

# Health & Safety

## General Risk Assessments

Part of the responsibilities of the Manager is to carry out a general risk assessment for the Site. You will also need to walk around your Site and look at what could reasonably be expected to cause harm and which has not been covered in this general risk register.

It will 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 general controls are sufficient at your Site or if due to the specific design / layout additional controls are needed.

We have identified a number of possible hazards you may encounter at your branch and listed them in the table on the following pages. Based on the example below and following the Group Guidance attached, you should complete site specific risk assessments for your site. 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	
	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	
Opening/Closing Procedure (Medium Risk)		<ul style="list-style-type: none"><li>Colleagues have received training and instruction</li><li>Colleagues opening/closing the store are a minimum of 18years of age</li><li>Colleagues have contact telephone numbers in case of emergency</li></ul>				<ul style="list-style-type: none"><li>Security lighting is required around entry door</li></ul>		

### Contacts -

Health, Safety & Compliance Manager	07716 224 296
Health & Safety Compliance Advisor	07805 681932

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Asbestos (Negligible risk – monitor only)		<ul style="list-style-type: none"> <li>Asbestos survey has been carried out</li> <li>Any ACM highlighted on survey is clearly marked to inform contractors of its position</li> <li>No work carried out by colleagues which would involve working on any existing asbestos</li> <li>DHAP in place to ensure ongoing safe management of any ACM</li> <li>For more information and links to appropriate documents refer to the Society COSHH Policy on Colleague Connect)</li> </ul>				
Automatic Doors (Low Risk)		<ul style="list-style-type: none"> <li>Automatic doors checked each morning as part of the opening / closing procedure</li> <li>Any faults reported to property and action if required taken by Management</li> <li>Auto door signage clearly displayed.</li> </ul>				
Access & Egress - Entrance (Medium Risk)		<ul style="list-style-type: none"> <li>Entrance is checked for any slip / trip hazards by colleagues throughout the day</li> <li>Mats provided and in good condition</li> <li>Displays in designated areas</li> </ul>				

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Access & Egress – Ice and Snow (Low Risk)		<ul style="list-style-type: none"> <li>• Pre agreed areas have grit laid when icy</li> <li>• Salt and grit is available through Property Group</li> <li>• Written policy for dealing with ice and snow</li> <li>• For more information and links to appropriate documents refer to the Society Safe Access and Egress Policy on Colleague Connect)</li> </ul>				
Access & Egress – slips trips and falls at access & egress points (Medium Risk)		<ul style="list-style-type: none"> <li>• Mats to be in place at all customer entrance points</li> <li>• Site Managers to follow open / close procedure in order to check areas.</li> <li>• Colleagues to make regular checks of areas when carrying out daily tasks</li> </ul>				
Accidents (Low Risk)		<ul style="list-style-type: none"> <li>• Accident reporting procedure in place for all incidents</li> <li>• First aid cover provided</li> <li>• First aid kits available</li> <li>• CCTV to be sent to H&amp;S Team.</li> <li>• Colleagues encouraged to report all accidents.</li> <li>• Accidents followed up by H&amp;S Team and any remedial action taken where appropriate</li> <li>• For more information and links to appropriate documents refer to the Society Accident Reporting Policy on Colleague Connect.</li> </ul>				

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Accidents - First Aid and Reporting – Failure to investigate each accident could result in more serious accident (Medium Risk)		<ul style="list-style-type: none"> <li>All accidents reported electronically</li> <li>Accident investigation completed as part of electronic approval process</li> <li>Policy in place to report ALL accidents however minor</li> </ul>				
Cleaning procedures (Low Risk)		<ul style="list-style-type: none"> <li>Colleagues provided with training for all cleaning equipment / products used</li> <li>Branch management to ensure colleagues working safely</li> </ul>				
Colleagues Welfare - Substance abuse / prescribed medication, operating machinery whilst under the influence of alcohol / drugs / medication (Medium Risk)		<ul style="list-style-type: none"> <li>If accident occurs when operating machinery a full investigation is carried out</li> <li>Personnel policies cover subject of Substance Abuse</li> </ul>				
Contractors - Contractors exposing colleagues to risk whilst job being carried out (Low Risk)		<ul style="list-style-type: none"> <li>All work on mains service is agreed by property group in order to ensure further control measures</li> <li>Contractors inform and agree job to be carried out with site manager before work commences</li> <li>Contractors working in areas where colleagues may be are informed colleagues in / around area</li> <li>Minimum standards of cordoning off areas for set types of work</li> </ul>				

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		<ul style="list-style-type: none"> <li>Site safety rules in place at all sites which are given to contractors up on signing in Colleagues who may be working in / around work area are informed of contractors on site</li> </ul>				
	Contractors - Contractors failure to inform Managers they are on Site (Low Risk)	<ul style="list-style-type: none"> <li>All contractors told they must sign in at all Society premises</li> <li>Only approved contractors are used and this is organised through property group</li> <li>Property group inform site that contractors due on premises when larger jobs are being undertaken</li> <li>Colleagues who may be working in / around work area are informed contractors on site</li> </ul>				
	Contractors - unaware of Society H&S standards (Low Risk)	<ul style="list-style-type: none"> <li>Only approved contractors are used and this is organised through property group</li> <li>Site safety rules in place at all sites which are given to contractors up on signing in</li> <li>For more information and links to appropriate documents refer to the Society Control of Contractors Policy on Colleague Connect</li> </ul>				

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Contractors - working in customer / sales areas (Low Risk)		<ul style="list-style-type: none"> <li>All work in customer / sales areas is where possible done out of trading hours.</li> <li>Site safety rules in place at all sites which are given to contractors up on signing in</li> <li>Where work is done during trading hours in customer / sales areas then area is cordoned off</li> </ul>				
Contractors - working on mains services (electrics / gas / water) (Low Risk)		<ul style="list-style-type: none"> <li>All work on mains services is agreed by property group in order to ensure further control measures</li> <li>Site safety rules in place at all sites which are given to contractors up on signing in</li> </ul>				
COSHH - Contract cleaners bringing unknown substances onto premises (Low Risk)		<ul style="list-style-type: none"> <li>All contract cleaners are from designated agency</li> <li>Contract cleaners aware that they must use nominated products</li> <li>Nominated products used by contract cleaners.</li> </ul>				

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COSHH – Controls of Substances Hazardous to Health COSHH (Low Risk)		<ul style="list-style-type: none"> <li>Only approved products used for cleaning with all COSHH assessments carried out and available to colleagues on the Intranet</li> <li>Designated storage area for cleaning substances.</li> <li>All colleagues who use substances or in area where substances are used are trained.</li> <li>All colleagues using substances are trained to always put substances in clearly marked bottles</li> <li>COSHH file held on site with data sheet</li> <li>Low risk products are used wherever possible</li> <li>Colleagues to follow Correct Operating Procedure for COSHH</li> <li>Colleagues informed never to mix substances together unless approved by manufacturer</li> <li>For more information and links to appropriate documents refer to the Society COSHH Policy on Colleague Connect)</li> </ul>				
COSHH - Failure to store substances in clearly marked containers (Low Risk)		<ul style="list-style-type: none"> <li>All colleagues using substances are trained to always put substances in clearly marked containers</li> <li>Dept managers ensure that adequate number of trigger sprays etc available for substances</li> <li>Designated storage space for substances at all sites</li> <li>Only pre-agreed levels of substances are ordered</li> </ul>				



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COSHH - Incorrect level / lack of PPE worn when using hazardous substances (Low Risk)		<ul style="list-style-type: none"> <li>• Dept / site managers responsible for ensuring PPE is used</li> <li>• Level of PPE required for substances to be used safely is set in advance</li> <li>• Low risk substances are used whenever possible</li> <li>• PPE available for all colleagues using substances</li> <li>• Colleagues informed on level of PPE to be worn prior to using substances</li> </ul>				
COSHH - Use of Hazardous Substances by Young Persons (Low Risk)		<ul style="list-style-type: none"> <li>• All colleagues who use substances or in areas where substances being used are trained</li> <li>• All substances used by colleagues have had assessments carried out prior to use</li> <li>• COSHH file held on intranet and on site</li> <li>• Level of PPE required for substance to be used safely is set in advance</li> <li>• Low risk substances are used wherever possible</li> <li>• Only designated products used</li> <li>• Colleagues informed never to mix substances together unless approved by manufacturer</li> <li>• Colleagues informed on level of PPE to be worn prior to using substances</li> <li>• Young Person's Risk Assessment carried out</li> <li>• Colleagues to follow Correct Operating Procedure</li> </ul>				

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Display Screen Equipment (Low Risk)		<ul style="list-style-type: none"> <li>• All display screen equipment is set up by IT dept.</li> <li>• Display screen booklets available to all colleagues</li> <li>• All 'essential users' are entitled to a free eye test every two years</li> <li>• All 'essential users' are given DSE assessment.</li> <li>• Guidelines in place for colleagues to follow when setting up workstations.</li> <li>• All users of software packages are trained on how they work if no previous experience.</li> <li>• No intensive data input work carried out by colleagues.</li> <li>• Written procedure in place for accessing if colleagues are 'essential users'.</li> <li>• Colleagues encouraged to rotate work.</li> <li>• For more information and links to appropriate documents refer to the Society DSE Policy on Colleague Connect)</li> </ul>				
Electrical – Unauthorised access to Electrical Plant Rooms (Low Risk)		<ul style="list-style-type: none"> <li>• Contractors sign in to site before entering plant room</li> <li>• Plant room doors are clearly marked with restricted access signage</li> <li>• Plant rooms kept locked when not in use</li> <li>• For more information and links to appropriate documents refer to the Society Electricity Policy on Colleague Connect</li> </ul>				

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Electrical - Appliances (Low Risk)		<ul style="list-style-type: none"> <li>• Portable Appliance Test is carried out every one or two years in accordance with Society policy</li> <li>• All testing is organised through property group.</li> <li>• Repairs are carried out by a competent person (trained electrician)</li> <li>• Colleagues are instructed not to tamper with or attempt to repair any electrical appliance</li> <li>• Unauthorised equipment is not allowed.</li> <li>• All colleagues trained to make visual checks of equipment prior to use.</li> <li>• Clear fault reporting procedure in place for faults to be picked up early.</li> <li>• Maintenance contracts in place on electrical work equipment.</li> <li>• Certificate for PAT testing is held by Property Group and retesting is done prior to expiry date.</li> </ul>				
Electrical - Blocked access to electrical circuits (Low Risk)		<ul style="list-style-type: none"> <li>• Property group can install key clamps to keep clear access available if required</li> <li>• Site manager makes regular checks of electrical cupboards to ensure access is clear</li> <li>• Colleagues advised on importance of keeping access clear at all times</li> </ul>				

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Electrical - Electric Vehicle Charging Points (Low Risk)		<ul style="list-style-type: none"> <li>Parking bays to be clearly marked for use of charging vehicles only.</li> <li>Area to be well lit.</li> <li>Routine cleaning/checks to be carried out by staff.</li> <li>Charging points to be checked daily for any damage.</li> </ul>				
Fire – Arson (Low Risk)		<ul style="list-style-type: none"> <li>All cardboard is collected through pre agreed means of collection</li> <li>CIS report carried out at some sites dependant on level of risk</li> <li>Fire risk assessments are carried out by site managers</li> <li>Secure areas for storage of any flammable materials that are outside.</li> </ul>				
Fire - Blocked fire escape routes (Low Risk)		<ul style="list-style-type: none"> <li>All colleagues trained to understand importance of keeping escape routes clear.</li> <li>Clear lock / unlock procedure of sites</li> <li>Clearly marked escape routes via emergency lighting where fitted.</li> <li>Designated storage areas for goods to ensure that routes are kept clear</li> <li>Fire risk assessments are carried out by site managers.</li> </ul>				

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Fire - Blocked fire exits (Low Risk)		<ul style="list-style-type: none"> <li>All fire exits are clearly marked</li> <li>All colleagues trained to understand importance of keeping fire exits clear</li> <li>Clear lock / unlock procedure of sites</li> <li>Fire risk assessments are carried out by site managers</li> </ul>				
Fire - Blocked Walkways (Low Risk)		<ul style="list-style-type: none"> <li>All colleagues trained on importance of keeping walkways clear at all times</li> <li>Designated storage areas for equipment to improve housekeeping standards</li> <li>Regular checks of walkways carried out by managers during daily duties.</li> </ul>				
Fire - Build-up of Cardboard & Waste (Low Risk)		<ul style="list-style-type: none"> <li>All cardboard is disposed of through pre agreed means of collection</li> <li>Good standard of housekeeping / cleaning</li> </ul>				
Fire - Build-up of waste cardboard (Low Risk)		<ul style="list-style-type: none"> <li>All cardboard is disposed of through pre agreed means of collection</li> <li>Fire risk assessments carried out by site managers</li> </ul>				

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Fire - Fire Risks (Low Risk)		<ul style="list-style-type: none"> <li>All colleagues receive basic fire safety training</li> <li>Colleagues trained to understand the importance of keeping escape routes clear</li> <li>Fire exits are clearly marked and checked daily</li> <li>Fire risk assessments carried out by site managers</li> <li>Pre-agreed minimum level of fire extinguishers in each branch</li> <li>All extinguishers are serviced annually</li> </ul>				
Fire - Incorrectly sized / positioned signage (Negligible Risk – Monitor only)		<ul style="list-style-type: none"> <li>All fire signage is positioned by competent person</li> <li>All safety signage is obtained through nominated supplier to ensure conformity of signage</li> <li>All safety signage is purchased through Head Office</li> </ul>				
Fire - Lack of / missing fire extinguishers (Negligible Risk – Monitor Only)		<ul style="list-style-type: none"> <li>Fire Risk Assessments are carried out by site managers</li> <li>Maintenance contract in place on all extinguishers</li> <li>Pre agreed minimum level of Fire Extinguishers in each site</li> <li>Regular weekly checks of fire extinguishers via fire log</li> </ul>				

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Fire - Lack of fire safety awareness by colleagues (Low Risk)		<ul style="list-style-type: none"> <li>All colleagues given induction training which includes fire awareness</li> <li>All colleagues shown fire exits / assembly points etc. on first day of starting work.</li> <li>Good level of fire safety signage in all sites</li> <li>Colleagues training / refresher training carried out on an annual basis.</li> </ul>				
Fire - Lack of instruction on emergency procedures (Low Risk)		<ul style="list-style-type: none"> <li>All colleagues shown fire exits / assembly points etc. on first day of starting work</li> <li>Site specific evacuation plans in place and displayed for colleagues to see</li> <li>Twice yearly evacuation drill of sites which is recorded in fire log</li> </ul>				

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Fire - Lack of knowledge of emergency procedures (fire safety / accident reporting) (Low risk)		<ul style="list-style-type: none"> <li>• All colleagues given induction training which includes fire awareness</li> <li>• Good level of fire safety signage in all sites.</li> <li>• New starters told of policy in place to report ALL accidents however minor.</li> <li>• New starters told of reporting procedure / position of first aid kit and first aider</li> <li>• All new colleagues are monitored / contacted by co-ordinator</li> <li>• For more information and links to appropriate documents refer to the Society Fire Precautions Policy on Colleague Connect</li> </ul>				
First Aid and reporting – Insufficient level of First Aid cover / supplies (Low Risk)		<ul style="list-style-type: none"> <li>• First Aid courses organised on regular basis through head office</li> <li>• Manager monitors first aid cover and accident stats in case further cover required</li> <li>• Procedure in place for assessing level of first aid cover required</li> <li>• First Aider / appointed person on site makes regular checks of supplies</li> <li>• Nominated supplier in place for refreshing supplies.</li> <li>• For more information and links to appropriate documents refer to the Society First aid Policy on Colleague Connect</li> </ul>				



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Fixed machinery in wrong place (Low Risk)		<ul style="list-style-type: none"> <li>All fixed machinery is positioned in pre agreed place</li> </ul>				
Gaining access to higher levels of racking (Low Risk)		<ul style="list-style-type: none"> <li>Appropriate equipment in place for colleagues to access higher levels of racking</li> <li>Managers control goods / stock placed on higher levels of racking</li> <li>Colleagues trained to only access higher levels of racking using appropriate equipment</li> <li>For more information and links to appropriate documents refer to the Society Working at Height policy on Colleague Connect</li> </ul>				
H&S Induction training & training – insufficient level of PPE (Low Risk)		<ul style="list-style-type: none"> <li>Minimum level of PPE in place for tasks requiring PPE to be worn</li> <li>New starters are not allowed to carry out work requiring PPE if insufficient PPE is worn.</li> <li>Designated suppliers in place for PPE to be purchased</li> <li>Good supplies of PPE available at all sites</li> <li>Issue of PPE is recorded (boots etc.)</li> <li>For more information and links to appropriate documents refer to the Society Personal Protective Equipment Policy on Colleague Connect</li> </ul>				

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H&S Line Reporting – Unclear reporting process for H&S issues (Low Risk)		<ul style="list-style-type: none"> <li>Clear organisational arrangements in place on all levels</li> <li>Site Managers carry delegated responsibility for site H&amp;S on day to day basis.</li> </ul>				
H&S Vehicular Operations – Loading and unloading of vehicles (Medium Risk)		<ul style="list-style-type: none"> <li>Loading / unloading of delivery vehicles takes place in designated / pre agreed areas</li> <li>Written procedure for all colleagues to follow when vehicles are loading / unloading</li> </ul>				
H&S Visitors on Site – No or insufficient level of PPE worn by visitors (Low Risk)		<ul style="list-style-type: none"> <li>All visitors sign in through reception customer service areas</li> <li>PPE provided where required for visitors to site</li> </ul>				
Incorrect storage of goods / stock (Low Risk)		<ul style="list-style-type: none"> <li>Designated storage areas for equipment to improve housekeeping standards</li> <li>High Value stock stored securely to prevent damage / loss</li> <li>Larger / heavier goods have designated storage area.</li> <li>Stock levels kept as low as possible to prevent excessive build up</li> <li>For more information and links to appropriate documents refer to the society Housekeeping Standards Policy on Colleague Connect)</li> </ul>				

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Insufficient assessment of task / ability of colleague when carrying out manual handling (Medium Risk)		<ul style="list-style-type: none"> <li>Manual handling risk assessment carried out for tasks involving heavier items or repeated tasks</li> <li>Most sites have the same stock / goods delivered on regular basis so colleagues aware of how to handle.</li> <li>Colleagues trained and regularly advised to use lifting equipment if possible rather than lift</li> <li>Colleagues trained and regularly advised to open package if contents unknown</li> <li>Lifting of heavier / bulky items is carried out by authorised and designated colleagues.</li> <li>Colleagues advised to inform manager if 'health issues' prevent them from lifting any items.</li> <li>For more information and links to appropriate documents refer to the Society Manual Handling Policy on Colleague Connect</li> </ul>				
Insufficient Mandatory signage (Low Risk)		<ul style="list-style-type: none"> <li>All safety signage is obtained through nominated supplier to ensure conformity of signage</li> <li>All safety signage is bought through Head Office</li> <li>Minimum standard of signage set for sites</li> <li>For more information and links to appropriate documents refer to the Society Safety Signs at Work Policy on Colleague Connect</li> </ul>				

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Insufficient training to carry out tasks competently (Low Risk)		<ul style="list-style-type: none"> <li>All new colleagues undergo induction training and job specific training where required (e.g. Basic Food Hygiene)</li> <li>All colleagues are monitored on level of competence if using machinery etc before working unsupervised</li> <li>Proof of competence (Certificates etc) required to be shown if integral part of job.</li> <li>For more information and links to appropriate documents refer to the Society Induction and Training Policy on Colleague Connect)</li> </ul>				
Lack of Traffic Management (Medium Risk)		<ul style="list-style-type: none"> <li>5mph speed limit in place at all sites</li> <li>All Society car parks have clearly marked parking spaces.</li> <li>Clear written procedures in place for reversing delivery vehicles</li> </ul>				

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Lack of training could result in injury when colleague carrying out manual handling (Medium Risk)		<ul style="list-style-type: none"> <li>• In-depth ½ day manual handling training available to colleagues at request</li> <li>• Lifting of heavier / bulky items is carried out by authorised and designated colleagues</li> <li>• Managers / Supervisors assess level of training required for colleagues prior to lifting manoeuvres</li> <li>• Manual handling literature given to all colleagues</li> <li>• All colleagues trained to make visual assessment of environment where lift will take place, before lift</li> <li>• Most manual handling on site is carried out within same areas so colleagues are aware of environment</li> <li>• Site managers make regular checks of all areas within the site.</li> </ul>				
Lifts - Escalators (Low Risk)		<ul style="list-style-type: none"> <li>• Daily/weekly escalator checks to be carried out and recorded on relevant document.</li> <li>• Escalators to be subject to regular maintenance regime.</li> <li>• Upper and lower landing and steps to be monitored for slip/trip hazards.</li> <li>• Emergency stop button to be clearly marked and visible at all times.</li> <li>• All applicable warning sign visible upon the equipment</li> </ul>				

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Lifts – Goods Lifts (Low Risk)		<ul style="list-style-type: none"> <li>• Goods lift will be subject to the statutory 12 monthly inspections</li> <li>• Under no circumstances should a Colleague attempt to repair or interfere with the Goods Lift.</li> <li>• Safe Working Limit (SWL) must be adhered to at all times.</li> <li>• Colleagues must never travel in a Goods Lift</li> </ul>				
Lifts – Passenger Lifts (Low Risk)		<ul style="list-style-type: none"> <li>• Passenger lift will be subject to the statutory 6 monthly inspections</li> <li>• Under no circumstances should a Colleague attempt to repair or interfere with the Passenger Lift.</li> <li>• Safe Working Limit (SWL) must be adhered to at all times.</li> <li>• The alarm bell upon the Passenger lift should be tested weekly to ensure that it is in sound working order.</li> <li>• Colleagues to be familiar with alarm so to be able to contact the relevant emergency contact.</li> </ul>				

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Lone Working (Low Risk)		<ul style="list-style-type: none"> <li>Loss prevention procedures to be followed at all times</li> <li>Colleagues have contact numbers in the event of an emergency</li> <li>Panic alarm readily available if required</li> <li>Colleague working alone is a minimum of 18 years of age</li> <li>Lone workers are contacted on regular basis if working in sole person / satellite branches</li> <li>Procedure for further assessment of lone workers if work is physical or work routine imposed.</li> <li>For more information and links to appropriate documents refer to the society Lone Working Policy on Colleague Connect</li> </ul>				
Machinery – Non maintenance of machinery (Low Risk)		<ul style="list-style-type: none"> <li>Clear procedure in place for colleagues reporting faults</li> <li>Maintenance contracts in place on all machinery</li> <li>Colleagues trained to make visual checks of machinery prior to use</li> <li>For more information and links to appropriate documents refer to the Society Machinery – Safe use and Maintenance Policy on Colleague Connect</li> </ul>				

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Machinery - Unsuitable for task it is being used for (Low Risk)		<ul style="list-style-type: none"> <li>All machinery is purchased through designated suppliers to ensure suitability</li> <li>All colleagues who use machinery are trained on its purpose and working capability</li> <li>Only authorised / trained colleagues are allowed to operate machinery</li> </ul>				
Manual Handling (Medium Risk)		<ul style="list-style-type: none"> <li>All colleagues receive a Health &amp; Safety booklet when they join the Society</li> <li>All colleagues receive site induction information and instruction</li> <li>Manual handling information is available for all colleagues on the site Health &amp; Safety notice board</li> <li>Colleagues to follow COP for manual handling</li> <li>Branch management to ensure colleagues working safely</li> <li>For more information and links to appropriate documents refer to the Society Manual Handling Policy on Colleague Connect</li> </ul>				



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New & Expectant Mothers (Medium Risk)		<ul style="list-style-type: none"> <li>• Risk assessment carried out with new &amp; expectant mothers &amp; reviewed throughout term of pregnancy</li> <li>• Rest area available when necessary</li> <li>• Support available as required by individuals</li> <li>• Work routines looked at as part of pregnancy risk assessment</li> <li>• Display Screen Assessment carried out to identify any concerns and any remedial action required taken</li> <li>• Manual handling assessment carried out on many tasks that may identify risk to pregnant staff in advance</li> <li>• COSHH assessments carried out in advance of products being used</li> <li>• Spillage procedures in place.</li> <li>• For more information and links to appropriate documents refer to New and Expectant Mothers Policy on Colleague Connect</li> </ul>				
Opening / closing procedures (Low Risk)		<ul style="list-style-type: none"> <li>• Loss prevention procedures to be followed at all times</li> <li>• Colleagues receive instruction and training</li> <li>• Security lighting in place for dark mornings / evenings where required</li> </ul>				

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Personal Protective Equipment – Lack of training on use of PPE (Low Risk)		<ul style="list-style-type: none"> <li>• All colleagues are trained on use of PPE where required</li> <li>• Site managers are responsible for ensuring that PPE is worn where required.</li> <li>• For more information and links to appropriate documents refer to the society PPE Policy on Colleague Connect</li> </ul>				
Personal Safety (Medium Risk)		<ul style="list-style-type: none"> <li>• Major Incident Plan available in all Branches</li> <li>• All colleagues issued with pocket leaflet about Personal Safety</li> <li>• Colleagues instructed not to get into confrontation with any customers</li> <li>• Reporting procedure in place</li> <li>• Colleagues encouraged to report all incidents including verbal abuse</li> <li>• Loss prevention officers investigate incidents that are reported</li> <li>• Security measures of sites updated to higher levels during refits</li> <li>• For more information and links to appropriate documents refer to the Society Personal Safety Policy on Colleague Connect)</li> </ul>				

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Property / Vehicle damage due to high volume of vehicle movements (Medium Risk)		<ul style="list-style-type: none"> <li>• Clear signage in reversing areas to highlight manoeuvres to drivers and pedestrians</li> <li>• Designated reversing areas for loading and unloading of vehicles</li> <li>• Safe working procedure or reversing of vehicles</li> <li>• Colleagues all trained on site safety</li> <li>• For more information and links to appropriate documents refer to Site Specific Workplace Transport Risk assessment</li> </ul>				
Racking & Shelving (Low Risk)		<ul style="list-style-type: none"> <li>• Racking bolted to the floor or wall</li> <li>• All racking of sound construction and in good condition</li> <li>• Racking to be visually checked on regular basis by branch management</li> <li>• Managers control goods / stock placed on higher levels of racking</li> <li>• Colleagues advised to keep heavier goods to floor levels</li> <li>• For more information and links to appropriate documents refer to the Society Racking Systems Policy on Colleague Connect</li> </ul>				

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Repeated sickness / poor attendance record – due to stress (Medium Risk)		<ul style="list-style-type: none"> <li>All sickness is monitored</li> <li>Return to work interviews carried out for colleagues with poor attendance record</li> <li>Support available through PSG for advice and assistance on how to deal with poor attendance</li> </ul>				
Slips, Trips and Falls (Medium Risk)		<ul style="list-style-type: none"> <li>All spills / leaks contained and cleared</li> <li>Wet floor signs available if required</li> <li>Entrance regularly monitored for any slip / trip hazards</li> <li>Sufficient light provided at all times</li> <li>Colleagues trained on importance of preventing slips, trips and falls during induction and other training.</li> <li>Any defects in flooring / carpeting / lighting reported to Property Group</li> <li>Accidents monitored to ensure further controls can be put in place if accidents occur</li> <li>Lock / unlock procedure of store / branch includes checking areas / aisles</li> <li>Mats in place at customer entry points</li> <li>Stock is stored in allocated places within warehouse where possible to prevent trip hazards</li> </ul>				

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Slips, Trips and Falls - Mats (Medium Risk)		<ul style="list-style-type: none"> <li>Colleagues check when opening the store that mats are positioned correctly</li> <li>Entrances are checked regularly throughout the day</li> <li>Mats at all customer entry points</li> <li>For more information and links to appropriate documents refer to the Society Safe Access and Egress Policy on Colleague Connect</li> </ul>				
Slips, Trips and Falls – Spillage/leakage (Medium Risk)		<ul style="list-style-type: none"> <li>Good supply of suitable equipment (mops, paper towel, signage etc.)</li> <li>Colleagues trained on importance of clearing spillages as soon as they occur</li> <li>Wet floor signs put out whenever spillage occurs that leaves floor wet.</li> <li>Safe working procedure for dealing with liquid spillages</li> <li>Safe working procedure for dealing with powder spillages</li> <li>Wet floor signs put out whenever spillage occurs that leaves floor wet.</li> <li>Colleagues to follow Correct Operating Procedure for Spillages</li> </ul>				

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Slips, Trips and Falls - Spills - Accidental spillage / leakage of substances (Low Risk)		<ul style="list-style-type: none"> <li>• Appropriate levels of PPE available at each site to deal with spillages</li> <li>• Spillage procedures in place to deal with all spillages / leakages of substances</li> <li>• Colleagues trained to deal with spillages in correct way</li> </ul>				
Society Issue Mobile Phones – Driving using mobile phones (Medium Risk)		<ul style="list-style-type: none"> <li>• Clear procedure in place for colleagues using mobiles whilst driving</li> <li>• Colleagues instructed to follow road traffic regulations at all times</li> <li>• For more information and links to appropriate documents refer to Society Mobile Phone Policy on Colleague Connect)</li> </ul>				
Society Vehicles Car Drivers – Breakdown of vehicle whilst driving (Low Risk)		<ul style="list-style-type: none"> <li>• All Society vehicles have maintenance contracts in place</li> <li>• All Society vehicles used by lone workers have breakdown cover</li> </ul>				
Society Vehicles Car Drivers – Driving Standards (Medium Risk)		<ul style="list-style-type: none"> <li>• Copy of licenses required before drivers are allowed to drive Society vehicles</li> <li>• Society vehicle drivers are expected to drive within the regulations set by the Road Traffic Act</li> <li>• For more information and links to appropriate documents refer to Vehicular Operations Policy on Colleague Connect)</li> </ul>				

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Stress Management – Failure to assess workload by line managers (Medium Risk)		<ul style="list-style-type: none"> <li>Appraisal review carried out through year to see if objectives are on target / workload too high</li> <li>Appraisals carried out by senior line managers and work objectives are set</li> <li>Colleagues encourage to discuss with line managers daily work routines and workloads</li> <li>Work life balance policy in place</li> </ul>				
Stress Management – Lack of communication and Consultation (Low Risk)		<ul style="list-style-type: none"> <li>H&amp;S Committee in place for communication of H&amp;S information</li> <li>Society encourages structured communication with unions</li> <li>Colleagues at all levels encouraged to communicate with each other</li> <li>Colleague survey carried out annually to ascertain views of colleagues</li> <li>Steering groups in place to encourage communication throughout all levels</li> </ul>				

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Unaccompanied / un- authorised visitors could pose threat to Society Colleagues (Low Risk)		<ul style="list-style-type: none"> <li>All visitors sign in through reception / customer service areas</li> <li>Certain areas are secured by way of locked doors / digit locks / restricted access</li> <li>Host of meeting is solely responsible for visitor during visit</li> <li>PPE provided where required for visitors on site</li> </ul>				
Unauthorised usage of machinery (Medium Risk)		<ul style="list-style-type: none"> <li>All colleagues who use machinery are trained on its purpose and working capability</li> <li>Only authorised / trained colleagues are allowed to operate machinery</li> </ul>				
Unauthorised work on electrical circuits and related equipment ( Low Risk)		<ul style="list-style-type: none"> <li>Approved and qualified contractors only to work on circuits</li> <li>No work is carried out on mains services without consent of property group</li> </ul>				
Use of dangerous equipment when working alone (Low Risk)		<ul style="list-style-type: none"> <li>Full risk assessment is carried out if lone worker is to use any dangerous equipment</li> <li>Lone workers not allowed to work forklifts / work on electrical circuits etc.</li> </ul>				



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Use of Dangerous Machinery by Young People (Medium Risk)	<ul style="list-style-type: none"> <li>• All colleagues who use machinery are trained on its purpose and working capability</li> <li>• Restricted use of machinery</li> <li>• Young Person's Risk Assessment is carried out</li> </ul>			
Use of workplace vehicles by Young Persons (Low Risk)	<ul style="list-style-type: none"> <li>• Use of vehicles restricted to authorised colleagues</li> <li>• Young Person's Risk Assessment is carried out</li> </ul>			
Vehicle breakdown for mobile lone workers (Low Risk)	<ul style="list-style-type: none"> <li>• All Society Vehicles used by lone workers have breakdown cover</li> <li>• All lone works have way of contacting assistance (emergency etc.)</li> <li>• All lone workers make managers aware of daily movements via diaries / pre agreed work patterns</li> </ul>			
Violence - Colleagues exposure to violence / verbal abuse (Medium Risk)	<ul style="list-style-type: none"> <li>• Colleagues trained not to resist a robbery</li> <li>• Colleagues to maintain presence on shop-floor</li> <li>• Panic alarm located out of sight of customers near to till</li> <li>• Colleagues trained to provide good, polite service</li> <li>• Colleagues to report all incidents of verbal abuse and ensure they are recorded in the Branch Diary</li> <li>• All incidents discussed with Branch Manager, District Manager &amp; Loss Prevention</li> <li>• For more information and links to appropriate documents refer to Personal Safety Policy on Colleague Connect</li> </ul>			

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Violence - Exposure to repeated violence at work issues (Medium Risk)		<ul style="list-style-type: none"> <li>All reported incidents are logged and monitored</li> <li>Loss prevention officers investigate incidents that are reported</li> <li>Site security audits carried out annually and history of Violence at Work incidents considered</li> <li>Colleagues encouraged to report all incidents including verbal abuse</li> </ul>				
Violence - Violence at Work Personal Safety – Non reporting of physical / verbal abuse incidents (Medium Risk)		<ul style="list-style-type: none"> <li>Clear procedures in place for colleagues at all levels to deal with incidents</li> <li>Literature in place promoting positive points of personal safety and how to report if incidents occur</li> <li>Society actively work towards prevention of incidents</li> <li>Colleagues encouraged to report all incidents including verbal abuse</li> </ul>				
Working at Height (Medium Risk)		<ul style="list-style-type: none"> <li>Products stored at height capable of being easily handled</li> <li>Colleagues instructed to use the most suitable equipment for the task</li> <li>Stepladders and kick stools routinely inspected</li> <li>Branch management to ensure colleagues working safely</li> <li>For more information and links to appropriate documents refer to the Society Working at Height Policy on Colleague Connect</li> </ul>				

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Working at Height - Kick stools (Low Risk)		<ul style="list-style-type: none"> <li>Kick stools removed from the shop floor when not in use</li> <li>Kick stools checked for damage systematically</li> <li>Kick stools stored in designated area</li> <li>All kick stools to have a warning sign to state colleague use only and customers not to use if products out of reach</li> </ul>				
Working at Height - Ladders / steps – incorrect use / storage of ladders (Medium Risk)		<ul style="list-style-type: none"> <li>Safe working procedure in place for colleagues using ladders / steps</li> <li>Colleagues follow Correct Operating Procedure (COP) for ladders / steps</li> <li>Only colleagues who have completed COP allowed to use ladders / steps</li> <li>All ladders are stored in designated areas</li> <li>All ladders purchased centrally in order to monitor type of ladders (Class 1 / Class2)</li> <li>All ladders are logged on site ladder log and regular checks on condition are made and recorded.</li> <li>Clear reporting procedure for faulty equipment</li> <li>Colleagues trained to check condition of ladders prior to use each time.</li> <li>For more information and links to appropriate documents refer to the Society Control and Use of Stepladders Policy on Colleague Connect</li> </ul>				

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Worn illegible signage (Low Risk)		<ul style="list-style-type: none"> <li>Managers make regular checks on signage</li> <li>Colleagues advised not to de-face / damage any signage</li> <li>Colleagues advised to report any worn / illegible signage to managers</li> <li>For more information and links to appropriate documents refer to the society Safety Signs at Work Policy on Colleague Connect</li> </ul>				
Young People at Work – Untrained to carry out task competently (Low Risk)		<ul style="list-style-type: none"> <li>All colleagues are assessed and monitored doing tasks until level of competency has been proved</li> <li>Young Person's Risk Assessment is carried out</li> <li>Working hours of young person's follows the criteria set by the local authority</li> <li>Working hours are agreed in advance with manager, parents / guardian</li> <li>For more information and links to appropriate documents refer to the Society Young People at Work Policy on Colleague Connect)</li> </ul>				

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