

Langton House Hotel	Risk Assessment	Version 1.4	Page 1 of 10
<b>Risk Assessment</b>	<b>Servicing Public Areas</b>	Created	10/04/2022
Workplace Sector	Housekeeping	Reviewed	10/04/2024
Hazards	Manual Handling, Chemicals, Biological and Material (sharps) Hazards.	Next Annual Review	10/04/2025
Risk Assessment carried out in consultation with Eddie Langton & Langton Staff			

Hazards include: moving furniture, overreaching, bending and stretching can lead to accidents and cause injury. Substances used for cleaning toilets and floors are potentially dangerous chemicals and may cause dermatitis and chemical burns. There may also be hazards from biological material and sharps.

We will consider the following risk factors and hazards and identify all persons who may be at risk.

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Action Completed
<b>Manual Handling</b> <i>Moving furniture</i> <i>Moving luggage</i> <i>Moving/arranging</i> <i>Signs and notice boards For</i> <i>Weddings/Functions</i>	<b>Staff</b> Load too heavy, Twisting & Stooping, Distance involved <ul style="list-style-type: none"> <li>• <i>Sprains &amp; Strains</i></li> <li>• <i>Lower Back Injury</i></li> <li>• <i>Disc Damage</i></li> </ul>	<ul style="list-style-type: none"> <li>• Use of correct Manual Handling techniques,</li> <li>• Request assistance when required,</li> <li>• Set furniture on castors where possible</li> </ul>				
<b>Manual Handling</b> <i>Vacuum Cleaner Use</i>	<b>Staff</b> Awkward posture, repetitive task <ul style="list-style-type: none"> <li>• <i>MSD</i></li> <li>• <i>Lower Back Pain</i></li> </ul>	Use correct technique: <ul style="list-style-type: none"> <li>• Apply weight transference to move vacuum across and back</li> <li>• (see Servicing Hotel rooms training video)</li> </ul>				

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<b>Manual Handling</b> <i>Mopping Floors</i>	<b>Staff</b> Awkward posture, Repetitive task Carrying overfilled bucket Working on wet surface  <ul style="list-style-type: none"> <li>• MSD</li> <li>• Lower Back Pain</li> <li>• Slips and falls</li> </ul>	Use correct technique: <ul style="list-style-type: none"> <li>• Apply weight transference to move mop across and back</li> <li>• Do not overfill bucket</li> </ul>				
<b>Manual Handling</b> <i>Waste Removal</i>	<b>Staff</b> Load too heavy, Twisting & Stooping, Distance involved  <ul style="list-style-type: none"> <li>• Sprains &amp; Strains</li> <li>• Lower Back Injury</li> <li>• Disc Damage</li> </ul>	<ul style="list-style-type: none"> <li>• Correct Manual Handling techniques</li> <li>• Reduce the size of the load when required</li> <li>• Use mechanical lifting aids for heavy loads/long distance</li> </ul> <p style="color: red;">Never not block fire exits or exit routes with rubbish bags</p>				
<b>Manual Handling</b> <i>Clearing Tables</i>	<b>Staff</b> Load too heavy, Twisting & Stooping, Distance involved Broken glass crockery may be present  <ul style="list-style-type: none"> <li>• Cuts</li> <li>• Sprains &amp; Strains</li> <li>• Lower Back Injury</li> <li>• Disc Damage</li> </ul>	<ul style="list-style-type: none"> <li>• Correct Manual Handling techniques,</li> <li>• Reduce the size of the load when required,</li> <li>• use trolley for large loads,</li> <li>• Suitable PPE measures</li> </ul>				

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<b>Manual Handling</b> <i>Cleaning Toilets</i>	<b>Staff</b> Overreaching, Stretching, twisting, Reaching upwards Repetitive tasks  <ul style="list-style-type: none"> <li>• <i>MSD</i></li> <li>• <i>Lower Back Pain</i></li> <li>• <i>Slips and falls</i></li> <li>• <i>Sprains &amp; Strains</i></li> </ul>	<ul style="list-style-type: none"> <li>• Use Kick-Stool/Podium steps to access higher surfaces/items -</li> <li>• use sponge with extended handle,</li> <li>• clean far side of bathrooms first to avoid contact with wet surfaces</li> </ul>				
<b>Manual Handling</b> <i>Polishing Surfaces</i>	<b>Staff</b> Overreaching, Stretching, twisting, Repetitive tasks Use of excessive force  <ul style="list-style-type: none"> <li>• <i>MSD</i></li> <li>• <i>Lower Back Pain</i></li> <li>• <i>Sprains &amp; Strains</i></li> </ul>	<ul style="list-style-type: none"> <li>• Correct techniques,</li> <li>• Task rotation where possible</li> <li>• Try to rotate/mix tasks within the cleaning operation, to avoid prolonged use of one area of the body</li> </ul>				
<b>Syringes and Biological Agents</b>	<b>Staff</b> Contact with needles or contaminated objects  <ul style="list-style-type: none"> <li>• <i>Contamination,</i></li> <li>• <i>Disease,</i></li> <li>• <i>Ill health</i></li> <li>• <i>Wounds</i></li> </ul>	<ul style="list-style-type: none"> <li>• Adequate PPE</li> <li>• SOP for disposal of sharps/biological material</li> <li>• Training in safe handling and disposal</li> <li>• Report any incidents to improve SOP's</li> </ul>				

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<b>Slips, Trips &amp; Falls</b> Cleaning floors Moving items General Cleaning duties	<b>Staff</b> Tripping over trailing cables, Slips on wet or Slippery surfaces, Trips over Rugs, Level changes/steps  • <i>Minor injury</i> • <i>Serious injury</i>	<ul style="list-style-type: none"> <li>• Use of SOP,</li> <li>• Deal with spills immediately,</li> <li>• identify level changes, trailing cables,</li> <li>• keep floors and access routes clear when possible.</li> <li>• When required cordon off area being cleaned,</li> <li>• Use correct footwear for task.</li> </ul>				
<b>Stairs &amp; Steps</b> Carrying items on stairs	<b>Staff</b> Trips, Falls, fatigue due to number of floors/distances, loss of balance.  • <i>Minor injury</i> • <i>Serious injury</i>	<ul style="list-style-type: none"> <li>• One hand on Stair Rail,</li> <li>• Reduce the size of the load</li> <li>• Well lit stairs</li> <li>• Mobile phone use banned on stairways.</li> </ul>				
<b>Noise</b> Vacuum Cleaning Environmental noise levels	<b>Staff</b> Hearing loss from long term exposure to noise	<ul style="list-style-type: none"> <li>• Hearing protection is available and supplied when requested</li> <li>• Use of hearing protection in noisy environments, and during continued use of noisy equipment</li> </ul>				

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<p><b>Electrical Equipment use</b></p> <p>Vacuum Cleaning</p> <p>Floor Polishing</p>	<p>Staff</p> <p>Risk of electric shock if equipment not checked before the task, Slips trips and falls from trailing cables</p> <ul style="list-style-type: none"> <li>• <i>Minor injury</i></li> <li>• <i>Serious injury</i></li> </ul>	<ul style="list-style-type: none"> <li>• Check before use - <ul style="list-style-type: none"> <li>• cables</li> <li>• plugs</li> <li>• functionality</li> </ul> </li> <li>• Awareness of trip hazard from trailing cables</li> <li>• Check location of power source and use the closet outlet to reduce risk from trailing cables</li> </ul>				
<p><b>Violence, Aggression, Bullying, Racism</b></p>	<p>Staff</p> <p>Abusive behaviour can result in the victim experiencing:</p> <ul style="list-style-type: none"> <li>• <i>Mental health issues,</i></li> <li>• <i>Behavioural issues,</i></li> <li>• <i>Injury, Stress,</i></li> <li>• <i>Feelings of Isolation</i></li> </ul>	<ul style="list-style-type: none"> <li>• Dignity at Work policy in place and discussed at inductions,</li> <li>• Provision of counselling</li> <li>• Policy of honest and open reporting</li> </ul>				
<p><b>Lone Working</b></p>	<p>Staff</p> <p>Physical violence from members of the public. Onset of sudden illness or accident</p> <ul style="list-style-type: none"> <li>• <i>Physical harm</i></li> <li>• <i>Stress</i></li> </ul>	<ul style="list-style-type: none"> <li>• Controlled periodic checks</li> <li>• Use of PPE</li> <li>• SOP (see Lone Working Policy)</li> <li>• Mobile phone carried for emergency calls</li> </ul>				

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<p><b>Hazardous Substances</b> Glass Cleaner Bathroom Cleaner</p>	<p>Staff</p> <p><i>Vapours and spray/mists in high concentrations are harmful on prolonged exposure or in high concentrations.</i></p> <ul style="list-style-type: none"> <li>• Dermatitis.</li> <li>• Eye Damage</li> </ul> <p>Inhalation may cause Asthma and respiratory problems</p>	<p>SDS Available</p> <p>Use of gloves and RPE is recommended</p> <p><i>Training in safe use of hazardous substances</i></p>				
<p><b>Hazardous Substances</b> Bleach</p>	<p>Staff</p> <p><i>Bleach is corrosive, which means it can irritate or burn your skin or eyes.</i></p> <p><i>When mixed with certain other chemicals or cleaners, it can produce toxic gases which can damage your lungs or be deadly.</i></p>	<p>SDS Available</p> <p>Use of gloves and RPE is recommended</p> <p><i>Training in safe use of hazardous substances</i></p> <p>Always use caution and care when working with this product.</p>				

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<p><b>Hazardous Substances</b></p> <p>Air Freshener</p>	<p>Staff</p> <p><i>Briefly inhaling a small amount of a spray air freshener might cause some coughing, choking, or difficulty catching the breath.</i></p> <p><i>These effects should get better quickly with fresh air.</i></p> <p><i>Swallowing air freshener can cause toxicity ranging from minor irritation of the mouth to life-threatening effects..</i></p>	<p>SDS Available</p> <p>Use of RPE is recommended</p> <p><i>Training in safe use of hazardous substances</i></p>				
<p><b>Hazardous Substances</b></p> <p>Furniture Polish</p>	<p>Staff</p> <p><i>Common ingredients in furniture polish are known to cause skin, eye and respiratory tract irritations.</i></p> <p><i>Aerosol furniture polish allows for microscopic particles containing carcinogenic chemicals to easily be inhaled and absorbed into the bloodstream</i></p>	<p>SDS Available</p> <p>Use of gloves and RPE is recommended</p> <p><i>Training in safe use of hazardous substances</i></p>				

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Hazardous Substances Floor Cleaner	Staff <i>Eye contact: There may be irritation and redness.</i> <i>Ingestion: There may be soreness and redness of the mouth and throat.</i> <i>Delayed / immediate effects: Immediate effects can be expected after short-term exposure.</i>	SDS Available Use of gloves and safety glasses is recommended <i>Training in safe use of hazardous substances</i>				
Hazardous Substances Brasso	Staff <i>Contact with eyes may cause irritation and conjunctivitis</i> <i>Skin contact: Repeated or prolonged exposure may cause defatting of skin leading to irritation and dermatitis</i> <b>Flammable Liquid</b>	SDS Available Use of gloves and safety glasses is recommended <i>Training in safe use of hazardous substances</i>				



## Further Control Measures

Information, Instruction & Training	Managerial Controls
<ul style="list-style-type: none"> <li>• All housekeeping staff to be made aware of the risks and hazards associated with Servicing Public Areas Operations and to be instructed in the safe operating procedures</li> <li>• All housekeeping staff to be provided with training in safe manual handling techniques</li> <li>• All housekeeping staff to be trained in the safe use of hazardous substances</li> <li>• All housekeeping staff to be trained in Fire Safety Awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure adequate supervision is provided and that control measures remain valid for the duration of the work</li> <li>• Additional resources shall be provided to ensure the Room Servicing Operations are carried out in a safe and controlled manner and that any unforeseen conditions are accounted for.</li> <li>• Assistance is made available when required</li> <li>• Use of Mobile Phones on Stairways is prohibited</li> </ul>
Physical Controls	Procedural Controls
<ul style="list-style-type: none"> <li>• Fire Exits and exit routes to be kept clear</li> <li>• Stairways to be well lit</li> <li>• Handrails on stairways to be maintained and used</li> <li>• Use trolleys for laundry/Large loads wherever possible</li> <li>• Where possible fit castors to furniture</li> <li>• Ensure vacuum hose extended fully to avoid awkward bending postures</li> </ul>	<ul style="list-style-type: none"> <li>• Safe working practices for servicing public areas should be developed and implemented</li> <li>• Use the safest possible cleaning agent and instruct staff how to use chemicals</li> <li>• Empty vacuum cleaners regularly</li> <li>• Request assistance when required</li> </ul>
HSA & Other Guidance	Slips, Trips and Falls
<ul style="list-style-type: none"> <li>• SHWW Act 2005</li> <li>• SHWW Act General Applications 2007</li> <li>• COP Prevention and Management of Bullying in the workplace</li> <li>• Safe use of cleaning chemicals in the hospitality industry from <a href="http://www.hse.gov.uk">www.hse.gov.uk</a></li> <li>• “Health and Safety in Hotels, Restaurants, Catering and Bars” HSA Document</li> <li>• Preventing Slips, Trips and Falls - HSA information sheet</li> </ul>	<ul style="list-style-type: none"> <li>• Organise cleaning to provide dry paths through areas being cleaned</li> <li>• Where wet cleaning, use water at the right temperature and detergent</li> <li>• Remove excess liquid to assist the floor drying process.</li> <li>• As far as possible, clean floors until dry</li> <li>• Ensure cleaning staff have received proper training, instruction and demonstrations where required</li> <li>• Provide proper lighting</li> <li>• Highlight changes in level</li> <li>• Provide cleaning staff with slip resistant footwear</li> </ul>

**Action List**

Hazard	Control Required	Assigned to (name):	Action By (date):	Completed	Date Completed