

Health & Safety

Site Specific Risk Assessment for Post Office Group

Part of the responsibilities of a Post Office Manager is to carry out a site specific risk assessment for your office. To complete the risk assessment you will need to walk around your office and look at what could reasonably be expected to cause harm and which has not been covered in the generic risk register

It will often be useful to ask key colleagues what they think. They may have noticed things that are not immediately obvious. Remember to think about individuals who may be especially at risk e.g. young people, elderly, new and expectant mothers etc. Consider cleaners, contractors, visitors who are not in your workplace all the time; members of the public or people you share your workplace with and if there is a chance that they could be harmed by your activities.

Your risk assessment will determine if you need to do more to reduce the risk. Even after all precautions have been taken, some level of risk will usually remain. You have to decide if the site specific controls are sufficient at your office or if due to the specific design / layout of the office additional controls are needed.

We have identified a number of possible hazards you may encounter at your office and listed them in the table on the following pages. Based on the example below, you need to complete the site specific risk assessment for your office. If for any reason you believe you are unable to reduce a risk to an acceptable level contact a member of the Health & Safety Team.

The level of risk is colour coded as shown below to assist your understanding of where you need to prioritise

	Negligible Risk - Monitor Only
	Low Risk - Action should be taken to maintain current status
	Medium Risk - Action required to maintain, but additional controls may be required to reduce risk
	High Risk - Action required to reduce risk




The level of risk is then recorded alongside the identified hazard




Example –




Hazard	Current Control measures <i>The control measures below are the minimum required to achieve the level of risk that has been accessed.</i>	Detail any further action required to maintain / reduce risk	Completed -Signature & date
Opening/Closing Procedure (Medium Risk)	<ul style="list-style-type: none"> Colleagues have received training and instruction Colleagues opening/closing the store are a minimum of 18years of age Colleagues have contact telephone numbers in case of emergency 	<ul style="list-style-type: none"> Security lighting is required around entry door 	




Contacts -




Health, Safety & Compliance Manager	0716 224296
Health & Safety Compliance Advisor	07805 681932




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Access and Egress - Entrance <i>(Medium Risk)</i>	<ul style="list-style-type: none"> • Entrance is checked for any slip / trip hazards by colleagues throughout the day • Displays in designated areas • Post office entrance / exit door kept clear at all times 				
Accidents <i>(Low Risk)</i>	<ul style="list-style-type: none"> • Accident reporting procedure in place for all incidents • First aid cover provided • First aid kits available • CCTV to be sent to H&S Team in Warwick. • Colleagues encouraged to report all accidents. • Accidents followed up by H&S team and any remedial action taken. • For more information and links to appropriate documents refer to the Society Accident Reporting Policy on Colleague Connect. 				
Asbestos <i>(Negligible risk – monitor only)</i>	<ul style="list-style-type: none"> • Asbestos survey has been carried out • Any ACM highlighted on survey is clearly marked to inform contractors of its position • No work carried out by colleagues which would involve working on any existing asbestos • PCS in place to ensure ongoing safe management of any ACM 				




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Cleaning procedures (Low Risk)	<ul style="list-style-type: none"> • Colleagues provided with training for all cleaning equipment / products used • Office management to ensure colleagues working safely 			
COSHH - Controls of Substances Hazardous to Health (Low Risk)	<ul style="list-style-type: none"> • Only approved products used for cleaning with all COSHH assessments carried out and available to colleagues on the Intranet • Designated storage area for cleaning substances. • All colleagues who use substances or in area where substances are used are trained. • For more information and links to appropriate documents refer to the Society COSHH Policy on Colleague Connect 			




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Display Screen Equipment (Low Risk)	<ul style="list-style-type: none"> • All display screen equipment is set up by Post Office or IT dept. • Display screen booklets available to all colleagues • All 'essential users' are entitled to a free eye test every two years • All 'essential users' are given DSE assessment. • Guide lines in place for colleagues to follow when setting up workstations. • All users of software packages are trained on how they work if no previous experience. • No intensive data input work carried out by colleagues. • Written procedure in place for accessing if colleagues are 'essential users'. • Colleagues encouraged to rotate work. • For more information and links to appropriate documents refer to the Society DSE Policy on Colleague Connect 				




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Electrical appliances <i>(Low Risk)</i>	<ul style="list-style-type: none"> • Portable Appliance Test is carried out every two years in accordance with Society policy • All testing is organised through property group. • Repairs are carried out by a competent person (trained electrician) • Colleagues are instructed not to tamper with or attempt to repair any electrical appliance • Unauthorised equipment is not allowed. • All colleagues trained to make visual checks of equipment prior to use. • Clear fault reporting procedure in place for faults to be picked up early. • Maintenance contracts in place on electrical work equipment. • Certificate for PAT testing is held by Property Group and retesting is done prior to expiry date. • For more information and links to appropriate documents refer to Electricity Policy on Colleague Connect 				

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Fire Risks – Arson <i>(Low Risk)</i>	<ul style="list-style-type: none"> • All cardboard is disposed of through pre-agreed means of collection • Secure areas of storage of any flammable materials that are outside • Regular collections of waste to prevent build-up of flammable materials • Post office documentation stored in designated / secure area away from any ignition source 						




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Lone Working <i>(Low Risk)</i>	<ul style="list-style-type: none"> • Loss prevention procedures to be followed at all times • Colleagues have contact numbers in the event of an emergency • Panic alarm readily available if required • Colleague working alone is a minimum of 18 years of age • For more information and links to appropriate documents refer to the Society Lone Working Policy on Colleague Connect 				
Manual Handling <i>(Medium Risk)</i>	<ul style="list-style-type: none"> • All colleagues receive a Health & Safety booklet when they join the Society • All colleagues receive site induction information and instruction • Manual handling information is available for all colleagues on the site Health & Safety notice board • Colleagues to follow COP for manual handling • Office management to ensure colleagues working safely • For more information and links to appropriate documents refer to the Society Manual Handling Policy on Colleague Connect 				

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Mats <i>(Medium Risk)</i>	<ul style="list-style-type: none"> • Colleagues check when opening that mats are positioned correctly • Entrances are checked regularly throughout the day • Mats at all customer entry points 				
New & Expectant Mothers <i>(Medium Risk)</i>	<ul style="list-style-type: none"> • Risk assessment carried out with new & expectant mothers & reviewed throughout term of pregnancy • Rest area available when necessary • Support available as required by individuals 				
Opening / closing procedures <i>(Low Risk)</i>	<ul style="list-style-type: none"> • Loss prevention procedures to be followed at all times • Colleagues receive instruction and training • Security lighting in place for dark mornings / evenings where required 				
Personal Safety <i>(Medium Risk)</i>	<ul style="list-style-type: none"> • Major Incident Plan available in all Offices • All colleagues issued with pocket leaflet about Personal Safety • Colleagues instructed not to get into confrontation with any customers • Reporting procedure in place • For more information and links to appropriate documents refer to the Society Personal Safety Policy on Colleague Connect 				

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Post Office Sacks <i>(Low Risk)</i>	<ul style="list-style-type: none"> • All Post Office Sacks stored in designated areas • Post Office Sacks are not overloaded • Parcels are stored in designated area awaiting collection 			
Racking & Shelving <i>(Low Risk)</i>	<ul style="list-style-type: none"> • Racking bolted to the floor or wall • All racking of sound construction and in good condition • Racking to be visually checked on regular basis by office management 			
Slips, Trips and Falls <i>(Medium Risk)</i>	<ul style="list-style-type: none"> • All spills / leaks contained and cleared • Wet floor signs available if required • Entrance regularly monitored for any slip / trip hazards • Sufficient light provided at all times • Colleagues trained on importance of preventing slips, trips and falls during induction and other training. • Any defects in flooring / carpeting reported to Property Group. • For more information and links to appropriate documents refer to the Society Safe Access and Egress Policy on Colleague Connect 			

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Spillage/ leakage <i>(Medium Risk)</i>	<ul style="list-style-type: none"> • Good supply of suitable equipment (mops, paper towel, signage etc) • Colleagues to follow COP for dealing with spillages • Colleagues trained on importance of clearing spillages as soon as they occur • Wet floor signs put out whenever spillage occurs that leaves floor wet. 				
Violence - Colleagues exposure to violence / verbal abuse <i>(Medium Risk)</i>	<ul style="list-style-type: none"> • Colleagues trained not to resist a robbery • Colleagues to maintain presence in office • Panic alarm located out of sight of customers near to the till • Colleagues trained to provide good, polite service • Colleagues to report all incidents of verbal abuse and ensure they are recorded in the Office Diary • All incidents discussed with Office Manager, Area Manager & Loss Prevention • For more information and links to appropriate documents refer to the Society Personal Safety Policy on Colleague Connect 				

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Working at Height <i>(Medium Risk)</i>	<ul style="list-style-type: none"> • Products stored at height capable of being easily handled • Colleagues instructed to use the most suitable equipment for the task • Stepladders and kick stools routinely inspected • Office management to ensure colleagues working safely • For more information and links to appropriate documents refer to the Society Working at Height Policy on Colleague Connect 			
Working at Height - Kick stools <i>(Low Risk)</i>	<ul style="list-style-type: none"> • Kick stools removed from the shop floor when not in use • Kick stools checked for damage systematically • Kick stools stored in designated area • All kick stools to have a warning sign to state colleague use only and customers not to use if products out of reach 			
Working at Height - Stepladders <i>(Medium Risk)</i>	<ul style="list-style-type: none"> • All step ladders are class 1 or 2 • Stepladders are checked monthly and before use for any damage • Colleagues to follow COP for use of stepladders • Office management to ensure colleagues working safely • For more information and links to appropriate documents refer to the Society Control and Use of Ladders Policy on Colleague Connect 			

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Young People at work (Low Risk)	<ul style="list-style-type: none"> • All colleagues are assessed and supervised doing tasks until level of competency has been approved • Young persons risk assessment has been carried out • Working hours of young persons follows the criteria set by the local authority • For more information and links to appropriate documents refer to the Society Young People at Work Policy on Colleague Connect 			

I confirm that I have assessed all the hazards above and agree the controls that are above are in place.			
Signed:		Dated:	
Name:		Review Date:	
Position:		Review Date:	