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

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| **DETERMINING THE RISK LEVEL: Risk Level = Consequence Leve l+ Likelihood Level****Inherent Risk Exposure:** For each hazard, select the expected Consequence Level and the expected Likelihood Level assuming controls are not in place.**Residual Risk Exposure:** For each risk, select the expected Consequence Level and the expected Likelihood Level given the type and effectiveness of the controls that are in place.**One visit first aid only** | **Requires medical or repeat treatments** | **Permanent disability** | **Serious Injury or long term illness** | **Multiple of single facilities** | **Injury/Harm** |
| **Zero minimal Impact** | **Minimal breah of legislation** | **Breach of legislation a noticable environmental impact** | **Detrimental effect less than 1 year to remediate** | **Remediation requires >5 years to recover** | **Environmental** |
| **Threat only or hoax** | **Genuine threat managed internally** | **Resolved with outside assistance** | **Situation controlled by outside agency** | **Successful attack, civil unrest** | **Security** |
| **No impact on business** | **Loss of production for half a day** | **Loss of production for less than 1 day** | **Loss of production capability for greater than 1 day** | **Risk of site closure** | **Business** |
| **No breach or minimal breach** | **Minor breach of legiation, low risk of fines** | **Moderate breach of legislation, risk of fine** | **Breach of legislation risk of fines and prosecution** | **Possible majpr fines, prosecution or jail** | **Compliance** |
| **Community tolerace minimal compliants** | **Possibility of compliants low risk of publicity** | **External complaints risk of medium coverage** | **Likely media attention, local and state** | **National or internatonal media coverage** | **Reputational** |
| **Up to $10,000** | **Greater than $10,000 up to $50,000** | **Greater than $50.000- up to $200,000** | **Greater than $200,000 up to $500,000** | **Greater than $500,000** | **Finance** |
| **Likelihood** | **Concequence** |
| **Insignificant** | **Minor** | **Moderate** | **Major** | **Catastrophic** |
| **1** | **2** | **3** | **4** | **5** |
| **5** | **Almost Certain (>90%)** | Medium | 6 | High | 7 | High | 8 | V.High | 9 | V.High | 10 |
| **4** | **Likely (65-<90%)** | Medium | 5 | Medium | 6 | High | 7 | High | 8 | V.High | 9 |
| **3** | **Possible (35-<65%** | Low | 4 | Medium | 5 | Medium | 6 | High | 7 | High | 8 |
| **2** | **Probable (10-<35%)** | Low | 3 | Low | 4 | Medium | 5 | Medium | 6 | High | 7 |
| **1** | **Unlikely (>10%)** | Low | 2 | Low | 3 | Low | 4 | Medium | 5 | Medium | 6 |

Risk Levels

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| Score | Risk Level | Description |
| **2-4** | **Low** | No additional controls are required unless they can be implemented at very low cost (in terms of time, money and effort). Actions to further reduce these risks are assigned low priority. Arrangements should be made to ensure that the controls are maintained.  |
| **5-6** | **Medium** | Consideration should be given as to whether the risks can be lowered, but the costs of additional risk reduction measures should be taken into account. The risk reduction measures should be implemented within a defined time period. Arrangements should be made to ensure that the controls are maintained, particularly if the risk levels are associated with harmful consequences. |
| **7-8** | **High** | Substantial efforts should be made to reduce the risk. Risk reduction measures should be implemented urgently within a defined time period and it might be necessary to consider suspending or restricting the activity, or to apply interim risk controls, until this has been completed. Considerable resources might have to be allocated to additional controls. Arrangements should be made to ensure that the controls are maintained, particularly if the risk levels are associated with extremely harmful consequences and very harmful consequences. |
| **9-10** | **Very High**  | These risks are unacceptable. Substantial improvements in risk controls are necessary, so that the risk is reduced to an acceptable level. The work activity should be halted until risk controls are implemented that reduce the risk so that it is no longer very high. If it is not possible to reduce risk the work should remain prohibited. |

| 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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