

		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
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## Risk assessment ref: RA011

### Task description: Working at height by use of ladder

General activities included: Cleaning windows by traditional method or pole wash (where ladder access required)

<b>Site name:</b>	GENERIC	<b>Assessment carried out by:</b>	J GOODE
<b>Date assessment was carried out:</b>	10.03.2026 (JG)	<b>Date of next review:</b>	01.04.2027
<b>Corresponding method statements</b>	MS028 Cleaning from a ladder MS028a Safe use of a ladder (Leaning ladders, telescopic ladders and step ladders) MS025 Cleaning windows using traditional method MS027 Cleaning windows using "Dragonfly" pole wash		

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	Staff & visitors	Could suffer injury such as Sprains & fractures from tripping or falling, or slipping over on; Wet floors, uneven flooring, trailing cables/ hoses, raised floor coverings or obstructions.	1 Work areas to be kept clear from obstructions 2 Any spillages to be cleaned up immediately 3 Warning signs to be erected/ area cordoned off where cleaning activity is taking place (trailing cables) 4 Defects to floor coverings/ paving to be reported	Yes	N/A	N/A	2	1	2	Low
Muscular skeletal disorders (MSD)	Staff	Could suffer with back pain or work-related upper body disorder due to; 1 Using incorrect handling techniques	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". (A standard 5 litre	Yes	N/A	See manual handling risk assessment guidance	2	1	2	Low



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		when transporting buckets of water or equipment or from over reaching during cleaning process . <i>New and expectant mothers may be more susceptible to injury.</i>	bucket of water weighs 5kg) Training in lifting techniques must be provided to all staff. 3) Staff must follow good practise as detailed in the method statement, using appropriate equipment which does not require over reaching to complete the task.							
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 required.	Yes	Nitrile/ rubber gloves	See COSHH assessments for advice for each product	2	1	2	Low
Sharps	Staff	Potential of sharp objects such as edging of cladding, broken glass, window sills,	Sharps policy in place, included in induction training.  Visual inspection of areas to be carried	Yes	Heavy duty rubber gloves available (for hand washing of	N/A	2	1	2	Low



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		window cleaning blade.	out to identify defects for reporting and to identify any sharp edges to avoid. Training in place to carry out the window cleaning safely without exposure to sharp objects.		crockery)						
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 as individuals.  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	
Falling from height (Max height of QCC ladder is 30 feet)	Staff	Could result in sprain, bruising or serious injury such as fractures or even death as a result of the impact of falling from a height.	Staff are not permitted to use any ladder unless training has been carried out  Assessment is carried out at local level taking into account the task to be completed, the local environment and any local hazards. The results of this	Yes	Hard hat (to be worn when where risk of debris falling from above or when working above 2 metres)	<b>Every activity/ Every time</b> Formal assessment of work tasks to determine that ladders are the most suitable equipment to use by the local site manager. This needs to be recorded to show what other options have been	5	2	10	High	

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			<p>will determine the safest and most suitable method for work at height. The approach will be to complete the work from ground level if at all possible to <b>PREVENT</b> a fall.</p> <p><b>Ladders (if over 1 metres from standing position) will be footed.</b> Ladders are not used outside in high winds or in adverse weather conditions. Pre use inspection of the ladder is carried out before use.</p> <p>Visual check of the area is carried out before work starts. Appropriate selection of most suitable ladder (must be long enough)</p> <p>Quarterly formal checks on the condition of the ladders is carried out and documented (recorded and labelled with appropriate safety tag).</p>	<p>Work Gloves (with grip)</p> <p>Safety footwear (with grip)</p> <p>High visibility clothing</p>	<p>considered and why a ladder is suitable.</p> <p>Safe storage of ladders when not in use.</p> <p>Regular updates to staff on the rules to follow when using a ladder</p>				
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**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.**