

		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: RA019

### Task description: Working at height by use of a Step up

General activities included: Cleaning internal windows by traditional method or replenishing any cleaning product or soap in a dispenser.

<b>Site name:</b>	GENERIC	<b>Assessment carried out by:</b>	Joanna Goode
<b>Date assessment was carried out/ reviewed:</b>	10.03.2026 (JG)	<b>Date of next review:</b>	01.04.2027
<b>Corresponding method statements</b>	MS025 Cleaning windows using traditional methods		

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	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.	1 Work areas to be kept clear from obstructions 2 Any spillages to be cleaned up immediately 3 Warning signs to be erected where cleaning activity is taking place (trailing cables) or floors are wet. 4 Equipment to be plugged into nearest socket to avoid trailing cables. 5 Defects to floor coverings 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 when using vacuum cleaners, lifting waste bags from bins or over	Do not overreach. Manual handling technics	Yes	N/A	See manual handling risk assessment guidance	2	1	2	Low



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		reaching. <b>New and expectant mothers may be more susceptible to injury.</b>								
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 gloves	See COSHH assessments for advice for each product	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
Falling from height	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 "step up" unless training has been carried out.  Visual check of the area is carried out before work starts.  Quarterly formal checks on the condition of the ladders is carried out and documented (recorded and labelled)	Yes	N/A	<b>Every activity/ Every time</b>  Safe storage of step up when not in use.  Regular updates to staff on the rules to follow when using a "step up".	5	2	10	<b>High</b>



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						<p>Visual checks on the step up. Make sure the wheels are running freely.</p> <p>Make sure the rubber on the bottom is free from damage.</p> <p>Wear appropriate footwear.</p> <p>Wear appropriate clothing, so that it does not snag anything whilst stepping up or stepping down.</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.