

Risk Assessment

Activity: Cleaning at client sites during the COVID-19 pandemic	Initial Assessment Date: March 2020	Review Date: 28th August 2020 This RA is being reviewed on a regular basis and updated in line with advice from the Government.
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Hazard	Risks arising from hazard	Who is at risk	Risk Factor	Existing Controls	Ongoing Action
COVID-19 present on surfaces	Building occupants/ cleaners could contract COVID-19	Building occupants/ cleaners	Low	<p>Cleaners are to use virucidal chemical at the correct dilution rate.</p> <p>Cleaners are to sanitise heavily trafficked areas such as door handles, push plates, light switches, banisters, door exit buttons, toilet seats & sinks, as much as reasonably practical and expected within their contracted hours.</p> <p>Cleaners are to sanitise or wash hands with soap and water for at least 20 seconds when entering and exiting the building.</p> <p>Cleaners are to wear gloves during cleaning and change gloves as they change area. Cleaners must wash hands when changing gloves.</p>	<p>Cleaners have been informed that if tight for time they should focus on sanitising rather than tasks such as hoovering, dusting and sweeping.</p> <p>Managers and supervisors have been informed to monitor cleaning and intervene when standards are not being met.</p> <p>Government and HSE websites are to be monitored weekly for guidance and procedures updated accordingly.</p> <p>Regular bulletins are being sent to staff to keep them updated on the most current government advice as well as our own practices.</p> <p>Frequent monitoring of disposable glove stocks and order where appropriate.</p> <p>Cleaners have been warned they face disciplinary action if they do not sanitise or wash their hands when entering/exiting buildings.</p> <p>Clients have the option of additional services such as fogging, carpet cleaning, carpet spraying and additional sanitising.</p>

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				<p>Disposable gloves are to be disposed of and not re-worn.</p> <p>When cleaners get home from work, they must change out of their work clothes and have a warm shower. Clothes should also be washed on a warm cycle.</p>	<p>Cleaners are to observe local site signage, guidance and provided resources.</p> <p>Cleaners have been instructed to wear face coverings whilst at work at sites where wearing of face coverings is mandatory, unless they are exempt.</p> <p>Note: If the Client's own Risk Assessment deems it necessary for our cleaners to wear face masks whilst at work, then these will be provided by the Client.</p>
<p>COVID-19 present in respiratory droplets</p>	<p>Cleaner could contract COVID-19</p>	<p>Cleaners</p>	<p>Low</p>	<p>Cleaners are to keep at least 2 metres from other cleaners and building occupants. If this cannot be adhered to, cleaners must wear a face mask.</p> <p>Where possible, cleaning is to be carried out when buildings are unoccupied, so risk of cleaners catching COVID-19 from others is low.</p> <p>If cleaners are travelling to and from work in the same vehicle and are not from the same household, all in the</p>	<p>Government and HSE websites are to be monitored weekly for guidance and procedures updated accordingly.</p> <p>Regular bulletins are being sent to staff to keep them updated on the most current government advice as well as our own practices.</p> <p>Cleaners have been instructed to wear face coverings whilst at work at sites where wearing of face coverings is mandatory, unless they are exempt.</p> <p>Note: If the Client's own Risk Assessment deems it necessary for our cleaners to wear face masks whilst at work, then these will be provided by the Client.</p>

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				<p>vehicle must wear a mask.</p> <p>Accommodation sites – Site managers are informed of cleaning times and residents are asked to stay in their rooms whilst cleaning is taking place.</p>	<p>Face masks are available for cleaners, though they are encouraged to buy their own reusable one. Frequent monitoring of face mask stocks and order where appropriate.</p> <p>Staff have been warned they face disciplinary action if they do not keep 2 metres distance from others.</p> <p>Cleaners are to observe local site signage, guidance and provided resources.</p>
<p>Cleaner comes into work with COVID-19 symptoms</p>	<p>Building occupants and other cleaners may contract COVID-19</p>	<p>Building occupants/other cleaners</p>	<p>Medium</p>	<p>Cleaners have been told not to come into work if they have symptoms of COVID-19.</p> <p>Cleaners have been told they will face disciplinary action and may lose their job if they come into work with symptoms.</p> <p>Managers and supervisors have been told to send symptomatic cleaners home immediately.</p> <p>Temperature guns have been issued to managers and supervisors to use on cleaners on a random basis.</p>	<p>Regular bulletins are being sent to staff to keep them updated on the governments most current COVID-19 symptoms.</p> <p>Managers and supervisors have been told to check for cleaners that may come into work with symptoms. They will also use the temperature gun on a random basis.</p> <p>We have a procedure in place with instructions for managers on how to handle with a staff member showing symptoms.</p> <p>We are maintaining records of symptomatic cleaners and sharing test results anonymously with our Clients. We have procedures in place to ensure that cleaners isolate for the required length of time.</p> <p>Staff are being informed of symptomatic cases in areas that they clean and told to take extra care.</p>

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				<p>A staff declaration has been introduced in which cleaners will sign stating they will not come into work if they have symptoms.</p>	<p>Cleaners have been instructed to wear face coverings whilst at work at sites where wearing of face coverings is mandatory, unless they are exempt.</p>
<p>Non-symptomatic cleaner infected with COVID-19 comes into work</p>	<p>Building occupants and other cleaners may contract COVID-19</p>	<p>Building occupants/other cleaners</p>	<p>Medium</p>	<p>Cleaners are to sanitise or wash hands with soap and water for at least 20 seconds when entering and exiting the building.</p> <p>Cleaners are to wear gloves during cleaning and change gloves as they change area. Cleaners must wash hands when changing gloves.</p> <p>Disposable gloves are to be disposed of and not re-worn.</p> <p>Cleaners are to use virucidal chemical at the correct dilution rate.</p> <p>Cleaners are to keep at least 2 metres from other cleaners and clients. If this cannot be adhered to, cleaners must</p>	<p>Government and HSE websites are to be monitored weekly for guidance and procedures updated accordingly.</p> <p>Regular bulletins are being sent to staff to keep them updated on the most current government advice as well as our own practices.</p> <p>Frequent monitoring of disposable gloves and virucidal chemical stocks and order where appropriate.</p> <p>Cleaners have been warned they face disciplinary action if they do not sanitise or wash their hands when entering/exiting buildings.</p> <p>Cleaners have been warned they face disciplinary action if they do not keep 2 metres distance from others.</p> <p>Cleaners are to observe local site signage, guidance and provided resources.</p>

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				<p>wear a face mask.</p> <p>Where possible, cleaning is to be carried out when buildings are unoccupied, so risk of cleaner passing COVID-19 to others is low.</p> <p>If cleaners are travelling to and from work in the same vehicle and are not from the same household, all in the vehicle must wear a face covering.</p> <p>Accommodation sites – Site managers are informed of cleaning times and residents are asked to stay in their rooms whilst cleaning is taking place.</p>	<p>Cleaners have been instructed to wear face coverings whilst at work at sites where wearing of face coverings is mandatory, unless they are exempt.</p> <p>Note: If the Client's own Risk Assessment deems it necessary for our cleaners to wear face masks whilst at work, then these will be provided by the Client.</p>
<p>Cleaning an area where there has been a confirmed case of COVID-19</p>	<p>Cleaner could contract COVID-19</p>	<p>Cleaner</p>	<p>Medium</p>	<p>Clients have been notified to inform us of any suspected or confirmed COVID-19 cases.</p> <p>Client to share test results (anonymously) with ACS.</p> <p>If practical, area is to be vacated and isolated for 72 hours before cleaning commences. This is the</p>	<p>Government and HSE websites are to be monitored weekly for guidance and procedures updated accordingly.</p> <p>Safe Working Procedure for this situation has been created and is to be updated if/when required.</p> <p>Frequent monitoring of PPE stocks and order where appropriate.</p> <p>Clients have the option of additional services such</p>

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				<p>client's responsibility.</p> <p>Cleaners are to refer to the Safe Working Procedure document (Page 14) when carrying out a sanitise clean of an area with a suspected or confirmed case of COVID-19.</p> <p>Cleaners should use appropriate PPE - disposable gloves and apron are mandatory, face mask and eye protection are voluntary, as detailed in the SWP.</p> <p>Waste should be treated as hazardous and disposed of as detailed in the SWP.</p> <p>When cleaners get home from work, they have been told to change out of their work clothes and have a warm shower. Clothes should also be washed on a warm cycle.</p> <p>Accommodation sites – if the area is an accommodation room, the room is to be isolated and</p>	<p>as fogging, carpet cleaning and carpet spraying.</p>

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				the student self-isolates for 13 days (10 days + 72 hours). If requested, we can supply a cleaning pack for the individual to clean their own room.	
Cross contamination of areas	Could transfer COVID-19 from one area to another	Building occupants/ cleaners	Low	<p>Cleaners are to use virucidal chemical at the correct dilution rate.</p> <p>For high traffic area sanitising cleaners are to use paper towel/disposable clothes for different areas.</p> <p>Cleaners are to sanitise or wash hands with soap and water for at least 20 seconds when entering and exiting the building.</p> <p>Cleaners are to wear gloves during cleaning and change gloves as they change area. Cleaners must wash hands when changing gloves.</p> <p>Disposable gloves are to be disposed of and not re-worn.</p>	<p>Government and HSE websites are to be monitored weekly for guidance and procedures updated accordingly.</p> <p>Frequent monitoring of disposable gloves stock and cleaning supplies and order where appropriate.</p> <p>Cleaners are to observe local site signage, guidance and provided resources.</p>
Cleaners returning from holidays abroad	Could bring COVID-19 into the	Building occupants/other	Low/medium	Staff have been advised to avoid leaving the UK and to follow guidelines for entering	When holiday requests are submitted, the line manager is to ask where the cleaner is going. Cleaners that are going abroad are recorded and



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	workplace	cleaners		<p>if they do.</p> <p>If staff are travelling to countries not on the government's exemption list at time of return, the cleaner will have to self-isolate for 14 days and will not be able to return to work.</p>	guidance for that country is monitored over the duration of which the cleaner is out of the UK.
Cleaners with underlying health conditions working	Cleaner could be more susceptible to serious illness if they contract COVID-19	Cleaners that are elderly, pregnant, have respiratory conditions or any other underlying health condition.	Low/medium	<p>If possible, these cleaners should not clean confirmed COVID-19 areas.</p> <p>Cleaner is to sanitise or wash hands with soap and water for at least 20 seconds when entering and exiting the building.</p> <p>Cleaners are to wear gloves during cleaning and change gloves as they change area. Cleaners must wash hands when changing gloves.</p> <p>Disposable gloves are to be disposed of and not re-worn.</p> <p>Cleaners are to keep at least 2 metres from other cleaners and building occupants. If this cannot be adhered to, cleaners must wear a face</p>	<p>Regular bulletins are being sent to all staff to keep them updated on the most current government advice.</p> <p>Frequent monitoring of disposable gloves, mask and eye wear stocks and order where appropriate.</p> <p>Standard risk assessment for pregnant staff is to be updated with COVID-19 risk.</p> <p>Cleaners are to observe local site signage, guidance and provided resources.</p>

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				<p>mask.</p> <p>Where possible, cleaning is to be carried out when buildings are unoccupied, so risk of cleaners catching COVID-19 from others is low.</p> <p>If cleaners are travelling to and from work in the same vehicle and are not from the same household, all in the vehicle must wear a mask.</p> <p>Face masks and protective eye wear are available on request for all cleaners.</p> <p>When cleaners get home from work, they have been told to change out of their work clothes and have a warm shower. Clothes should also be washed on a warm cycle.</p>	
<p>Contract managers contracting COVID-19 and contaminating other sites</p>	<p>Managers could contract COVID-19 from one site and contaminate another site</p>	<p>Management/building occupants/cleaners</p>	<p>Medium</p>	<p>Managers are to sanitise or wash hands with soap and water for at least 20 seconds when entering and exiting all buildings.</p> <p>Managers have been issued</p>	<p>Site visits by managers have been reduced where possible and only carried out if absolutely needed.</p> <p>Managers continuing not to shake hands with clients.</p> <p>Contract manager is in frequent contact with and</p>

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				<p>with a pack of sanitising wipes to keep in their vehicle and wipe down surfaces such as steering wheel and door handles frequently.</p> <p>When managers get home from work, they should change out of their work clothes and have a warm shower. Clothes should also be washed on a warm cycle.</p> <p>Managers should use appropriate PPE when cleaning.</p> <p>Managers are to keep at least 2 metres from other cleaners and building occupants. If this cannot be adhered to, the manager and cleaners must wear a face mask.</p> <p>If transporting other cleaners in their vehicle to and from work and they are not from the same household, all in the vehicle must wear a face mask.</p>	<p>available to be contacted by the client site manager rather than visiting in person.</p> <p>Frequent monitoring of disposable glove, face masks and sanitising wipe stocks and order where appropriate.</p> <p>Regular bulletins are being sent to managers and supervisors to keep them updated on the most current government advice as well as our own practices.</p> <p>Managers are to observe local site signage, guidance and provided resources.</p> <p>Cleaners have been instructed to wear face coverings whilst at work at sites where wearing of face coverings is mandatory, unless they are exempt.</p> <p>Note: If the Client's own Risk Assessment deems it necessary for our cleaners to wear face masks whilst at work, then these will be provided by the Client.</p>

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Cleaners using public transport or car sharing when coming to and from work	Cleaners could contract COVID-19	Cleaners	Low	<p>Cleaners have been reminded that if using public transport, it is the law to wear a face covering.</p> <p>Cleaners have been reminded to follow government social distancing guidelines when coming to and from work.</p> <p>If cleaners are travelling to and from work in the same vehicle and are not from the same household, all in the vehicle must wear a covering.</p>	<p>Government and HSE websites are to be monitored weekly for any changes in guidance.</p> <p>Regular bulletins are being sent to staff to keep them updated on the most current government advice as well as our own practices.</p>
Site re-opening after lockdown/recommencing of cleaning	If building has been occupied in some form and no cleaning has been carried out there is a possible risk of COVID-19 being present on surfaces	Building occupants/cleaners	Low	<p>We encourage clients to have a deep clean before re-opening.</p> <p>If buildings are open in some capacity, we are encouraging clients to have at least some form of cleaning.</p> <p>Schools – An initial deep clean will be carried out before re-opening. A summer deep clean will also be carried out.</p>	<p>Contract manager is in frequent contact with and available to be contacted by the client site manager.</p> <p>Deep clean services include sanitising, fogging, carpet cleaning and carpet spraying.</p>

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Student accommodation and retirement homes specific					
COVID-19 in communal areas	Building occupants/cleaners could contract COVID-19	Building occupants/cleaners	Medium	<p>Client site managers are to report to ACS any suspected or confirmed cases of COVID-19. If this situation does arise the Safe Working Procedure (Page 14) should be followed.</p> <p>Site managers are informed of cleaning times and residents are asked to stay in their rooms whilst cleaning is taking place.</p> <p>Room residents returning from countries not on the government exemption list should self-isolate for 14 days upon return and not use communal areas. This is to be managed by client site manager.</p>	<p>Contract manager is in frequent contact with and available to be contacted by the client site manager.</p> <p>Contract manager is to keep client site manager updated with cleaning times.</p> <p>Cleaners are to observe local site signage, guidance and provided resources.</p>

Health & Safety Officers Signature:	Director's Signature:
	
Date: 28th August 2020	Date: 28th August 2020

ABSOLUTELY CLEANING SERVICES LIMITED	SAFE WORKING PROCEDURE <i>Cleaning an area with symptomatic or confirmed case of COVID-19 before 72 hours has passed</i>		Date: 10/4/2020
			Last Review: 01/09/2020
			Reviewer: G Brown
Key Hazards	Risks	Personal Protective Equipment	
1. Area could be infected by COVID-19	1. Transmission and infection of COVID-19 to cleaners and other occupants	1. Disposable gloves 2. Disposable apron 3. Face mask (voluntary) 4. Eye protection (voluntary)	
DO		DO NOT	
<p>If available, check CCTV to see where the individual has been in the building (client responsibility).</p> <p>Before cleaning:</p> <ul style="list-style-type: none"> - Cleaning-in-progress signs must be placed around the area. - Prepare cleaning equipment and place within easy reach (1x virucidal spray bottle at correct dilution, 1x paper towel roll or pack of disposable cloths, 1x mop bucket and mop with virucidal chemical at correct dilution, 1x pump spray bottle with virucidal chemical at correct dilution. - Read through the rest of this document and the COVID-19 cleaning checklist thoroughly to familiarise yourself with the areas and surfaces you need to clean and have a pen to hand. - Wash/sanitise hands then put on PPE - disposable apron and gloves mandatory, face mask and eye protection voluntary. <p>During cleaning:</p> <ul style="list-style-type: none"> - Sanitise all hard surfaces that the individual may have <u>come into contact with</u>. Work from high to low in a clockwise rotation to ensure no surfaces are missed. - Once you think you have covered all areas refer to the cleaning checklist and tick off all sections. If you have 		<ul style="list-style-type: none"> - Clean this area if you are classified as a vulnerable individual or have underlying health conditions. - Attempt to perform this task without training. - Enter or clean the area without the correct PPE. - Put disposable cleaning equipment or disposable PPE into general waste. - Re-use any disposable cleaning equipment or disposable PPE. 	
		Specific Training Requirements <ul style="list-style-type: none"> • Use of PPE • Use of cleaning chemicals COSHH 	

missed a section, then go back and cover.

- Once hard surfaces have been sanitised you can then use the pump spray bottle to target upholstery (*if requested by client*), such as sofas and chairs. Move the wand in a back and forth motion wetting the area.
- Once you have completed all cleaning tasks, refer to the checklist again and tick off. If completed all tasks you can sign and date the document.
- Personal waste from the individual and used paper towel, disposable clothes and mop heads should be put in a plastic bin bag.

After cleaning:

- Place the plastic bin bag, COVID-19 cleaning checklist and non-disposable cleaning equipment (mop bucket, mop handle, spray bottle, pump spray bottle and remainder of paper towel roll or unused disposable cloths) in a secure location to leave for 72 hours.
- If you must walk down corridors or through other areas, do not touch any other surfaces. If you need to inform another cleaner to prop doors open for you then please do so.
- Once you have placed non-disposable cleaning equipment, cleaning checklist and waste in a secure location, you can now remove your PPE in this order and place in the waste bin bag – gloves, apron, eye protection, face mask then wash your hands for at least 20 seconds.
- Tie the plastic waste bin bag and put in a second bin bag, then tie. Wash your hands again then label the waste and non-disposable cleaning equipment, this can now be left for 72 hours or until results are known.
- Inform other cleaners/building users where you have stored equipment and waste if appropriate.
- Return cleaning-in-progress signs to the cleaner's cupboard.
- Inform client you have completed the clean, it is the client's decision as to when to re-open the area.
- Ensure that no disposable items are re-used following the cleaning procedure.
- Manager to keep records of who cleaned the area, cleaner to stay alert for symptoms.

After 72 hours post cleaning:

- Waste can be disposed of in the normal way.
- Sanitise all non-disposable cleaning equipment that was used and return to normal place.
- COVID-19 cleaning checklist is to be collected by manager.

Client responsibility:

Waste storage is the responsibility of the client, waste should be kept away from children and not be placed in communal waste areas until negative test results are known, or the waste has been stored for at least 72 hours. If during an emergency you need to remove the waste, it must be treated as Category B infectious waste. You must:

- Keep it separate from your other waste
- Arrange for collection by a specialist contractor as hazardous waste

References

- Cleaning your workplace to reduce risk from coronavirus (COVID-19) (*H.S.E, viewed 28th July 2020*)
- COVID-19: cleaning in non-healthcare settings outside the home (*Public Health England, 15th July 2020*)
- Risk at Work - Personal protective equipment (PPE) (*H.S.E, viewed 28th July 2020*)
- Risk Assessment Coronavirus (*Absolutely Cleaning Services Ltd, August 2020*)