is necessary when the client cannot facilitate cleaning in working hours and there is not substantial work available for more than one person.

### **Emergency contact details**

In the event of an emergency contact the office on 01283 599219. If you do not receive a response call Peter Hill on 07725 349613 immediately. If you do not get a response from Peter call Lisa Hill on 07498753530.

Hazard/consequences	Control Procedures	Likelihood (A)	Severity (B)	Risk Ranking (A x B)
Fire	<p>Before working on a new site, Spotless Staff are trained to familiarise themselves with the location of fire exits and fire exit routes, fire extinguishers, alarm call points, assembly points.</p> <p>Staff have training on the use of fire extinguishers (only to be used under specific circumstances)</p> <p>Staff are trained on the protocol to follow if a fire occurs: sound the alarm, exit immediately, get to a safe assembly point, call for help.</p> <p>Clients to provide copies of fire evacuation procedures so that they can be attached to the job spec for cleaning staff to read prior to cleaning.</p>	2	5	10
Hazard/consequences	Control Procedures	Likelihood (A)	Severity (B)	Risk Ranking (A x B)
Violent or threatening persons	<p>Lone workers are trained to assess the safety of unlocking and locking the premises before approaching the building. Ensure no members of the public or strangers are loitering before approaching. If anyone suspicious is in the vicinity of the building, don't approach, get to a safe place and call the out of hours number for assistance.</p> <p>Once inside lone workers are trained to immediately lock the premises so that strangers or members of the public cannot enter the building unauthorised. Should anyone attempt to gain unauthorised access while a cleaner is working alone, the cleaner should call the police immediately and remain inside the locked premises.</p> <p>Cleaners are trained not to open or unlock doors for anyone they do not recognise, this should include people who look like they are employees of the client, couriers etc. If an individual insists that they require access the cleaner should call the Spotless out of hours number and ask for assistance before allowing access.</p>	1	4	4
Hazard/consequences	Control Procedures	Likelihood (A)	Severity (B)	Risk Ranking (A x B)

Personal injury or accidents while working alone	<p>Cleaners should follow the working methods and control procedures outlined in separate risk assessments and method statements for cleaning activities, such that all risks are minimised.</p> <p>Lone workers are restricted to using only the suite of regular cleaning products that are low hazard.</p> <p>Lone workers are restricted to only using a vacuum cleaner provided by Spotless, carrying a valid PAT test sticker, no other electrical equipment should be used whilst working alone.</p> <p>Lone workers are instructed not to undertake any unusual or higher risk activity such as climbing, using steps, working at height in general, changing light bulbs, attempting to repair electrical equipment or the vacuum cleaner.</p> <p>Lone workers are instructed to always carry a charged and functioning mobile phone about their person while working (not in a handbag, locker or cleaning cupboard.) Should they become immobilised they can call for help.</p> <p>Lone workers are instructed to familiarise themselves with the location of first aid kits in the premises.</p> <p>Clients are asked to provide the locations of first aid kits so that they can be added to the job spec for reference prior to cleaning.</p>	3	3	9
Hazard/consequences	Control Procedures	Likelihood (A)	Severity (B)	Risk Ranking (A x B)
Special hazards for specific sites	<p>Clients and management are asked to highlight any specific or unusual hazards present in the property so that they can be controlled and the cleaner informed/trained accordingly.</p> <p>As an example some sites have a risk of needles and drug paraphonaqleia being hidden on ledges and behind toilets or seating cushions. Staff instructed not to put their hands anywhere they can't see and to not stand directly under tools used for high level dusting. They are instructed to inform the client and Spotless management any time that items are found.</p>	2	3	6
Hazard/consequences	Control Procedures	Likelihood (A)	Severity (B)	Risk Ranking (A x B)
Hazardous materials/COSHH	Cleaning materials are low hazard and the usual control procedures for COSHH are in place to minimise risk. PPE, following dilution rates etc.	1	2	2
Hazard/consequences	Control Procedures	Likelihood (A)	Severity (B)	Risk Ranking (A x B)

Sickness or medical conditions	Lone working staff instructed to inform Spotless management of any changes in health or illnesses that could carry significant or increased risk when lone working.  All new recruits are asked if they have pre-existing breathing conditions such as asthma, anything that could effect consciousness or if they have ever fainted or passed out, if they have any allergies or possible dangerous reactions to substances, food or latex etc, if they are generally in good health and don't have any heart problems for example.	2	3	6
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Hazard/consequences	Control Procedures	Likelihood (A)	Severity (B)	Risk Ranking (A x B)
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Communication	Lone workers are instructed to habitually contact a friend or relative at the start and end of every shift, thus alerting someone close to them if there is a break in the pattern.  Lone workers use the Staffcheck login system, alerts sent to management when a member of staff does not log out on time.  Lone workers instructed to always have a functioning and charged mobile phone about their person when cleaning (not in a locker or cleaning cupboard.)  All staff have a recorded and up to date emergency contact on the company records.  All staff are asked to save the out of hours company phone number in their mobile phone address book when joining the company.	1	5	5
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Hazard/consequences	Control Procedures	Likelihood (A)	Severity (B)	Risk Ranking (A x B)
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Accidents and near misses	Staff are instructed to report any near misses that could have caused injury or harm of any kind to the Spotless office immediately. This allows management to discover and control any previously unknown risks.	2	3	6
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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)