

Example 5: Office cleaning

Enterprise: LJ Cleaners		Section/unit: Office cleaning		Date: 1/8/2013		
STEP 1	STEP 2	STEP 3		STEP 4		
What are the hazards?	Who may be harmed and how?	What are you already doing?	What further action is necessary?	Action by whom	Action by when	Done
Slips, trips and falls	Staff and others risk injuries such as fractures and bruising if they trip over objects, or slip on spillages or on wet floors, and fall.	<ul style="list-style-type: none"> ■ Good housekeeping at client company. ■ Warning cones placed in wet floor areas. ■ Client company instructs all staff to keep off wet floors. ■ Cleaners use electrical socket nearest to where they are working to reduce risk of tripping over leads. 	<ul style="list-style-type: none"> ■ To further reduce risk of slips, introduce two-mop system for cleaning hard floors (wet mopping followed by dry mopping). 	Manager	31/8/13	System introduced 8/8/13
			<ul style="list-style-type: none"> ■ Cleaners instructed to wear sensible shoes, e.g. flat shoes with a good grip. 	Manager	31/8/13	15/8/13
Contact with bleach and other cleaning chemicals	Staff risk getting skin problems such as dermatitis, and eye damage, from direct contact with bleach and other cleaning chemicals, e.g. solvents and detergents. Chemical vapour may cause breathing problems.	<ul style="list-style-type: none"> ■ Staff asked when they start if they suffer ill health, e.g. skin problems, when using cleaning chemicals. ■ Long-handled mops and brushes, and strong rubber gloves, are provided and staff trained in their use. ■ All staff trained in the risks, use and storage of cleaning chemicals. 	<ul style="list-style-type: none"> ■ Investigate replacing chemicals marked 'irritant' with milder alternatives. 	Manager	7/10/13	
			<ul style="list-style-type: none"> ■ Staff reminded to report any health problems they think may come from cleaning, and to check for dry, red or itchy skin on their hands. 	All staff	7/8/13	4/7/13
			<ul style="list-style-type: none"> ■ Staff reminded to wash gloves after use. 	Manager	7/8/13	4/7/13
Musculoskeletal disorders (MSDs) and injuries	Staff risk injuries such as back problems if they try to lift objects that are heavy and/or awkward to carry, such as cleaning machines or full mopping buckets, or if they are required to often work in awkward postures.	<ul style="list-style-type: none"> ■ Cleaning equipment provided for each floor. ■ Long-handled mops, brushes and dusters are provided to reduce need to stretch and stoop. ■ Staff do not overfill buckets. 	<ul style="list-style-type: none"> ■ Provide new mopping system – long-handled wringer, to reduce force needed to squeeze mop, and a bucket on wheels to reduce lifting and carrying (see 'slips, trips and falls'). 	Manager	1/11/13	
Work at height	Staff risk bruising and fracture injuries if they fall from any height.	<ul style="list-style-type: none"> ■ No need for staff work from stepladders etc. and they are instructed not to do so. ■ 'No standing on chairs' policy. ■ Staff trained in safe system of work for cleaning stairs. 	<ul style="list-style-type: none"> ■ None 			

Example 5: Office cleaning continued

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Lone working	Staff may suffer sudden illness/ accident while working alone and be unable to summon help.	<ul style="list-style-type: none"> ■ Cleaning staff sign in/out at the front desk. If they have not signed out by 7.15 pm, security staff look for them. 	<ul style="list-style-type: none"> ■ None 			
Machine cleaning of floors	Staff and others risk injury from improper use of the machine, e.g. if the machine were to buck and hit feet or ankles.	<ul style="list-style-type: none"> ■ Machine provided is the right machine for the job. ■ Cleaners trained in the safe use of the machine. ■ Machine regularly examined by a competent person and maintained as necessary. 	<ul style="list-style-type: none"> ■ Cleaners reminded not to use the machine if they have doubts about its safety. 	Manager	7/8/13	2/8/13
Electrical	Staff risk electric shocks or burns from faulty electrical equipment.	<ul style="list-style-type: none"> ■ Staff check for damaged plugs, cables and on/off switches before using the cleaning machines. ■ If defect is noted, the machine is taken out of use and repairs carried out by competent staff. ■ Staff trained not to splash water near sockets or electrical appliances. 	<ul style="list-style-type: none"> ■ Manager to regularly check plugs, cables and switches of cleaning machines. 	Manager	2/8/13	2/8/13
STEP 5 Review date 1/8/2014						
Assessment completed by: Manager						