

## RISK ASSESSMENT

Ideal Cleaning Services Ltd. 351 Nuthall Road, Nottingham NG8 5BX Tel: 0115 913 2222

Work Process:	Hazards Associated with Covid-19	Page:		Of:	5
Date of Assessment:	30 March 2020	Review Period:	On Government updates		
Date of Review 1:	12 May 2020	Date of Review 2:	20 May 2020		
Date of Review 3:	10 September 2020	Date of Review 4:			

Risk Assessment carried out by:			
Assessor's name:	Gary Benning	Signature:	
Participant 1:	Philip Taylor	Role:	Managing Director
Participant 2:	Steve Hibberd	Role:	National Sales Manager

Risk Rating Matrix				
A. Major	Medium (M) A3	High (H) A2	High (H) A1	
B. Moderate	Low (L) B3	Medium (M) B2	High (H) B1	
C. Minor	Low (L) C3	Low (L) C2	Medium (M) C1	
Severity ↑	Likelihood →	3. Unlikely	2. Occasional	1. Likely

Personnel Affected Please Tick ✓	Ideal Employees	✓	Client Employees	✓	Sub-Contractors	✓	Visitors	✓	Public	✓
Risk Rating:	Action:		Review Period:							
High Risk	Intolerable—Do not start work		Not applicable							
Medium Risk	Tolerable—Reduce where practicable		Annually, or significant change							
Low Risk	Tolerable—Monitor ensure remains low		Annually, or significant change							

<b>Risk Severity</b>	<b>Likelihood</b>
A. Major – Severe injury e.g. broken bones, electrocution, chemical burn (i.e. “Major” under RIDDOR)	1. Likely- Almost inevitable occurrence
B. Moderate – Injury that results in more than 3 days away from work	2. Occasional-Likely to occur sometimes
C. Minor – Injury that results in less than 3 days away from work	3. Unlikely- Unlikely to occur
<b>Under NO circumstances are High ratings to be left in place</b>	<b>If further action is required, then this is to be detailed on Site Specific or Pre- Task Risk Assessment</b>

Risk	Possible Hazard	Initial Rating	Preventative/Control Measures Required/In Place	Anticipated Final Rating	In Place Y/N	Actual Final Rating	Controls Adequate/ Acceptable Y/N	Further Action Required ? Y/N
Direct threat to staff health and wellbeing from transmission of the coronavirus while at work	<p>Possible transmission of the virus to staff from other staff/customers</p> <p>People can catch the virus from others who are infected in the following ways:</p> <ul style="list-style-type: none"> <li>virus moves from person-to-person in droplets from the nose or mouth spread when a person with the virus coughs or exhales</li> <li>the virus can survive for up to 72 hours out of the body on surfaces which people have coughed on or touched, etc</li> </ul> <p>people can pick up the virus by breathing in the droplets or by touching contaminated surfaces and then touching their eyes or mouth</p>	High (A1)	<p>Ensure that the organisation complies with its duty to provide a safe and healthy workplace/working conditions for staff who remain working in the workplace during the coronavirus pandemic</p> <p>Circulate coronavirus policy and safety procedures to all staff and managers; these set out how staff should behave and the precautions they must adopt during the pandemic to keep them safe</p> <p>Managers should pass on and reinforce key Government public health messages to all staff:</p> <ul style="list-style-type: none"> <li>cover the mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing (Catch it — Bin it — Kill it)</li> <li>put used tissues in the bin straight away</li> <li>wash hands regularly with soap and water for at least 20 seconds; use hand sanitiser gel if soap and water are not available</li> <li>avoid close contact with people who are unwell</li> <li>clean and disinfect frequently touched objects and surfaces</li> <li>do not touch face, eyes, nose or mouth if hands are not clean</li> </ul> <p>Require staff to practice effective social distancing while in and around the workplace and when travelling to and from work by:</p> <ul style="list-style-type: none"> <li>avoiding non-essential contact with others</li> <li>keeping a safe distance of at least 2 meters (about 3 steps) from others at all times</li> </ul>	MED (A3)	Y	MED (A3)	Y	N

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			<ul style="list-style-type: none"> <li>where a safe distance of 2 meters cannot be maintained, examples being: the layout of the building, other persons working in close proximity or persons passing close by; a separate site specific risk assessment must be conducted to consider the use of face coverings and other preventative measures</li> <li>avoiding physical contact (e.g. hugs, handshakes, etc)</li> </ul> <p>In all departments, fully implement Public Health England <i>Guidance for Employers and Businesses on Coronavirus</i>, including the following key safety precautions:</p> <ul style="list-style-type: none"> <li>keep local/departmental risk assessments under review to ensure that a safe place of work is maintained</li> <li>make any adjustments to the workspace/rotas/work patterns/ procedures necessary to facilitate social distancing at work</li> <li>cancel face-to-face meetings and replace them with video conferencing/ phone conferencing, etc</li> <li>follow Government health and travel advice</li> <li>provide personal protective equipment (PPE) as required</li> <li>increase environmental cleaning in the workplace; review and revise cleaning method statements and schedules and ensure cleaning staff have access to suitable detergents, disinfectants and PPE</li> <li>cancel non-essential training and all face-to-face training/recruitment practices</li> <li>carry out any essential training/ recruitment by using email/online eLearning wherever possible rather than bringing people together face to face</li> <li>where permissible open windows to increase air changes</li> </ul> <p>display appropriate public health posters around the workplace, such as <i>Cleaning and Disinfection Guidance</i> and <i>Employers and Businesses Guidance</i> provided by Public Health England</p>						
<p>People becoming unwell while on-site or a symptomatic person using a site.</p> <p><i>Definition</i> A symptomatic person is a person that has the virus and shows symptoms</p>	High risk of transmission	High (A1)	<p>If a member of staff becomes unwell in the workplace with coronavirus symptoms (a new, continuous cough or a high temperature) they should be sent home and advised to follow Government advice to self-isolate</p> <p>All surfaces that a symptomatic person has come into contact with must be cleaned and disinfected, especially objects visibly contaminated with body fluids and all potentially contaminated high-contact areas such as toilets</p> <p>Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids, can be cleaned thoroughly as normal</p> <p>Cleaning staff should use disposable cloths or paper roll and a combined detergent disinfectant solution.</p> <p>Cleaning staff must wear appropriate PPE</p> <p>Waste from cleaning of areas where possible cases have been (including disposable cloths and tissues) should be "double-bagged" and tied off; it should be placed in a secure holding area for 72 hours before being disposed of in general waste</p>	MED (A3)	Y	MED (A3)	Y	N	

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<p>Transmission of the virus from an asymptomatic person</p> <p><i>Definition</i> An asymptomatic person is a person with the virus that does not show any symptoms</p>	<p>High Risk of Transmission from a person not showing any signs or symptoms of the virus.</p>	High (A1)	<p>You should remain alert at all times and you should assume that everyone you come into contact may have and be a potential carry of the virus which is why you should continue to maintain a safe distance of at least 2 meters (about 3 steps) from others at all times</p>	MED (A3)	Y	MED (A3)	Y	N
<p>Potential enhanced risk of transmission in areas such as staff toilets and restrooms</p>	<p>Heavily used areas of the workplace are more likely to present an infection transmission risk</p> <p>Essential for staff to wash hands regularly but also that toilets are kept clean and free of coronavirus contamination</p> <p>A number of staff going to the toilet together may compromise their ability to comply with social distancing</p> <p>Increased risk of people coughing and touching door handles, taps and toilet flush handles</p>	High (A1)	<p>Stress the need for staff to follow good hygiene practice at all times while at work (i.e. regular handwashing, using tissues and disposing of them appropriately, etc.)</p> <p>Managers to ensure that adequate hand cleaning resources are provided; all staff toilets to be supplied with adequate supplies of hot water, liquid soap and paper towels</p> <p>Print handwashing instructions/posters and display throughout workplace, especially in toilets</p> <p>Limit numbers of staff who can use toilets at any one time to ensure social distancing</p> <p>Place 60% alcohol hand gels at convenient places with instructions for use</p> <p>Increase environmental cleaning, especially in and around toilets and restrooms and staff rooms; special attention to be paid to frequently touched surfaces such as door handles, toilet flush handles, light switches, etc.</p> <p>Increase toilets/washrooms inspections to check for cleanliness/adequate stock of soap/toilet paper, etc.</p>	MED (A3)	Y	MED (A3)	Y	N
<p>Low staffing due to high rates of staff sickness or staff having to self-isolate themselves at home</p>	<p>Staff may get sick with coronavirus infection</p> <p>People who have symptoms must "self-isolate" at home for 7 days from the start of symptoms to prevent them from passing the infection on and contributing to the overload on the NHS</p> <p>Those who live with others and where one person has symptoms must self-isolate as a household for 14 days from the day when the first person in the house became ill. If anyone else in the household starts displaying symptoms, they need to stay at home for 7 days</p>	High (A1)	<p>Staff who are sick or self-isolating should phone immediately and inform their line-manager</p> <p>Make sure that communications go out that no member of staff should come to work if they are self-isolating or if they have symptoms or if they feel unwell</p> <p>Non-essential parts of the organisation can be closed down and staff reallocated to essential functions or asked to comply with the Government's message to stay at home</p> <p>Consider possible business closures or operational adjustments if staffing reduced to unsafe levels</p>	MED (A3)	Y	MED (A3)	Y	N

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	from when the symptoms appeared, regardless of what day they are on in the original 14-day isolation period.								
Vulnerable staff and staff in high risk categories	<p>Some staff may have pre-existing medical conditions (e.g. chronic conditions such as diabetes or asthma) which render them more vulnerable to the dangers of coronavirus infection</p> <p>Some older staff may also be vulnerable to the effects of the virus</p> <p>Some staff may be in a "high risk" category as defined by the government (e.g. those who have had an organ transplant or those who are taking a medicine which weakens their immune system) and in need of special "shielding" arrangements</p> <p>People with pre-existing conditions and older people (over 70) have been advised by the Government to be particularly stringent in complying with social distancing requirements</p> <p>People in the high-risk category have been told that for their safety they must self-isolate at home for 12 weeks; they must not leave home and are subject to special NHS "shielding" arrangements</p> <p>Pregnant women have also been advised to be extra careful and should be considered vulnerable</p>	High (A1)	<p>Ensure all vulnerable or high-risk staff are adequately protected and supported</p> <p>Managers, human resources and occupational health departments should be aware of staff who fall into vulnerable and high-risk categories so that they can ensure that they are given adequate support to enable them to comply with Government health recommendations</p> <p>No member of staff in a vulnerable or high-risk category should be expected to come to work during the crisis; they should be advised to follow Government social distancing/medical advice and stay at home</p> <p>Where it is possible or appropriate for certain vulnerable or high-risk staff to work from home this may be facilitated</p> <p>Managers should stay in touch with vulnerable or high-risk staff by phone to ensure they are well and to prevent them from feeling isolated</p> <p>Definitions of High-Risk Categories</p> <ul style="list-style-type: none"> <li>• Clinically extremely vulnerable People <i>People defined on medical grounds as clinically extremely vulnerable, meaning they are at the greatest risk of severe illness. This group includes solid organ transplant recipients; people receiving chemotherapy; renal dialysis patients and others</i></li> <li>• Clinically Vulnerable <i>Clinically vulnerable people include the following people: aged 70 or over, people with disease, people with diabetes, pregnant women, and others</i></li> <li>• Vulnerable people (Non-Clinical) <i>There are a range of people who are classed as "Vulnerable" due to non-clinical factors such as</i></li> </ul> <p>Other groups having a heightened chance of catching contracting the virus with severe consequences</p> <ul style="list-style-type: none"> <li>• <i>Males are at greater risk than females</i></li> <li>• <i>Risk increases with age</i></li> <li>• <i>Certain ethnic groups appear to be more vulnerable</i></li> <li>• <i>General fitness levels and obesity</i></li> </ul>	MED (A3)	Y	MED (A3)	Y	N	

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<b>Abuse/violence to customer facing staff</b>	There have been instances of staff in essential services being abused or threatened by members of the public	High (A1)	Managers should reinforce the message to staff that this organisation will not tolerate attacks on its staff, both verbal and non-verbal The organisation's policies on aggression or violence to staff should be implemented in full All incidents should be reported to managers who should take appropriate action to ensure the immediate safety of staff All incidents should be recorded and reported to the police	MED (A3)	Y	MED (A3)	Y	N
<b>Crisis management and business continuity hazards caused by the pandemic emergency</b>	The crisis threatens business continuity and ability to deliver essential services to our customers	High (A1)	Establish overall coronavirus risk management team Ask all departments to review and refresh business continuity plans as necessary Devise appropriate business recovery plans and keep under constant review	MED (A3)	Y	MED (A3)	Y	N
<b>Transmission or Contraction of Covid-19</b>	Potential Risk of catching/spreading Covid-19 From someone who is returning to work after isolating because they had been in contact with someone who had tested positive for Covid-19, or because they had tested positive.	H (A2)	On returning to duty and prior to commencing work or coming into contact with others a Covid-19 Return to Work Questionnaire is to be completed (IQF3255) to assess the returning employees fitness to return and that he/she is symptom free and has isolated for the correct period in accordance with the Governments Guidelines. Where possible the questionnaire is to be conducted remotely by phone, Microsoft Teams or Zoom but in all cases before the employee has come into contact with others.	M (A3)	Y	M (A3)	Y	N
<b>Human Factors</b>	Complacency, non-compliance leading to accidents and breaches of legislation. Prosecution, fines and remedial costs	M (B2)	Disciplinary Procedures Provision of instruction, information, training (induction and Toolbox talks) monitoring	L (B3)	Y	L (B3)	Y	N

***Ideal welcomes any constructive and positive suggestions aimed at improving the information contained in this Risk Assessment  
The IDEAL SUGGESTIONS form can be found in the Contract Control Manual***