



# S W Hygiene Limited

Risk Assessment for

## Servicing of Equipment at Client Sites

Consideration of the hazards involved with servicing all types of equipment at client sites, to include all driver and team leader activities. This includes consideration of all types of site/client visited, for example care homes, refuges, prisons, public toilets, schools, rehabilitation, swimming pools, pubs, clubs, airside at airports etc.

|                         |                             |
|-------------------------|-----------------------------|
| <b>Reference number</b> | BTE2096868                  |
| <b>Assessor</b>         | Tina Tooley                 |
| <b>Date completed</b>   | 11/11/25                    |
| <b>Review Schedule</b>  | Annually                    |
| <b>Review date</b>      | 11/11/26                    |
| <b>Approved date</b>    | 11/11/25                    |
| <b>Approved by</b>      | Tina Tooley                 |
| <b>Affected site(s)</b> | S W Hygiene Ltd - All sites |

## Hazards and controls

|  <b>Hazard: Hypodermic needles and sharps</b>                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Risk of ill health/disease/death due to exposure to infectious agents via needle-stick injuries                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                              |
| Who can be harmed/how?                                                                                                                                       | Controls in place                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Risk rating                                                                                                                                                  |
| <p>Service Driver</p> <p>Physical illness and/or mental trauma due to exposure to infectious diseases or contraction of disease from contact with sharps</p> | <p>Hepatitis B and Tetanus Vaccinations Provided</p> <p> Hepatitis B and Tetanus vaccinations are provided due to risk of needlestick injuries and contact with infectious blood and/or bodily fluids.</p> <p>Kevlar Gloves Provided</p> <p> Kevlar gloves are provided and worn for all areas where there is a risk of needlestick injuries</p> <p>Risk Sites Identified</p> <p> Sites where there is a risk of needles being present are identified on a list, and the risk of a needlestick injury flagged up to the Service Driver prior to visiting</p> <p>Throw Away Bins Used in High Risk Areas</p> <p> For high risk areas (for example public toilets) throw away bins are used for the disposal of waste to avoid the risk of needles puncturing bin bags</p> <p>Transparent Bin Liners Used</p> <p> Transparent bin liners are used to maximise capacity for the visual identification of needles in rubbish</p> | <p> <b>Medium Risk: 9</b></p> <p>Likelihood: 3/5</p> <p>Severity: 3/5</p> |

**Hazard: Aggressive Behaviour (Verbal Abuse)**

Risk of injury and distress to victims and those assisting victims of violent or aggressive conduct.

| Who can be harmed/how?                                                                                                        | Controls in place                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Risk rating                                                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Service Driver</p> <p>Mental distress due to abuse or aggressive behaviour from service users or members of the public</p> | <p> Advanced Information Available<br/>Information on each site and the specific hazards of each is available in advance</p> <p> Challenging Behaviour/Violence at Work Policy<br/>All employees have been trained in the Challenging Behaviour/Violence at Work Policy in place</p> <p> Egress/Escape Route Awareness<br/>In concerning situations service drivers are to position themselves with the door/escape route behind them.</p> <p> Incidents Reported<br/>Any incidents or near misses are reported to depot</p> <p> Personal Safety - Aggressive Behaviour Awareness<br/>Aggressive behaviour awareness of service driver</p> | <p> Medium Risk: 6</p> <p>Likelihood: 3/5<br/>Severity: 2/5</p> |

**Hazard: Challenging Behaviour (Physical Assault)**

Risk of injury and distress to victims and to those assisting victims of violent conduct, for example when attending public toilets, drug rehabilitation, psychiatric unit etc.

| Who can be harmed/how?                                                                      | Controls in place                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Risk rating                                                                                                                                          |
|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Service Driver</p> <p>Physical injury and/or mental distress due to physical assault</p> | <p> Advanced Information Available<br/>Information on each site and the specific hazards of each is available in advance</p> <p> Challenging Behaviour/Violence at Work Policy<br/>All employees have been trained in the Challenging Behaviour/Violence at Work Policy in place</p> <p> Incidents Reported<br/>Any incidents or near misses are reported to depot</p> <p> Personal Safety - Body Language Awareness<br/>Service drivers are familiar with body language awareness prior to accessing site and avoiding conflict situation</p> | <p> Medium Risk: 6</p> <p>Likelihood: 2/5<br/>Severity: 3/5</p> |

**Hazard: Contractors working close by**

Risk of injury, ill health etc. due to works by other contractors working close by.

| Who can be harmed/how?                                                                                                                                         | Controls in place                                                                                                                                                                                                                    | Risk rating                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Service Driver</p> <p>Physical injury, electrocution or death due to unintended incidents with contractors, tools or equipment working in the same area</p> | <p>Contact with site manager</p> <p> Ensure contact with site manager prior to entering site, to ensure that all contractors are aware of visit</p> | <p> Medium Risk: 6</p> <p>Likelihood: 2/5<br/>Severity: 3/5</p> |

**Hazard: Hazardous Waste**

Risk of injury or ill health due to exposure to and working with hazardous waste.

| Who can be harmed/how?                                                                                              | Controls in place                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Risk rating                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Service Driver</p> <p>Illness or sickness due to exposure to hazardous waste when removing from client sites</p> | <p> Correct Disposal of Waste<br/>Hazardous waste is disposed of at in accordance with current guidelines.</p> <p> Gloves Worn - EN 374-3 Chemical Risks (Full)<br/>Gloves Worn - EN 374-3 Chemical Risks (Full)</p> <p> Separate Waste Section in Vehicles<br/>Each vehicle has a separate segregated area for the storage and transport of waste removed from sites</p> | <p> Medium Risk: 6</p> <p>Likelihood: 3/5<br/>Severity: 2/5</p> |

**Hazard: Lone working**

Hazards associated with lone working activities on different client sites

| Who can be harmed/how?                                                                                | Controls in place                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Risk rating                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Service Driver</p> <p>Physical injury or mental distress due to incidents whilst working alone</p> | <p> Lone Workers Contact System<br/>All drivers are able to communicate to the depot their safe arrival and departure to and from sites</p> <p> Lone Workers Monitored by Depot<br/>Procedure for monitoring drivers during the day, and checked at the end of the day once last visit is completed</p> | <p> Medium Risk: 6</p> <p>Likelihood: 3/5<br/>Severity: 2/5</p> |

**Hazard: Manual handling**

Risk of injury whilst undertaking the manual handling of tall, awkward & unwieldy loads.

| Who can be harmed/how?                                                                       | Controls in place                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Risk rating                                                                                                                                        |
|----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Service Driver</p> <p>Physical injury due to improper manual handling procedures used</p> | <p> Good Manual Handling Techniques/Postures Used<br/>All staff are provided training on safe lifting techniques and recommended postures</p> <p> Manual Handling - Trolley Truck Provided &amp; Used<br/>Manual Handling - Trolley Truck Provided &amp; Used</p> <p> Manual Handling Procedures In Place<br/>Relevant employees have been given training in safe lifting practices commensurate with the tasks.</p> <p> Manual Handling Training Given<br/>All relevant employees have received training on correct manual handling techniques</p> <p> Protective Footwear Worn Whilst Manual Handling<br/>Suitable protective footwear is worn whilst carrying out manual handling activity.</p> | <p> Medium Risk: 6</p> <p>Likelihood: 2/5<br/>Severity: 3/5</p> |

**Hazard: Poor Housekeeping/Litter/Debris**

Risk of injury during access & egress due to poor housekeeping in the premises, or the accumulation of rubbish or litter in the premises.

| Who can be harmed/how?                                                                                                            | Controls in place                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Risk rating                                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Service Driver</p> <p>Physical injury due to trip or fall due to litter, debris or other material when accessing bins etc.</p> | <p> "Pickers" or "Tongs" available<br/>Pickers (or tongs) are available to pick up items to improve access where needed</p> <p> All Staff Trained In Good Housekeeping Techniques<br/>All staff are trained in good housekeeping techniques &amp; the standards expected in the workplace</p> | <p> Medium Risk: 6</p> <p>Likelihood: 2/5<br/>Severity: 3/5</p> |

**Hazard: Poor Lighting**

Risk of injury during access and egress due to poor lighting.

| Who can be harmed/how?                                                                                 | Controls in place                                                                                                                                                                  | Risk rating                                                                                                                                                   |
|--------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Driver<br><br>Physical injury from trip or fall during access and egress due to poor lighting. |  Head Torch Worn In Areas Of Poor Visibility<br>A head torch is worn in areas of poor visibility. | <div>  Medium Risk: 6           </div><br>Likelihood: 2/5<br>Severity: 3/5 |

**Hazard: Service Users use of Alcohol or Drugs**

Risk of injury through interaction with service users or members of the public under the influence of alcohol or drugs whilst attending the premises, for example public toilets, pubs, clubs, drug rehabilitation etc.

| Who can be harmed/how?                                                                                                                                      | Controls in place                                                                                                                                                                                                                                                                                                                                | Risk rating                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Driver<br><br>Physical injury or mental distress due to violence, aggressive behaviour or abuse from service users or members of the public on site |  Adequate Supervision Provided<br>Adequate Supervision Provided<br><br> Personal Safety - Aggressive Behaviour Awareness<br>Personal Safety - Aggressive Behaviour Awareness | <div>  Medium Risk: 6           </div><br>Likelihood: 2/5<br>Severity: 3/5 |

**Hazard: Working On Client Sites**

Risk of injury/ill health etc. due to the lack of safety awareness on unfamiliar sites/surroundings.

| Who can be harmed/how?                                                                                                                 | Controls in place                                                                                                                                                                                                                                                                                                                                                                                                        | Risk rating                                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Driver<br><br>Physical injury or ill health etc. due to the lack of awareness of hazards on unfamiliar sites and surroundings. |  Controlled Entry To Authorised Persons<br>Controls are in place so only authorised persons can enter the area<br><br> Visitor Rules On Controlled Premises<br>There is a visitor rules system in place for client premises with controlled access | <div>  Medium Risk: 6           </div><br>Likelihood: 2/5<br>Severity: 3/5 |

|  <b>Hazard: Children</b>                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Risks associated with working on sites with children, i.e. schools                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                  |
| Who can be harmed/how?                                                                                                       | Controls in place                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Risk rating                                                                                                                                                                                      |
| Service Driver<br><br>Physical injury or mental distress due to aggressive or abusive interaction with children when on site | <div>  Areas Serviced When Children not Present<br/>           Areas are serviced when the children are not present to minimise interaction         </div> <div>  DBS Check<br/>           Enhanced DBS (Disclosure and Barring) check conducted on employees monthly         </div> <div>  Supervision Provided<br/>           Supervision of children provided in working areas where required         </div> | <div>  Low Risk: 4         </div> <div>           Likelihood: 2/5<br/>           Severity: 2/5         </div> |

|  <b>Hazard: Adverse Weather</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Risk of injury due to lightning strikes, high winds/heavy rain, snow and ice.                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                    |
| Who can be harmed/how?                                                                                           | Controls in place                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Risk rating                                                                                                                                                                                        |
| Service Driver<br><br>Physical injury or death due to incidents exacerbated by adverse weather conditions        | <div>  Thermal Comfort Provided In Cold Conditions (PPE)<br/>           Thermal comfort provided to include appropriate gloves, jacket, trousers, boots as required         </div> <div>  Weather Conditions Checked &amp; Planned For<br/>           Weather conditions are considered, planned for and suitable clothing and equipment are provided.         </div> <div>  Work Is Postponed In Adverse Weather Conditions<br/>           Work shall be postponed if weather conditions endanger health or safety, for example excess wind speeds, red meteorological office weather warning etc.         </div> | <div>  Low Risk: 3         </div> <div>           Likelihood: 1/5<br/>           Severity: 3/5         </div> |

**Hazard: Aircraft and Other Airspace Users**

Risk of injury due to the person or equipment coming into contact with aircraft and/or other airside users at airports

| Who can be harmed/how?                                                                                   | Controls in place                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Risk rating                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Driver<br><br>Physical injury or death due to contact with aircraft or other vehicles on airside | <p> Airside Access Is Controlled<br/>Access to the airside of the airport is strictly controlled, and vehicle movement clearly directed and signed</p> <p> Information Provided Prior to Access<br/>Access routes and information is provided to the Service Driver prior to accessing airside</p> | <p> Low Risk: 3</p> <p>Likelihood: 1/5<br/>Severity: 3/5</p> |

**Hazard: Pandemic (e.g. Coronavirus)**

Risk of ill health due to exposure to any pandemic infection, for example coronavirus

| Who can be harmed/how?                                                                                          | Controls in place                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Risk rating                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| All Staff, Visitors<br><br>Illness or death due to contraction of an infection or disease as part of a pandemic | <p> All affected areas are thoroughly disinfected<br/>All affected areas are thoroughly disinfected</p> <p> All Employees Receive Induction Training<br/>All employees receive induction training upon commencement with the Company</p> <p> All Employees Receive Induction Training<br/>All employees receive induction training upon commencement with the Company</p> <p> Good Hand Washing/Hygiene Procedures Observed<br/>Good hand washing procedures observed to reduce the risk of skin disorders and promote good hygiene</p> <p> PPE Issued, Worn &amp; Kept In Good Condition<br/>PPE Issued, Worn &amp; Kept In Good Condition</p> <p> Social Distancing<br/>Avoid gatherings, non-essential use of public transport, work from home, keep 2 metres apart</p> <p> Task Rotation<br/>To reduce the risk, work activities are rotated</p> <p> Use Of Hand Sanitisers<br/>Use of a hand sanitiser to reduce the risk/spread of infection</p> | <p> Low Risk: 3</p> <p>Likelihood: 1/5<br/>Severity: 3/5</p> |

**Hazard: Unprotected Body of Water or Swimming Pool**

Risk of ill health/injury/drowning etc. when in close proximity to any open unprotected body of water, for example a swimming pool etc.

| Who can be harmed/how?                                                                               | Controls in place                                                                                                                                                                                                                                                          | Risk rating                                                                                   |
|------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| Service Driver<br><br>Physical injury, unconsciousness or drowning due to falling into body of water | <div>  Proximity to Water Avoided<br/>           Work not in close proximity to body of water, e.g. swimming pool         </div> <div>  Supervision in High Risk Areas<br/>           Supervision may be provided in high risk areas such as swimming pools         </div> | <div>  Low Risk: 3<br/>           Likelihood: 1/5<br/>           Severity: 3/5         </div> |

**Hazard: Animals**

Risk of injury/damage to skin/tissue from animal bites or attack (for example stray dogs, rats etc.) leading to potential infection if untreated.

| Who can be harmed/how?                                                                                                           | Controls in place                                                                                       | Risk rating                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| Service Driver<br><br>Physical injury, disease, infection or mental distress due to attack from animal on site or at client site | <div>  Animal Restrained<br/>           Animals may be restrained on site where possible         </div> | <div>  Low Risk: 2<br/>           Likelihood: 1/5<br/>           Severity: 2/5         </div> |

Assessor's signature: Tina Tooley

Approved by signature: Tina Tooley