

METHOD STATEMENT – RISK ASSESSMENT LONE WORKING



ASSESSMENT DETAILS

Method Statement Reference:	CCRM-030	FREQUENCY (TICK AS APPROPRIATE)				
Issue Number	09	Daily	Weekly	Monthly	Quarterly	Yearly
Task:	Lone Working					
Employee Participation and Inv.	Jose Quintero					
Date Completed:	2 March 2026	✓				
Re-Assessment Due*:	One Year From Above Date					
Method Statement Completed By:	Health & Safety Manager	Emergency Telephone Number: 020 7624 6330 / 111 / 999				

RISK ASSESSMENT (Frequency X Severity = Risk)

AREA	HAZARD	POTENTIAL HARM	Frequency	Severity	Risk Before Control	Risk After Control	CONTROL MEASURES
Use Of Cleaning Agents and Chemicals	Splashes of chemicals on clothes or exposed body and eyes	Burns/discomfort/soreness	4	3	12	3	<p>Low risk/non-hazardous chemicals used</p> <p>Follow instructions laid down in the manufacturers COSHH data sheets and guidelines</p> <p>Appropriate PPE should be worn. Eye wash liquid and water is available in the on site first aid kit</p> <p>Supervisor and emergency contact details are available in the cleaner's cupboard</p>
Working At Height (From A Step Ladder)	Falls from height	Broken bones/bruises/cuts/death	2	5	10	2	<p>Lone working operatives are not permitted to use ladders</p> <p>Area managers and Supervisors are to assist with provision of equipment like high level duster sleeves and telescopic microfibre arms</p> <p>Just a few sites have permission to use step ladder</p> <p>Use of kick stools in place</p>

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Risk of Physical Attack, Assault or General Injury	All aspects of injury related to a physical or sexual attack/ Injury caused whilst carrying out tasks. Mopping, sweeping etc/ Slips trips and falls	Broken bones/bruises/cuts/ psychological trauma	3	4	12	4	Supervisors routinely visit site to check on the welfare of all lone working operatives All operatives carry a mobile phone to alert others should they feel under threat All operatives are asked to call or text the supervisor at the end of their shift On site security procedures are vigilantly maintained and reviewed All staff are trained in the correct use of machinery, equipment chemicals and their applicatuion No work is to be done by a lone worker if he / she feel it is putting them at increased risk Supervisors should be informed of any problems and assist with the appropriate solution
Slips & Trips	People may be injured if they trip over objects, tools, or slips on spillages	Broken bones, bruises, cuts,	4	3	12	3	No trailing leads or cables All areas well lit, including stairs General good house keeping
Manual Handling	Risk of injuries, back pain and Musculoskeletal Disorder	Back injury, Neck and upper limb disorders, back injuries.	4	3	12	3	Employeess instructed in manual handling techniques, Subcontractors instructed and reminded to follow safe manual handling techniques,

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Electrical	Risk of electrical shock	Electrocution/burns/death	3	4	12	4	<p>Portable equipment is inspected for integrity and safety within recommended guidelines and frequency</p> <p>All electrical equipment is visually inspected prior to use</p> <p>Only experienced and competent staff can connect and use electrical equipment.</p> <p>All electrical equipment brought in by subcontractors must be PAT tested or suitable certification of integrity and safety produced upon request.</p> <p>All staff are trained in the correct and safe use of provided site electrical equipment</p> <p>All on-site electrical equipment is routinely inspected</p> <p>Records of formal visual inspections and combined Inspection/test are kept in the Log Book on the premises</p>
Fire	Danger to persons and property	Burns, death, intoxication, damage to property, serious and long-term business disruptions	2	5	10	5	<p>Staff undergo periodical in-house training and regular simulated evacuation drills.</p> <p>Fire emergency procedure documentation on site and explained to employees upon site induction.</p> <p>Subcontractors communication awareness to follow clients' fire emergency procedure</p>
OVERALL RISK RATING BEFORE CONTROLS: 11.42			Very Low	Low	Medium	High	COMMENTS
OVERALL RISK RATING AFTER CONTROLS: 3.42			Very Low	Low	Medium	High	
			✓				

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<p>LIKELIHOOD</p> <ol style="list-style-type: none"> 1. IMPROBABLE OCCURRENCE 2. REMOTED OCCURRENCE 3. REASONABLY PROBABLE OCCURRENCE 4. VERY LIKELY OCCURRENCE 5. ALMOST CERTAIN OCCURRENCE 	<p>SEVERITY</p> <ol style="list-style-type: none"> 1. SLIGHT: NO INJURY or Injury requiring first Aid treatment 2. MINOR: INJURY requiring medical treatment with absence from 3 days to 3 weeks 3. MODERATE: Injury illness resulting in temporary disability (eg. fractures) and absence over 3 weeks 4. SERIOUS: Severe injury or permanent disability (e.g loss of limb, sight) property and equipment damage 5. MAJOR: Immediate danger exist, capable of causing death, loss or damage on a wide scale and serious business disruption (e.g. Explosion, fire, structural damage, etc.) 	<p>INTERPRETATION</p> <p>4 and below very Low risk = No further action, but ensure controls are maintained an review</p> <p>5 to 8 Low risk = Risk Can be tolerated or for only short term. Plan introduction of measures with a define time period</p> <p>9 to 15 Medium Risk = Planned and introduce further control measures to mitigate the risk within a time scale</p> <p>16 and Above = Stop activity and immediate action</p>
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RISK MATRIX		SEVERITY				
		Major 5	Serious 4	Moderate 3	Minor 2	Slight 1
LIKELIHOOD	Almost Certain 5	25	20	15	10	5
	Very Likely 4	20	16	12	8	4
	Reasonable Probable 3	15	12	9	6	3
	Remoted 2	10	8	6	4	2
	Improbable 1	5	4	3	2	1