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| **RA-BO** | **Risk Assessment**  **Business and Office Services** | | |
| **Unit Name and Number** | |  | |
| **Risk Assessment Completed** | | Name:  Date: | Signed: |
| **1st Review** | | Name:  Date: | Signed: |
| **2nd Review** | | Name:  Date: | Signed: |
| **3rd Review** | | Name:  Date: | Signed: |

**Note** - Risk assessments must be reviewed every 3 years, whenever there is a significant change in the activity, and following any incident involving the activity. Risk assessments must be retained for a period of 6 years.

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| **Step 1 - What are you already doing to control the risk?** | | | | |
| Identify all of the **Essential Risk Assessments** you have completed for your unit or business operation  by ticking the boxes below.  (Those which are absolute mandatory completion have already been ticked for you). | | | | |
| **R** ES00 Workplace Risk Assessment  **R** ES01 Fire Risk Assessment  **R** ES02 First Aid Needs Assessment  **R** ES03 Floor Safety Risk Assessment  **R** ES04 Manual Handling Activity Filter  **£** ES04a Lifting and Carrying Risk Assessment  **£** ES04b Pushing and Pulling Risk Assessment  **R** ES05 COSHH Product Inventory  **R** ES06 PPE Assessment  **£** ES06a PPE Issue Form  **R** ES07 PAT Testing | | | **R** ES08 Work Equipment Inspection  **£** ES08a Work Equipment Inspection Register  **R** ES09 DSE Workstation Assessment  **£** ES10 New and Expectant Mothers Risk Assessment  **£** ES11a Young Person’s Risk Assessment (16-17 years)  **£** ES11b Young Person’s Risk Assessment (<16 years)  **£** ES12 Lone Workers Risk Assessment  **£** ES12a Lone Workers Workplace Checklist  **£** ES13 Workplace Stress Risk Assessment  **£** ES13a Stress Talking Toolkit  **£** ES14 Gas Safety Risk Assessment  **£** OPS02 Violence at Work Risk Assessment | |
| **Step 2 - Workplace Hazards, Risks and Control Measures** | | | | |
| Review this section of the risk assessment and ensure everything detailed below is aligned to your unit.  Document any additional hazards and control measures you have identified in the blank section provided. | | | | |
| **What are the hazards?** | **Who might be harmed?** | **How might they be**  **harmed?** | | **What additional actions must be taken to control the risk?** |
| **Use of work equipment:**   * General office/post room equipment\* e.g. guillotines, laminators, paper shredders, document binding machines, photocopiers, franking machines, enveloper machines   *\*Equipment may be of considerable size and power in a post/print room* *environment.*   * General transportation equipment e.g. roll cages, pallet trucks, sack trucks, trolleys, waste bins * Mechanical equipment e.g. cardboard balers, waste compactors   Note: *Line managers to add any additional significant work equipment not listed in the above at the end of this section and complete all columns.* | Compass employees  Agency staff  Client staff  Visitors/guests  Contractors | Broken or fractured bones/bruising/cuts/sprains/  strains from:   * Body parts/hair/clothing/   jewellery becoming trapped/  drawn-in/entangled within moving surfaces/parts of equipment   * Individuals being struck by transportation equipment * Individuals becoming trapped between/against equipment and fixed objects * Tripping over electrical cables/parts of equipment   Burns/scalds/lacerations/cuts from:   * Contact with hot/sharp surfaces   Manual handling injuries/sprains/  strains from over exertions when:   * Lifting/carrying/pushing/pulling equipment outside of individuals’ capabilities * Lifting/carrying awkward loads * Carrying out tasks incorrectly * Carrying out tasks over a long distance/time * Carrying out repetitive tasks for long periods | | * Individuals trained in the use of significant equipment relative to their role * Mechanical waste equipment only operated by individuals who over 18 years of age and access must be restricted to authorised persons only * Good housekeeping management in place to reduce likelihood of slips/trips/falls * Equipment selected for suitability of the task being carried out * Equipment operated in accordance with manufacturer’s instructions, where provided * Visual inspections of equipment carried out prior to use * Guarding/safety interlock systems in place on equipment where required * Manufacturer fitted audible/visual warning systems used if fitted to equipment * Barrier segregation and appropriate safety signage used where required * Where the risk of entanglement/drawing-in/entrapment in machinery is significant, suitable clothing must be worn and any clothing accessories such as scarves and jewellery which potentially could become entangled/trapped/drawn-in must be removed and long hair tied back * Equipment maintained/serviced periodically where required and only by a suitably qualified/competent individual * Individuals are not permitted to attempt to repair faulty equipment * Damaged/faulty equipment removed from use * Suitable PPE provided where required * For electrical safety controls see ‘Electrical installations/use of electrical appliances’ later in this section * All manual handling activities are identified and assessed by the line manager and sufficient training given to individuals who carry out manual handling activities |
| **Electrical installations/use of electrical appliances** | Compass employees  Agency staff  Client staff  Visitors/guests  Contractors | Risk of fire to premises and severe/fatal injury to individuals caused by faulty electrical installations/equipment  Severe/fatal injury/electrocution/  burn injuries from contact with live/faulty electrical contacts | | * Fixed wire testing schedule in place\* * Items visually inspected at regular intervals * PAT regime in place\* * Portable electrical equipment is stored correctly, in suitable locations * Only appropriately qualified electricians are authorised to work on/repair electrical equipment   \* Where Compass Group are not in control of the premises, the Work Premises Statutory Compliance Declaration must be completed to ensure the Client or their agents sign off the responsibility. |
| **What are the hazards?** | **Who might be harmed?** | **How might they be**  **harmed?** | | **What additional actions must be taken to control the risk?** |
| **Transport/handling/storage/use of hazardous substances and chemicals (COSHH)** | Compass employees  Agency staff  Client staff  Visitors/guests  Contractors | Burns/scalds/adverse skin/eye/occupational health conditions/asphyxiation resulting from:   * Absorption/skin contact from splashes/contact with corrosive/harmful chemicals and substances * Inhalation of hazardous fumes/gases * Ingestion/absorption of harmful chemicals and substances due to hand to mouth/contaminated eating/drinking vessel cross contamination * Ignition/explosion of flammable/ explosive/   pressurised chemicals   * Incorrect transport/storage of chemicals/substances * Incorrect use/lack of correct PPE | | * Relevant training provided to individuals who use chemicals * Suppliers/manufacturers appointed to advise and supply suitable chemicals * Chemicals and substances transported/   handled/used in accordance with manufactures instructions and industry guidance/best practice   * Chemicals stored/labelled correctly/securely in suitable containers and locations with flammable and non-flammable separated * Audible/visual alarms fitted in storage areas where required * Spill kits provided where required * Smoking and use of mobile telephonic devices is prohibited in the vicinity of hazardous substances and chemicals * Product Safety Data Sheets/ Product Assessments/Safety Task Cards made available to individuals (COSHH folder) * Inventory of stored chemicals held * Chemicals/substances and storage containers disposed of safely * Suitable PPE provided where required * COSHH Policy in place * Appropriate safety signage displayed where required |
| **Use of ladders/**  **stepladders/step stools** | Compass employees  Agency staff  Client staff  Visitors/guests  Contractors | Broken or fractured bones/cuts/  bruises/ strains/sprains from:   * Individuals falling from height * Ladders/stepladders toppling   and individuals being struck by a falling individual/ladder/other equipment/items | | * Equipment inspected at regular intervals * Suitable type of ladder/stepladder/step stool provided for task * Equipment used for short duration only * Areas cordoned off where required when ladders/stepladders/step stools are in use * Individuals must have completed CP1 training in the use of stepladders and step stools (STCGE 10) which permits working at height up to 0.8 meters and does NOT permit the use of ladders * Individuals must complete CP2 training to use ladders up to 1.5 metres and CP3 training to use ladders up to 3.0 metres * Any working at height above this level must not be carried out without an ATW/PTW * All works above 3 metres must be prior agreed with the sectors HSE Manager * All working at height involving height access equipment other than ladders/stepladders must be prior agreed with the sectors HSE Manager * Working at Height policy and procedure in place |
| **Handling/dealing with suspicious packages** | Compass employees  Agency staff  Client staff  Visitors/guests  Contractors | Risk of fire/explosion to premises and severe/fatal injury/ill-health to individuals from packages containing:   * Incendiary devices * Explosive devices * Chemical or biological contamants * Sharp blades/needles | | * Individuals such as those who work in a post room, or on reception and take delivery of post/parcels, and any other key individuals, are given awareness training relation to the potential identification of a suspicious package and the related safety procedures to follow |
| **What are the hazards?** | **Who might be harmed?** | **How might they be**  **harmed?** | | **What additional actions must be taken to control the risk?** |
| **Delivery/**  **transportation/**  **storage of goods/equipment** | Compass employees  Agency staff  Client staff  Visitors/guests  Contractors | Manual handling injuries/sprains/  strains from over exertions when:   * Lifting/carrying/pushing/pulling items outside of individuals capabilities * Lifting/carrying awkward loads * Carrying out task incorrectly * Carrying out task over a long distance/time * Carrying out repetitive tasks for long periods * Using mechanical transportation equipment *(Control measures detailed in use of work equipment)*   Severe or fatal injuries/broken or fractured bones/crush injuries/  bruising/cuts from:   * Individuals being struck by heavy objects falling from higher surfaces such as shelving * Collapse of storage structures due to overloading/faulty storage equipment * Individuals being struck/falling from transportation equipment | | * Individual manual handling tasks assessed * Manual handling training provided to individuals carrying out high risk activities * Lifting/transportation/shelving/racking equipment well maintained/serviced/   inspected periodically where required   * Individuals trained in the use of ride on/transportation equipment * Damaged/faulty transportation/shelving/   racking equipment removed from use   * Storage of items at high level eliminated where possible * Heavy items stored at lower levels * Appropriate safety signage displayed where required |
| **Entering/working in a data room protected with an automatic fire suppression system** | Compass employees  Agency staff | Death or serious health issues as a result of lack of oxygen due to an individual:   * Failing to follow/lack of knowledge of safe access procedures * Accidental activation of the system * Unauthorised entry by an individual who does not have knowledge of safe access procedures | | * Only authorised individuals who have received sufficient training may enter any room where an automatic fire suppression system is in place * Data rooms must be locked at all times; unauthorised individuals must not be able to access any data room * Fire suppression equipment maintained and serviced\*   \* Where Compass Group are not in control of the premises, the Work Premises Statutory Compliance Declaration must be completed to ensure the Client or their agents sign off the responsibility. |
| **Slips, trips, falls caused by:**   * Uneven surfaces * Poorly lit areas * Obstructions * Wet/icy conditions * Contaminated surfaces * Spillages/debris * Wet floors * Trailing cables | Compass employees  Agency staff  Patients  Client staff  Visitors/guests  Contractors | Broken or fractured bones/cuts/  bruises/ strains/sprains from  slips/trips/falls:   * Over objects/debris * On uneven surfaces * In poorly lit areas * On wet/icy surfaces * On spillages/wet floors * Over trailing cables | | * Good housekeeping regimes in place * Lighting systems well maintained * Procedure in place to deal with spillages and spill kits provided where required * Cables placed so as not to cause trip hazards * External areas gritted during inclement weather conditions * Safety (slip resistant) footwear provided where required * Appropriate safety signage displayed where required * All defects are reported to the person   responsible for maintaining on site |
| **What are the hazards?** | **Who might be harmed?** | **How might they be**  **harmed?** | | **What additional actions must be taken to control the risk?** |
| **Driving vehicles on company business:**   * On the public highway * On client/ Compass/third party site premises | Compass employees  Agency staff  Client staff  Visitors/guests  Contractors  Members of the public | Severe or fatal injuries/broken or fractured bones/crush injuries/  bruising/cuts/sprains/strains from:   * Individuals being involved in RTC involving vehicle/   pedestrian/animal/object/  property   * Individuals being struck by vehicle rolling whilst loading/unloading/left unattended | | * All individuals who drive on company business must complete the online driver safety risk management programme * Driving performance and licence status are monitored and additional training provided to individuals where necessary * Sufficient motor vehicle insurance cover in place * Company/unit/pool vehicles are provided by approved supplier * Individuals who use their own vehicle must confirm it is roadworthy and insured * Daily/weekly vehicle checks completed * Company policy and procedures in place * Company driver handbook issued to individuals |
| **Lone working** | Compass employees  Agency staff  Contractors | Lack of assistance/individual unable to summon assistance in the event of:   * An emergency situation * An accident/incident resulting in injury * Becoming unwell | | * Line managers to ensure adequate safety arrangements are in place where lone working cannot be eliminated * Consideration given to any medical conditions which may place individual at higher risk if lone working * Training in site emergency procedures (including any out of hours emergency procedures) provided to individuals * Fire wardens and first aiders appointed and trained * Third party contractors managed using an Authority/Permit to Work system |
| **Legionella bacteria in water sources/water systems** | Compass employees  Agency staff  Client staff  Visitors/guests  Contractors | Individuals contracting Legionnaires Disease/  Pneumonia via inhalation of airborne water droplets containing Legionella bacteria in the form of:   * Steam * Vapours/aerosols/mists * Water droplets | | * Hot/cold building water systems/vessels are managed in accordance with UK legislation, approved code of practice (ACOP’s) * Suitable contractors are appointed to manage the control of Legionella where required * Where Compass Group are not in control of the premises, the Work Premises Statutory Compliance Declaration must be completed to ensure the Client or their agents sign off the responsibility * Where Compass Group are in control of a premises: * Water hygiene risk management assessments are conducted and periodically reviewed * A duty holder and responsible person are formally appointed * Water systems are managed in accordance with the site water hygiene risk assessment and HSE ACOP’s * Training is provided to those who are in control of the management of Legionella in water systems |
| **What are the hazards?** | **Who might be harmed?** | **How might they be**  **harmed?** | | **What additional actions must be taken to control the risk?** |
| **Violence/bullying in the workplace** | Compass employees  Agency staff  Client staff  Visitors/guests  Contractors | Bruising/fractured, broken bones/sprain/strain injuries from being:   * Struck physically by another individual either using bodily force or object   Experiencing mental trauma due to being:   * Verbally abused/threatened by another individual * Struck physically by another individual either using bodily force or object | | * Violence at Work policy, procedure and risk assessment process in place * Training and support provided to those individuals who are identified as potentially being exposed to violence at work, for example, receptionists and other individuals with customer/public facing roles * Bullying and Harassment policy and support available to all individuals * If security officers are based on site, a procedure must be in place for individuals to summon their assistance if required |
| **Excessive work demands and pressures** | Compass employees  Agency staff | High levels of physical/mental demands can lead to individuals experiencing:   * Work related stress disorders * Physical/mental health conditions * Increased absence periods | | * Working tasks/individual capabilities assessed for suitability * Staffing levels appropriate for operational requirements * Mental Health First Aiders (MHFA) appointed * Health and wellbeing support available to all employees * Compass stress policy/associated documents in place |
| Additional hazard: |  |  | |  |
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| **Step 3 - Task Specific Control Measures** | | | | | |
| Select all the **Safety Task Cards** which are applicable to the working tasks carried  out in your unit or business operation by ticking the relevant boxes | | | | | |
| STC  BO 01 | Guillotines | o | STC  BO 08 | General post room duties | o |
| STC  BO 02 | Laminators | o | STC  BO 09 | Setting up meeting or conference rooms | o |
| STC  BO 03 | Paper shredders | o | STC  GE 04 | Disposal of general waste | o |
| STC  BO 04 | Document binding machines | o | STC  GE 07 | Use of roll cages | o |
| STC  BO 05 | Photocopying machines | o | STC  GE 08 | Use of trolleys and sack trucks | o |
| STC  BO 06 | Franking machines | o | STC  GE 10 | Use of step stools and step ladders (less than 0.8m height) | o |
| STC  BO 07 | Envelope inserter machines | o | STC  GE 13 | Goods receipt and storage | o |

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| **Step 4 - Additional Task Specific Control Measures** | | | | | |
| Select any additional **Safety Task Cards** you require by ticking the relevant boxes\*  These additional Safety Task Cards are not included in the ‘Safety Task Card Business and Office Services’ pack which you have been provided with but can be downloaded from the HSE website and inserted. | | | | | |
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