

		Impact How severe would the outcomes be if the risk occurred?				
		Insignificant 1	Minor 2	Significant 3	Major 4	Severe 5
Probability What is the probability the risk will happen?	5 Almost Certain	Medium 5	High 10	Very high 15	Extreme 20	Extreme 25
	4 Likely	Medium 4	Medium 8	High 12	Very high 16	Extreme 20
	3 Moderate	Low 3	Medium 6	Medium 9	High 12	Very high 15
	2 Unlikely	Very low 2	Low 4	Medium 6	Medium 8	High 10
	1 Rare	Very low 1	Very low 2	Low 3	Medium 4	Medium 5

Risk assessment ref: RA004

Task description: General cleaning of communal areas i.e Corridors, stairs, lifts, break out areas

General activities included: Vacuuming, low level & high-level dusting, damp wiping of surfaces, collection of waste,

Site name:	GENERIC	Assessment carried out by:	J GOODE
Date assessment was carried out:	10.03.2026	Date of next review:	01.04.2027
Corresponding method statements	MS001 Vacuuming flooring	MS004 High level (>2 metres) and Low level dusting (< 2 metres)	MS014 Cleaning on staircases
	MS002 Kex/ Sweep hard flooring	MS013 Cleaning a lift	MS015 Cleaning general surfaces
	MS003 Damp mopping hard flooring	MS006 Collection of waste	

What are the hazards?	Who might be harmed? (Staff, visitors, general public)	What are the risks?	Are the following control measures in place to eliminate or reduce the risks?	Yes/ No/ N/A	PPE required?	Corrective actions / required observations. What further action do you need to take to control the risks?	Risk evaluation (1 – 5, 5 = high)			Risk rating (Low, Med, High)
							Impact (1-5)	Probability (1-5)	Overall risk (C X L)	
Slips, trips and falls	Staff & visitors	<p>Could suffer injury such as Sprains & fractures from tripping or falling, or slipping over on; Wet floors, uneven flooring, trailing cables, raised floor coverings or obstructions.</p> <p>Could suffer injury from falling when working on stairwells</p>	<p>1 Work areas to be kept clear from obstructions</p> <p>2 Any spillages to be cleaned up immediately</p> <p>3 Warning signs to be erected where cleaning activity is taking place (trailing cables) or floors are wet.</p> <p>4 Equipment to be plugged into nearest socket to avoid trailing cables.</p> <p>5 Defects to floor coverings to be reported</p> <p>6 Training provided for safely cleaning on stairwells. Point of contact to remain on the hand rail for support when cleaning stairs, no reaching over balustrades or barriers</p>	Yes	N/A	N/A	3	1	3	Low



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Muscular skeletal disorders (MSD)	Staff	Could suffer with back pain or work-related upper body disorder due to; 1 Using incorrect handling techniques when using vacuum cleaners, lifting waste bags from bins or over reaching. New and expectant mothers may be more susceptible to injury.	1 A risk assessment must be completed when lifting heavy or bulky loads that present a risk of injury. 2 All equipment/ loads movement which exceed 10kg must be carried out as "two man" or by use of lifting device. (A standard 5 litre bucket of water or Henry vacuum cleaner weighs 5kg) Training in lifting techniques must be provided to all staff.	Yes	N/A	See manual handling risk assessment guidance	2	1	2	Low
Electrical safety	Staff	Could suffer electrical shock or burns if using; 1) Damaged portable electrical appliances, their cables, plugs (such as vacuum cleaners, extension leads, client computer cables 2) When carrying out wet work cleaning round non-insulated electrical appliances i.e., electrical heaters	1) All electrical equipment used must be PAT tested annually and marked/ dated accordingly. 2) Electrical cables and plugs on vacuum cleaners/ cleaning equipment must be checked by users before use 3) Defective equipment must be reported immediately to the responsible person and suitably labelled or taken out of use until repairs have been carried out. 4) Electrical equipment must only be used in accordance with manufacturer's instructions	Yes	N/A	N/A	4	1	4	Med
Use of chemicals	Staff	Could cause ill health such as skin irritation due to the hazardous substance or through over regular wet work), urticaria (a skin condition caused by irritation or an allergic reaction) or respiratory irritation or illnesses (such as occupational asthma).	All cleaning chemicals used on site must have an accompanying COSHH assessment, and a Material Safety Data Sheet. COSHH assessments accurately reflect the use and handling of the relevant substance on site. Suitable PPE will be provided where it is identified as being	Yes	Nitrile gloves	See COSHH assessments for advice for each product	2	1	2	Low

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			required.							
Sharps	Staff	Potential of sharp objects in bins	Sharps policy in place, included in induction training. Training in place to advise staff not to put sharps in waste bins, never to push waste down or sort through waste by hand.	Yes	N/A	N/A	2	1	2	Low
Fire	Staff, visitors & Contractors	Potential of fire in premise, if staff were trapped could cause burns injury or smoke inhalation or death	Client site fire safety procedures in place (Fire Risk assessment completed) Site specific fire awareness and evacuation safety training provided to all staff	Yes	N/A	N/A	4	1	4	Med
Lone working	Staff	Staff could suffer injury or ill health whilst alone in workplace.	Lone working risk assessment carried out with lone workers. Staff carry mobile phones with them or have access to phone to call for assistance.	Yes	N/A	Lone worker risk assessment questionnaire carried out with lone working staff members	3	1	3	Low
Asbestos	Staff	Staff carrying out normal duties at very low risk. Asbestos only a risk if fibres are released into the air and inhaled. Majority of client sites are post 2000 where Asbestos was no longer present in building fabrics.	Systems in place to request Asbestos register from client sites to advise if Asbestos is present. QCC do not carry out works which disturb fabrics of buildings (no drilling, cutting etc)	Yes	N/A	N/A	3	1	3	Low

Please note: Due to the confidential nature of our client's operations, we are unable to upload site specific RAMS or COSHH to the webpage. A copy of any site specific RAMs or COSHH will be available by hard copy in the site folder located on the relevant site.