

Midcounties COOP – Society Generic Risk Assessment

Society Generic Risk Assessment

The following pages outline the generic hazards and risks that have been identified as being associated with the Society's operations along with the identified control measures required to reduce the level of risk to the Society's accepted level. It is important to remember that despite taking all precautions, some element of risk may remain, but this should be minimal and of low consequence.

Significant risks identified in this assessment

The most significant risks and required controls have been summarised on page 2.

The assessment template layout

Society Hazards, risks and controls identified

Society hazards, risks and controls identified				Site specific - additional controls identified at site level	
Hazard before controls in place and risk from hazard	Who at risk from hazard	Current controls required to reduce risk to Society acceptable level – Site level controls	Residual risk rating with all Controls in place	Further action needed by Site to reduce the risk	Completed/ date
Fire Safety					
Lack of fire safety awareness including blocked fire exits; escape routes and storage; and emergency procedures Injuries/fatalities resulting from delayed or failed evacuation in the event of a fire	Colleagues Customers Visitors	<ul style="list-style-type: none"> Good housekeeping standard to ensure exit routes are always clear Designated storage areas to prevent hindering exit routes and doors Daily checks on fire and fire exit doors Regular Fire drills completed 3rd party fire risk assessment program identifies site issues, reviewed annually Fire safety signage clearly displayed throughout the site Flammable materials not stored in electrical and gas cupboards Evacuation plan displayed on notice boards and reviewed/briefed annually Major Incident Plan process 	Medium		

Column 1: The hazard and the risk to people before controls are in place is shown in the 1st column. The risk rating is colour coded, per below

	Negligible risk / monitor only		Low risk – action should be taken to maintain		Medium risk – additional controls may be required to reduce risk		High Risk – Action required to reduce risk
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Column 3: Shows the tasks that site colleagues should follow to control the risk shown in the 1st column

Column 4: Shows the “residual” risk rating from the hazard once all the controls in Column 4 are in place, it should always be lower than the original risk rating.

Site specific - additional controls identified at site level

Columns 5 and 6 are to be used for any additional controls that may be considered necessary for your site to reduce the residual risk further

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Key Site risks identified in this assessment

The following risks and controls have been identified as being the most significant across the Society's activities. There exist a number of head office controls to reduce these risks and support the risk reduction along with the identified site controls - these are outlined in the full risk assessment contained in this document

Hazard and who at risk - before controls implemented	Current controls required to reduce risk to Society acceptable level
<p>Fire</p> <p><u>Who at risk:</u> Colleagues, visitors and customers</p> <p><u>Lack of fire safety awareness:</u> including blocked fire exits; escape routes; emergency procedures and poor housekeeping</p> <ul style="list-style-type: none">Injuries/fatalities resulting from delayed or failed evacuation in the event of a fire <p><u>Failure of fire safety equipment</u> inadequate maintenance and testing</p> <ul style="list-style-type: none">Injuries/ fatalities resulting from failed equipment <p><u>Arson</u></p> <ul style="list-style-type: none">Injuries relating to fire and damage to property <p><u>Uncontrolled spread of fire</u> due to a lack or damaged compartmentation</p> <ul style="list-style-type: none">Injuries relating to fire and damage to property	<p>Principle Site Controls</p> <ul style="list-style-type: none">Good housekeeping standards to ensure exit routes are always clear and fire risk is reducedDesignated storage areas to prevent hindering exit routes; doors and reduce risk of fireDaily checks completed to identify possible issues relating to fire safety and safe exit3rd party fire risk assessment program identifies site issues, reviewed annuallyFire safety signage clearly displayed throughout the siteFlammable materials not stored in electrical and gas cupboardsEvacuation plan and Major Incident Plan displayed on notice boards and reviewed/briefed annuallyPeriodic training <ul style="list-style-type: none">Weekly and monthly checks completed on all fire safety equipment, issues reported to helpdesk <ul style="list-style-type: none">All cardboard is regularly collected through pre-agreed collection means to reduce fire ratingSecure area for storage of any flammable materials stores outsideYards/ service areas locked whenever possible <ul style="list-style-type: none">Self-closing fire doors kept closed and never propped openCeiling tiles replaced, and damage to walls and ceiling reported to helpdesk for repair
<p>Workplace violence and abuse</p> <p><u>Who at risk:</u> Colleagues</p> <p><u>Assault by members of the public</u></p> <ul style="list-style-type: none">Injuries from assault and acts of violence	<p>Principle Site Controls</p> <ul style="list-style-type: none">Panic alarms availableColleagues encouraged to report incidents and log on portalPeriodic training

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New Notes:

Colleague notes:

Training: Society mandated training is documented in the Society Training Matrix and should be completed per agreed schedule. Tasks and equipment must only be used by trained colleagues.

Vulnerable colleagues: Colleague specific Risk Assessments will be completed and monitored for all vulnerable colleagues. Refer to Colleague Connect for further information

Accident and Incident reporting: All accidents and incidents must be reported at the time of the incident via the accident reporting platform. Further guidance is available on Colleague Connect.

Major Incidents: All sites will follow the Major Incident Plan (M.I.P) in the event of a serious incident. Copies of the M.I.P are displayed on the site's notice board and reviewed annually.

Head Office controls:

A number of additional controls are overseen by Head Office functions. Full details can be found in the "Society Generic Risk Assessment – Control Support" document on Colleague Connect

Site specific risks and controls:

Any site specific risk identified for the site and its operation are noted on the last page of this assessment.

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Society hazards, risks and controls identified				Site specific - additional controls identified at site level	
Hazard before controls in place and risk from hazard	Who at risk from hazard	Current controls required to reduce risk to Society acceptable level – Site level controls	Residual risk rating with all Controls in place	Further controls required by Site to reduce the risk	Completed/ date
Environmental hazards					
Damaged Asbestos containing material <u>Risk of:</u> Lung disorders associated with exposure to loose asbestos fibres	Colleagues Contractors Visitors Public	Sites with asbestos containing materials only <ul style="list-style-type: none"> SM briefs site team on locations and action to take if damage is observed Site escalation of damage to helpdesk Contractors reminded prior to starting work/ RAMS provided 	Low		
High levels of Radon in the workplace Risk of lung disease caused by radiation	Colleagues	Sites with radon levels above 300BqM3 ONLY <ul style="list-style-type: none"> SM should refer to their site specific risk assessment for details of controls required 	Low		
Lack of control of Legionella Bacteria levels in site water system Risk of Legionnaire's Disease from exposure to bacteria	Colleagues Visitors	<ul style="list-style-type: none"> Weekly flushing of infrequent used outlets Monthly temperature checks of hot and cold water sentinel outlets and calorifiers Quarterly shower/ spray tap head cleaning where fitted Issues with temperature control reported to helpdesk 	Low		
Entry to and exit from sites					
Auto door Operation Risk of Injuries from Entrapment in/or being struck by faulty auto doors	Colleagues Customers Visitors	<ul style="list-style-type: none"> Daily check of auto door operation as part of site opening process On-going checks throughout the day Faults reported to the helpdesk for repairs Door taken out service/ powered off where issues identified Displays sited where pocket screens are missing to prevent pinch points 	Low		
Entrance/ lobby to sites Risk of Injuries from slips and trips at the site entrance	Colleagues Customers Visitors	<ul style="list-style-type: none"> Entrance area is checked for any slip / trip hazards by colleagues throughout the day Mats provided and in good condition and in the correct locations. Site teams check condition throughout the day. Displays in designated areas Spillage process always followed Issues with lighting reported to the facilities helpdesk 	Low		

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Site access and egress in bad weather Risk of injuries from slips in bad weather/ snow and ice/ heavy rain	Colleagues Customers Visitors	<ul style="list-style-type: none"> Spillage policy always followed Gritting policy followed when snow and ice present Leaves swept away Additional checks during periods of bad weather 	Low		
Poor condition of floors, paths and car parks Risk of Injuries from trips/ falls from potholes, raised kerbs and slabs	Colleagues Customers Visitors	<ul style="list-style-type: none"> Repair issues reported to the helpdesk and regularly follow up when repair delayed Periodic checks completed Barriers and cones used to cordon off areas at fault Good levels of light maintained at all times 	Low		
Poor condition of/ poor siting of floor mats Risk of injuries from trips and falls due to badly sited/ poor condition of floor mats	Colleagues Customers Visitors	<ul style="list-style-type: none"> Colleagues check correct location and conditions at opening Colleague checks throughout day and after mats refreshed by supplier 	Low		
Site Equipment, fixtures and fixings					
Non / poorly maintained and defective equipment Risk of injuries resulting from equipment failing due to lack of maintenance	Colleagues Customers Visitors	<ul style="list-style-type: none"> Pre use checklists and visual checks completed Equipment to be isolated/ not used if defective Colleagues to report defective equipment to helpdesk Site Supervision of asset use and conditions throughout activities Where an asset is identified as not being maintained, SM should advise the facilities helpdesk Plant room access restricted by locked doors 	Low		
Incorrect use of equipment/ non authorised use of equipment Operating machinery whilst under the influence of drugs/ alcohol/ medication	Colleagues Customers Visitors	<ul style="list-style-type: none"> Key control for electric powered equipment – FLT/Master movers etc Equipment only used for designed purpose Pre-use checklists completed before use/ remedial issues reported On – going supervision of task Young Person risk assessment completed/ restrictions in place Critical equipment stored in agreed/ specific locations, including 			

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Risk of injuries from misuse or incorrect use of equipment	Colleague Customers Visitors	<ul style="list-style-type: none"> locked plant rooms and cupboards Lone workers not allowed to use dangerous machinery Manufacturer guidance always followed Colleague training records kept and observational check as in H&S Audit On-going task supervision 	Low		
Damaged floors, fixtures and fixings Injuries caused by poor flooring and broken/ damaged equipment	Colleagues Customers Visitors	<ul style="list-style-type: none"> Daily checks completed Pre-use checks completed for equipment including kick stools Issues reported to Property for action Barriers/ cones erected to isolate damaged area/ location Racking/ fixtures suitably secured 	Low		
High volumes of vehicle movements Injuries from impact with people and property damage	Colleagues Customers Visitors	<ul style="list-style-type: none"> Designated reversing areas for loading and unloading of vehicles Safe working procedures identified Pedestrian marshals used where risk assessment identifies the need Colleagues trained on site safety Clear warning signage displayed On-going supervision of task 	Lowq		
Lack of Traffic Management Injuries from impact with people and property damage	Colleagues Customers Visitors	<ul style="list-style-type: none"> Group risk assessments completed for deliveries with agreed controls Sites implement and maintain controls identified in Workplace transport risk assessments High visibility jackets worn when working in these locations Pedestrian crossings provided on car parks. 5mph speed restriction on all Society car parks. Warning signage clearly displayed where necessary. Cones provided where necessary to maintain segregation 	Low		

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Fire Safety					
Lack of fire safety awareness including blocked fire exits; escape routes and storage; and emergency procedures Injuries/fatalities resulting from delayed or failed evacuation in the event of a fire	Colleagues Customers Visitors	<ul style="list-style-type: none"> • Good housekeeping standard to ensure exit routes are always clear • Designated storage areas to prevent hindering exit routes and doors • Daily checks on fire and fire exit doors • Regular Fire drills completed • 3rd party fire risk assessment program identifies site issues, reviewed annually • Fire safety signage clearly displayed throughout the site • Flammable materials not stored in electrical and gas cupboards • Evacuation plan displayed on notice boards and reviewed/briefed annually • Major Incident Plan process 	Medium		
Failure of fire safety equipment - inadequate maintenance and testing Injuries/ fatalities resulting from failed equipment	Colleagues Customers Visitors	<ul style="list-style-type: none"> • Site team complete weekly and monthly compliance checks on all fire safety equipment • Equipment issues reported to helpdesk 	Medium		
Fire caused by Arson Injuries relating to fire and damage to property	Colleagues Customers Visitors	<ul style="list-style-type: none"> • All cardboard is collected through pre-agreed collection means • 3rd party FRA program identifies issues for site action • Secure area for storage of any flammable materials stores outside • Good standards of housekeeping always • Regular checks of yard/external areas • Yards/ service areas locked whenever possible • CCTV on certain sites to monitor activity 	Medium		
Uncontrolled spread of fire due to a lack of/ broken compartmentation Injuries relating to fire and damage to property	Colleagues, visitors, residents and customers properties	<ul style="list-style-type: none"> • Self-closing fire doors always closed • Ceiling tiles replaced • Damage to walls and ceiling reported to helpdesk for repair 	Medium		

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Site Electric and Gas services					
Use of faulty/ damaged electrical appliances/ failure to use equipment correctly Injuries resulting from Electric shocks and uncontrolled fire	Colleagues visitors customers	<ul style="list-style-type: none"> Colleagues trained in safe use of electricity at work at Induction and with annual refreshers, including pre-use visual checks of equipment Colleagues encouraged to isolate (Lock out tag out) and report defective equipment Repairs only completed by approved contractors – never colleagues Only approved sourced for operation and allowed to be used 	Low		
Unauthorised access to/work on plant and electric circuit equipment and gas supply Injuries resulting from electric shocks and uncontrolled fire	Colleagues visitors customers	<ul style="list-style-type: none"> Key control/ locked plant and switch rooms “Management Procedures for Visitors” policy followed- see “Colleague Activities – Contractors and Visitors” section below 	Low		
Injuries resulting from explosion and fire from escaping gas	Colleagues, visitors customers	<ul style="list-style-type: none"> Key control/ locked plant and switch rooms “Management Procedures for Visitors” policy followed- see “Colleague Activities – Contractors and Visitors” section below 			
Blocked access to electrical circuits Injuries from uncontrolled fire/ lack of access to isolate circuits in an emergency	Colleagues, visitors customers	<ul style="list-style-type: none"> Good housekeeping practices always Regular checks and on-going task supervision 			
Accidents and Accident reporting					
Lack of knowledge around reporting of accidents and incidents Accident severity increased due to unreported accidents and incidents/ Failure to RIDDOR report	Colleagues, visitors customers	<ul style="list-style-type: none"> Accident reporting requirements included in induction training All colleagues receive regular refreshers on accident reporting Colleagues instructed to report all incidents, regardless of severity Accident reporting platform available to all colleagues, with self-help guides Site Major Incident Plan process followed in event of serious incident 	Low		

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Hazard before controls in place and risk from hazard	Who at risk from hazard	Current controls required to reduce risk to Society acceptable level – Site level controls	Residual risk rating with all Controls in place	Further action needed by Site to reduce the risk	Completed/ date
<p>A lack of clear H&S line reporting and escalation/ failure to investigate accidents</p> <p>Failure to prevent future accidents and incidents by not informing relevant levels within the Society or identifying root causes</p>	Colleagues, Visitors Customers	<ul style="list-style-type: none"> Site Manager delegated responsibility for Site H&S on day-to-day basis Periodic “Organisational Arrangement” refreshers for all colleagues and management 	Low		
<p>Inadequate first aid arrangements</p> <p>Injury severity increased due to a lack of first aid treatment</p>	Colleagues, Visitors Customers	<ul style="list-style-type: none"> First aid kits and content maintained and regularly checked New kits/supplies ordered as required Signage displayed Site Manager identify colleague training needs and ensures that suitable cover is available throughout the trading day by rota planning 	Low		
Colleague Activities – Manual Handling					
<p>Manual handling - Colleagues not adequately trained or following correct techniques</p> <p>Musculoskeletal injuries from incorrect manual handling practices</p>	Colleagues	<ul style="list-style-type: none"> All colleagues receive manual handling training as part of their induction Annual manual handling refresher training/ COPS available Reminder poster on notice boards Supervision of tasks by Management Equipment provided to reduce handling risks when lifting heavier/ bulky items including trolleys, cages, pump trucks 			
<p>Manual Handling - Insufficient assessment of task and ability of colleagues</p> <p>Musculoskeletal injuries from individual incapability to safely carry specific loads</p>	Colleagues	<ul style="list-style-type: none"> Manual handling assessment completed for tasks involving heavier items/ repeated tasks Most tasks/loads are consistent in the operation and so understood Colleague training includes checking content and weight of unknown items before lifting and use of equipment Colleague encouraged to inform Management of any issues relating to manual handling Young Persons and New/Expectant mothers risk assessment completed On-going supervision of tasks 			

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Manual Handling -incorrect storage of items Musculoskeletal injuries from incorrect manual handling practices	Colleagues	<ul style="list-style-type: none"> Designated storage for goods, and by weight – light goods on higher shelves, heavier goods on lower shelves Loose stock not stored on top shelves to prevent items falling on colleague 	Low		
Colleague activities – Spillage control and Housekeeping					
Poor Spillage control Injuries resulting from Slips and falls from unattended spillages and leaks	Colleagues, visitors, customers	<ul style="list-style-type: none"> All colleagues trained at Induction Annual refreshers/ COPS available Periodic reminders and safety bulletins On-going supervision by Management Daily checks completed to identify hazards Wet floor signage and cleaning equipment readily available Equipment leaks escalated to helpdesk PPE to be used dependant on spillage 	Low		
Poor housekeeping standards Injuries resulting from trips and falls due to poor housekeeping standards	Colleagues, visitors, customers	<ul style="list-style-type: none"> All colleagues trained at Induction Annual refreshers/ COPS available Periodic reminders and safety bulletins On-going supervision by Management Designated locations for equipment and storage of stock/ consumables On-going daily checks Pre-opening checks of aisles and walkways Bins regularly emptied 	Low		
Exposure to hazardous waste when clearing bodily fluid spillages/ sharps Injuries resulting from Irritation, inflammation and organ damage	Colleagues	<ul style="list-style-type: none"> Spillage kits provided with instructions Council to collect sharps COPS guidance on safe practice Trained colleagues only PPE provided Task supervision 	Med		

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Hazard before controls in place and risk from hazard	Who at risk from hazard	Current controls required to reduce risk to Society acceptable level – Site level controls	Residual risk rating with all Controls in place	Further action needed by Site to reduce the risk	Completed/ date
Colleague activity - use of chemicals					
<p>Incorrect use of chemicals</p> <p>Incorrect storage of chemicals</p> <p>Injuries resulting from contact with chemicals - chemical burns to eyes; irritation or burns and rashes</p>	Colleagues	<ul style="list-style-type: none"> Colleagues trained in correct use of chemicals Safety data sheets and assessments available for easy access Only approved chemicals used on site PPE used/ provided per the assessment Chemicals kept in original containers Where necessary, chemicals stored in designated and locked locations Wall charts available for guidance On-going supervision of task Contract cleaner products not used by colleagues and approved only. 	Low		
Colleague activities – vulnerable colleagues					
<p>Vulnerable colleagues</p> <p>Injuries and illness to vulnerable colleagues from inappropriate work activities including use of chemicals and manual handling</p>	Colleagues, customers and visitors	<ul style="list-style-type: none"> Young person's risk assessment completed for all under 18-year-olds; regularly reviewed, hours and tasks controlled New & Expectant mothers risk assessment done/ HR process adopted Welfare facilities available Work adjustments made where required, particularly around manual handling/ equipment and chemicals On-going supervision of tasks 	Low		
Colleague activities – contractors on site					
<p>Unsafe / uncontrolled Contractor activities</p> <p>Injuries and illness resulting from contractor activities</p>	Colleagues, customers and visitors	<p>Site Controls</p> <ul style="list-style-type: none"> "Management Procedures for Visitors" policy adhered to Signing in process followed Pre-work confirmation and discussion of risks and controls Hot Work permit required for hot work Only approved contractors instructed RAMS provided for all "at risk" tasks Site Management enabled to stop unsafe work and report issues to help desk Work area cordoned off if on Sales floor during trading hours Contractor Accidents reported via workjam 	Low		

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Colleague activities – working at height (working above 2 metres)					
<p>Incorrect/ unsafe working at height</p> <p>Injures from falling from height/ incorrect use of working at height equipment</p>	Colleagues, customers and visitors	<ul style="list-style-type: none"> Only step ladders and kick stools allowed from approved sources Pre-use checks completed and stored in designated locations Kick tools and ladders not left unattended on trading floor Managers control stock storage to limit risk from falls No colleagues allowed to work at height or task if it includes work at height Correct use of steps and kick stools Included in Induction training Periodic refresher training On-going task supervision. Loft access only via fixed ladders. Ladders and steps to EN131 only used 	Low		
Colleague activities - PPE					
<p>Lack of PPE issued or worn</p> <p>Injuries from not wearing correct PPE/ not using PPE in correct manner</p>	Colleagues, customers and visitors	<ul style="list-style-type: none"> Safety shoes issued to colleagues completing specific tasks PPE log maintained for colleagues PPE required for cleaning provided per cleaning material requirements Visitors provided with PPE if required PPE suitably stored for use, condition regularly checked and where necessary replaced Where required, instruction given on the correct use of specific PPE On-going task supervision 	Low		
Colleague activities – abuse and stress					
<p>Exposure to workplace abuse and violence including opening and closing sites</p> <p>Injuries from assault and acts of violence</p>	Colleagues	<ul style="list-style-type: none"> Colleagues receive training and procedures to follow including; not to resist robberies and not to engage with offenders Panic alarms available Colleagues encouraged to report incidents and log on portal 	Medium		
<p>Exposure to work related stress/failure to assess workload by line managers</p> <p>Repeated sickness and poor attendance due to stress and/or excessive workload</p>	Colleagues	<ul style="list-style-type: none"> All sickness and absence monitored Return to work interviews completed for all colleagues with poor attendance Support available for all colleagues, including mental health champions Task supervision and observation on-going 	Low		

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Colleague activities – Display Screen Equipment (DSE) use					
Incorrect DSE practices being followed Musculoskeletal injuries and RSD from poor set ups and practices	Colleagues	<ul style="list-style-type: none"> All DSE users complete DSE assessments Guidelines in place for setting up workstations DSE Policy outlines essential users Eye test voucher available for essential users No intensive data input work carried out 	Low		
Colleague activities – Driving on Society business					
Poor driving standards including use of mobile phones and handheld devices Injuries resulting from vehicular accidents and damage to Society vehicles	Colleagues, members of public	<ul style="list-style-type: none"> All Society drivers expected to obey and drive to the standards of the Highway Code and regulations set by the Road Traffic Act 	Low		
Breakdown of vehicles Injuries resulting from accidents from impact with traffic and damage to vehicles	Colleagues Members of public	<ul style="list-style-type: none"> Colleague guidance provided re safety in the event of a breakdown 			

Hazards removed from Society Risk Assessment

The following have been removed from the Society Risk Assessment as they are not applicable to this site:

- None

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Site Specific Review

Annually, or whenever there has been a significant event (typically a change in management or an accident) that could mean the risk assessment is no longer completely relevant, as a Site Manager, you should review the assessment as it applies to your work place.

Remember to consider those that may be especially at risk, for example, young persons, elderly, contractors and visitors who may not be in your workplace all the time.

It is often useful to ask key colleagues for their thoughts and input as they may have noticed things that are not immediately obvious.

Walk the site and consider:

- 1) Does each hazard detailed in the assessment apply in your site/ your site operation and are the controls listed in place? Does your site require additional controls to reduce the risk further?
- 2) Are there additional hazards in your site/ site operation, and if so, what controls are required?

If you feel that the generic controls are sufficient for your site, then simply sign and date the risk assessment and file for review.

If you feel that your site requires additional controls or has additional hazards, update the assessment by adding the additional controls in the “Further action needed by Site to reduce the risk “ column associated with each hazard

New hazards can be added to the blank page at the end of the risk assessment form

Once the update is completed, sign and date the risk assessment form and file for review. Remember to inform your colleagues about the additional hazards and controls you are putting in place.

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Site specific additional hazards and controls noted:

Hazard, possible injury and who at risk	Current Control measures	Additional control measures required	Sign off and date
Post Office sacks/ storage behind the counter	<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		

Managers declaration

I have reviewed the risk assessment and confirm that the controls identified are in place and where necessary have noted additional hazards and controls in the "Site Specific - additional controls identified at site level "section.

Name: Date of review:

Name: Date of review:

Name: Date of review: