

Window Cleaning Risk Assessment

General Information

Company Name Aqua Glaze Exterior Cleaning
Assessment Date 16 / 03 / 2025
Reviewed By Liam Walker
Location Various residential and commercial properties in Telford and surrounding areas

Hazard	Potential Risks	Control Measures
Working at Height	Falls from ladders, injuries, fatalities	Avoid ladders where possible; use water-fed pole systems. Secure ladders properly if used.
Slippery / Uneven Surfaces	Risk of slips, trips, falls	Assess ground conditions before work begins. Wear slip-resistant footwear. Use warning signs where necessary.
Manual Handling	Risk of back strain, muscle injuries	Use trolleys for heavy equipment. Train staff on correct lifting techniques. Avoid carrying heavy loads alone.
Falling Objects	Injury to workers, pedestrians, property damage	Keep work areas clear. Secure loose items. Be cautious when working near public areas.
Traffic & Public Safety	Collision risk, injury to pedestrians, blocked access	Wear high-visibility clothing. Use warning signs / cones where necessary. Be cautious with poles near roads.
Water & Electrical Hazards	Electrocution risk near overhead cables, water entering electrics	Identify power lines before work starts. Avoid spraying water near electrical sockets. Do not clean near exposed wiring.
Cold Weather / Ice	Slips, hypothermia, frozen water supplies	Monitor weather before work. Use salt / grit on icy ground. Ensure appropriate warm clothing is worn.
Hot Water System Risks	Scalding, burns, equipment failure	Check hot water system before use. Ensure hoses and fittings are properly connected. Allow system to cool before storage.
Chemical Exposure	Skin irritation, respiratory issues	Wear PPE (gloves, masks) when handling chemicals. Avoid use in windy conditions. Follow COSHH guidelines.
Dog Mess / Animal Waste	Biohazards, contamination	Assess the area before starting. Refuse service if excessive waste is present. Additional charge for excessive cleaning.
Property Damage	Leaks, broken windows, scratched glass, water ingress	Check window condition before cleaning. Use correct water pressure. Notify customers of any pre-existing damage.
Customer Interactions	Verbal or physical abuse, payment issues	Remain professional and calm. If abuse occurs, leave the property immediately. Enforce cancellation / no-payment policies.



Review & Updates

- This risk assessment should be reviewed annually or after any incident occurs.
- Any new hazards or risks will be updated with additional control measures.
- Staff must be trained on updated safety procedures and risk control policies.

Approval & Acknowledgment

Risk assessment approved by Liam Walker
Date of Review 16 / 03 / 2025
Next Review Date 16 / 03 / 2026