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| Risk Assessment Name: Superfast Store Assessment: Date 1 Jan 2022 Completed by: Mel Axford |

Calendar

Description automatically generated

**Hierarchy of Control**

**Eliminate**  - Remove the hazard

**Substitute –** Replace the hazard with a lower risk option.

**Isolate** – Keep the hazard separate from the team members.

**Engineering** – Use guards or physical controls to protect the team members.

**Administrative** – Introduce rules, training, guidelines or similar to increase competence and awareness of the hazard and it’s risks.

**PPE** – Provide suitable personal protective equipment that is effective in reducing the risks and outcomes of the hazard.

| RISK MANAGEMENT / ASSESSMENT | | | | | | | | | |
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| **What are the Hazards?**  What can harm you - Hazards? | Who might be harmed and how? | **Initial Risk Rating** (without controls) | **What are you already doing to control the risks?** | **Residual risk rating** (With controls) | **What further action do you need to take?** | **Who needs to carry out the action?** | **By when?** | **Done** |
| **Manual handling** Deliveries, stacking shelves. | Staff may suffer strains or bruising injuries to their back or elsewhere, from handling heavy/bulky objects. | **8** | All staff are trained how to lift properly.   * High shelves for light goods only. * Trolley available for moving stock such as newspaper deliveries, and staff trained how to use it safely. * Stairs and corridors kept clear. * Newspaper returns bundles kept to manageable sizes. | **4** | Remind staff that deliveries (except for stock that can be very easily carried) should always be moved using the trolley | Manager and staff | 08 Jan 22 | 05 Jan 22 |
| Regular checks to make sure that high shelves are not used to store heavy stock. | Manager | From now on |  |
| **Slips, trips and falls**  Doorways (rain), spillages, stock on floor, uneven surfaces. | Staff and customers may suffer sprains, fractures or bruising if they trip over objects, such as stock, or slip on spillages and fall. | **9** | * Staff ‘clean as they go’. * Wet floor warning signs always used. * Shop floor is only mopped when shop is closed. * Door mats at entrance in wet weather. * Floor in good condition. * Good lighting in all areas. * Staff wear sensible shoes. | **5** | Staff to keep an eye on the area around the freezer and immediately clear away any meltwater. | Staff | 2 Jan 22 | 2 Jan 22 |
| Remind staff stocking shelves not to leave boxes of stock in aisles, if suddenly called to help on the till. | Manager | 4 Jan 22 | 3 Jan 22 |
| **Violence** Threatening behaviour | Staff may suffer assaults, threats and abuse from members of the public | **10** | * Staff trained not to resist a robbery. * CCTV installed and clearly visible. * Usually always two staff on duty. \ * Panic alarm located out of sight of customers, near the till. * Staff provide good, polite service and are told not to confront customers. * Staff report incidents of abuse etc and manager discusses with them (on a no-blame basis). | **3** | Contact local police station to get advice on what else can be done, eg safe procedures for opening and closing | Manager | 15 Jan 22 | 10 Jan 22 |
| Manager to talk to staff about coping with disputes, eg shoplifting and age-restricted sales. | Manager | 20 Jan 22 | 10 Jan 22 |
| **Working at height**  Changing light bulbs and promo displays | Falls from any height can cause bruising and fractures. | **5** | * Strong stepladder, in good condition, provided. * Staff shown by the manager how to use stepladder safely, eg not to overreach, not to work on uneven floor etc. * Staff wear sensible shoes with good grip. | **3** | Remind staff to always use the stepladder when working at height and not to stand on chairs. | Manager | 2 Jan 22 | 2 Jan 22 |
| Manager to regularly check the condition of the stepladder. | Manager | From now on |  |
| **Deliveries** Unloading. | Staff or members of the public could be injured by being struck by a vehicle. | **9** | Most deliveries tend to arrive either very early, eg papers, or between 9.30 am and 3.30 pm, when road is less busy | **3** | Monitor deliveries to ensure they continue to arrive at less busy times. | Staff | From now on |  |
| ***Chemicals***  Contact with bleach and other cleaning | Staff doing cleaning risk skin irritation or eye damage from direct contact with cleaning chemicals. Vapour may cause breathing problems. | **5** | • Mops, brushes and strong rubber gloves are provided and used. • Staff shown how to use cleaning products safely, eg follow instructions on the label, dilute properly and never transfer to an unmarked container. | **2** | Replace ‘irritant’ chemicals with milder alternatives, where possible. | Manager | 1 Feb 22 | 18 Jan 22 |
| Staff reminded to wash gloves before taking them off carefully and storing in a clean place. | Manager | 10 Jan | 08 Jan |
| **Electrical**  Faulty building wiring, faulty electrical appliances | • Staff could get electrical shocks or burns from faulty electrics, including portable electrical equipment – heaters, fans etc. | **9** | * Staff trained to spot and report any defective plugs, discoloured sockets, damaged cable and on/off switches, and to take any defective equipment out of use. * Staff know where the fuse box is and how to safely turn the electricity off in an emergency. * Clear access to the fuse box. * Qualified electrician does safety check of building electrics every five years. | **3** | Manager to do visual check of plugs, sockets, cables and on/off switches every three months. | Manager and Staff | From now on |  |
| **Fire**  Faulty electrics, arson. | If trapped, staff could suffer from smoke inhalation/burns | **5** | Fire risk assessment done, as and necessary action taken. Evacuation plan in place | **3** | Remind staff to keep backyard gate locked out of hours to stop intruders getting in. | Manager | 2 Jan 22 | 2 Jan 22 |
| **Work Environment**  Cold temperatures, freezer work | Staff may suffer discomfort whilst stocking the freezer at work | **5** | Freezer gloves provided for use when restocking freezer. | **3** | Replace gloves when they are showing signs of wear and tear | Manager | From now on |  |

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| Any Licences, Training required? | Fire warden & First Aid Training |
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| **Team Member Name** | **Team Member Position** | **Date** | **Signature** |
| Mel Axford | Manager | 10 Jan 22 |  |
| Harry Kane | Deputy Manager | 10 Jan 22 |  |
| Eric Dier | Staff Member | 10 Jan 22 |  |
| Laura Kenny | Staff Member | 10 Jan 22 |  |
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