

Practice General Risk Assessment

PEOPLE POTENTIALLY AT RISK	ALL TEAM MEMBERS, CONTRACTORS, VISITORS AND MEMBERS OF THE PUBLIC
WHERE HAZARD MAY BE ENCOUNTERED	THROUGHOUT THE PREMISES
Factors Contributing to Risk	Control Measures
NB These are split into Hazard/Topic headings for ease of reference but can cover more than one Hazard/Topic	
GENERAL	
Failure to complete actions from a previous check.	Review of previous actions with requirement to bring them forward, if not completed.
Capability of Individual Team Members	Reasonable adjustments are made, where appropriate. Pregnant women are given an individual Risk Assessment and, if appropriate, offered the opportunity to undertake alternative work. Trainees, individuals with learning disabilities and young persons are supervised and, if appropriate, additional Risk Assessments completed. All Team Members are required to report any condition that would impair their ability to undertake any activity required of them safely. This is covered during any return-to-work interviews following a period of ill-health. Team Members are requested to provide details of any significant allergies that they feel Emergency First Aiders / Appointed persons should be aware of e.g. allergies to food, animals, insect bites and latex. We have a drugs and alcohol policy which is applicable to all Team Members. A Personal Emergency Evacuation Plan (PEEP) is carried out, as and when appropriate.
Competence of Team Members inadequate training and awareness.	Team Members are trained at Induction and made aware that only trained individuals are permitted to undertake certain tasks. Team Members are instructed and trained to seek assistance if required e.g. Where boxes are too large or heavy for an individual to handle. In addition to Induction training, we undertake training commensurate with the work activity. Team Members are provided information required by Risk Assessment and there are notices displayed with appropriate information.
Lack of discussion/ communication around safety issues and accidents in the premises.	We have Health and Safety Champions in the Practices and Headquarters representing all areas of the business who are consulted on health and safety issues and are responsible for collating information and feeding it up and down from team members to their JVP and Buddy. Health and Safety Champions can make representation, on behalf of all team members, through their Joint Venture Partner, Buddy, or the Head of Professional Advancement and Governance to the Operational Health & Safety committee. Immediate issues identified during the day are communicated to Team Members, as and when required.
Provision and wearing of suitable clothing and footwear, and where identified by Risk Assessment, Personal Protective Equipment (PPE).	PPE, if required by Risk Assessment, is provided for use by Team Members involved in the activity, e.g. protective goggles for use of grinding wheels.
Management of Contractors and Visitors to the premises excluding public.	Only authorised competent contractors, are permitted to work in our premises and they are required to complete a contractor competency assessment. Visitors and contractors are required to sign in declaring they are fit-to-work and those that are unfamiliar with the premises are given relevant site-specific information regarding Fire Evacuation etc and shown round before being left on their own. Permits to Work are issued locally with a new permit issued each day and for each job.

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Lone Working does not simply mean being alone, for example a driver is alone at work but is surrounded by other road users. It is rather any situation where a Team Member is engaged in a work activity with the potential for significant harm where visual and/or verbal contact with others is likely to be infrequent AND where accidents may prevent the individual from being able to raise the alarm.	Lone Working is only undertaken with express permission from management. When Lone Working is being undertaken a system is in place with regular contact being made with the lone worker and the alarm being raised if contact cannot be made. Lone Working is not permitted when working at height and/or in the roof void.
Reporting of incidents accidents and near misses and post incident support.	Incidents, Accidents, Near Misses and Acts of Violence that occur during the work activity are reported and followed up, as required.
Design and Condition of the premises, fixtures, fittings, Equipment etc.	The design and layout of the premises and equipment complied with the Regulations and Standards in place at the time of construction. Including provision of compartmentalisation, fire exit routes, emergency lighting and protected staircases etc. Material alterations to the building are undertaken in accordance with current Regulations and standards . The condition of the building structure is monitored, and repairs undertaken, as required. New equipment is assessed, and appropriate controls introduced. Maintenance of equipment is undertaken in line with the current regulations with periodic checks and tests undertaken by competent persons and examination reports reviewed and acted upon. Team Members visually check for defects before use of any equipment. Defective fixtures, fittings and equipment is reported and removed from use until repaired or discarded.
Provision of portable ramps for access.	As far as reasonably practical, permanent ramps are provided to allow for access and egress. Where this is not feasible, suitable portable ramps are provided.
Provision and maintenance of lighting particularly in Health and Safety sensitive areas i.e., staircases, slopes, corridors and at workstations.	Lighting, including emergency lighting where required, i.e. there is insufficient borrowed light to evacuate safely in an emergency , is provided and maintained throughout the premises, particularly in high risk areas i.e. stair case , loading bays etc. Regular checks are undertaken to ensure lights are working. Any faults found are addressed.
Unauthorised access/failure to adequately guard machinery, equipment, and areas of the premises (where appropriate) including protection of hot surfaces. Safety Information / warning signage for use of equipment, hot surfaces, unprotected edges etc.	Appropriate guarding is provided. Plant rooms, switch rooms etc. are kept locked, and, where appropriate, interlocked, fixed guards or padlocks provided. They are not used for general storage. The guarding on plant etc. is reviewed by contractors during service visits and defects brought direct to the attention of the JVP and or Practice Manager who also review the guarding on equipment used directly by Team Members. As far as practical, manufacturers warning labels are left in-situ.
Visiting service provider / concession subletting rooms etc e.g., chiropodist, podiatrist, etc.	Copies of the service providers Risk Assessments are obtained and reviewed to ensure no conflict with Company policies/ risk assessment etc
Contingency planning.	We have contingency plans in place that can be enacted in the event of an adverse event i.e., flooding, fire system, gas, electric or water supply failure etc. In the event of a fire system failure or the system be temporarily out of action. Team Members would be advised that the contingency plan was being activated and the alarm would be raised by people shouting "Fire Fire" in addition consideration would be given to additional checks of areas that are not ordinarily seen on a regular basis.

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ASBESTOS	
Type, Location and condition of Asbestos	Asbestos information is gathered at acquisition and each practise is identified as either 'Green - No asbestos present', 'Amber - Possibility that due to age, asbestos may be present, but none detected by survey' and 'Red - Asbestos is present'. The contractors signing-in book highlights the status of the Practise to contractors and if it is known to be present includes details of its whereabouts Any suspected Asbestos material not listed, must be notified to Facilities for further investigation. Known Asbestos is appropriately labelled and its condition reviewed periodically. Any works involving major structural alterations, where there is a possibility of Asbestos being present, will be preceded by a refurbishment/demolition asbestos survey (RDAS). by a competent surveyor.
BIOHAZARDS	
Inappropriate handling and disposal of items contaminated with bodily fluids e.g., blood, vomit etc.	Only Emergency First Aiders / Appointed persons are allowed to administer First Aid. Gloves and face masks are available for use. Spill kit is available for use by trained Team Members to handle bodily fluids.
Exposure to vermin droppings/excrement. Bites or stings from animals including dogs and cats, birds, rats, mice, insects etc.	Areas susceptible to infestation are made vermin proof by specialist, approved contractors. Any infestations identified are managed by approved contractors. Only service animals or dogs under supervision and control are permitted on the premises.
Storage and cooking of food products for consumption by Team Members.	Team Members have facilities to heat food i.e., microwave etc. It is the Team Members responsibility to ensure the food they supply themselves is in date and the facilities kept clean.
Blocked/Defective and overflowing drains.	Defective drains and sewers will be repaired as a priority and the areas affected will be deep cleaned.
BURNS AND SCALDS	
Burns from hot food and beverages	Hot food and beverages are not provided to customers and if prepared on the premises they are prepared by the visitor or Team member who are aware they are hot.
COLLISION WITH MOVING OBJECT	
People moving/running.	Team Members are encouraged not to run.
Moving windows and doors, shutters etc.	The provision of vision panels is reviewed periodically. Fixtures fittings etc. are designed to comply with the current British Standards on installation, and have all the appropriate guards, including brush guards where there are finger traps. Doors and gates etc that could swing in the wind are fixed with hooks or another means of restraint and Team Members are instructed in their use.
COLLISION WITH STATIONARY OBJECT	
Lack of highlighting and/or protection to protrusions such as low headroom heights.	Warning signage, and where appropriate, protection, is provided for areas where there are low headroom/features e.g., pipes etc. Team Members manual handling training includes accessing items at the back of shelves. including dragging the items to the front of the shelves rather than lifting the item.
CUTS AND LACERATIONS	
Storage and disposal arrangements for fluorescent tubes.	Fluorescent tubes are stored in the boxes they are supplied in and used ones are put into the box the new one has been taken out of and removed from the premises asap so not stored.
Stepping on sharp objects.	General housekeeping in premises.
Use of screwdrivers to adjust glasses	Only trained staff are used to undertake this procedure
Structural glass in critical locations.	New and replacement structural glass is laminated. Large areas of glass that are close to exits, on exit doors and/or extend to floor level, are highlighted. All structural Glass work is reviewed periodically, and any defects are adequately protected pending repair or replacement.

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DISPLAY SCREEN EQUIPMENT (DSE) e.g. COMPUTERS, LAPTOPS AND CCTV SCREENS	
Employers who use Display Screen Equipment (DSE) e.g. standalone computers, laptops and CCTV screens, as a substantial part of their work . Provision of eye tests and breaks from the screen etc.	'Employees who use DSEs e.g., computers, laptops and CCTV screens as a substantial part of their work are entitled to free eye tests. . Eyesight tests are generally every two years. It is generally accepted that display screens do not cause eyesight problems however, depending on how they are set up, 'Users' may suffer from eye strain and should be encouraged to take regular breaks from the screen i.e. looking at something other than screen for example paperwork etc. is sufficient. 'Users' may also need to use middle distance eyesight to read the screen, which deteriorates with age and is not generally used for other everyday activities.
Standard Hardware, Display Screens/Keyboards/Mouse/Software/Furniture and Equipment provided for use with DSE e.g. computer, laptop, and CCTV screens.	Workstations are assessed, against the HSA guidance , on set up, and after any significant change.
ELECTRIC SHOCK	
Use of fire extinguishers including use of water extinguishers near to electrical equipment.	Team Members are provided instruction regarding which extinguishers are appropriate for which fires.
Inadequate protection of portable electrical appliances.	Portable Appliance Testing (PAT) is carried out, every two years, on all electrical items that have a lead and plug. They are labelled after testing. Defective equipment is removed from use until repaired, or discarded.
Electric hand tools.	Team Members and contractors are generally required to use battery powered tools and where there is no battery powered alternative, they are used close to the socket to avoid trailing leads.
Use of extension leads / square plug adaptors.	Only fully unwound, fused extension leads/sockets with a clearly visible on/off light are permitted on the premises. These are never plugged one into another. If additional sockets are permanently required, then a fixed wiring solution is arranged. The condition of any equipment is checked when used and they are included in the periodic PAT test.
Defective Fixed electrical installation and equipment.	All electrical wiring and fittings are inspected and tested 5-yearly, in line with the Guidance-Note on Periodic Inspection and Testing of Electrical Installations required by the 2007 Safety Health and Welfare at Work (General Application) Regulations and any significant issues acted upon.
ENVIRONMENTAL	
Working environment.	Pre-use checks of working areas are undertaken to ensure they are clear of any water, damp etc. which could act as a conductor Electrical equipment is not used in risk environments unless it is properly protected. All Contractors are required to provide suitable electrically protected equipment.
Noise.	The Hakim group is currently unaware of any issues with noisy equipment so any potential excessive noise sources would be due to a defect in the machinery. Workplace equipment is subject to Maintenance and Servicing, as required.
Inadequate heating to workstations.	Heating is provided, as far as is reasonably practical, to achieve a temperature at or above 17.5°C at workstations after the first hour and provision made for suitable protective clothing, rest breaks and warm drinks for Team Members to warm themselves. Heating systems are subject to Planned Preventative Maintenance (PPM) and inspection and portable heaters are permitted at the discretion of the JVP/ Practice manager.
Inadequate ventilation.	Suitable and sufficient ventilation is provided to all parts of the premises. NB. portable fans do not provide ventilation or even cool air, what they do is move air around providing a cooling effect. Extracted air vents are positioned away from workstations and intake vents.
Provision of welfare facilities.	Facilities to get drinking water, make hot drinks are provided so that Team Members can warm themselves during cold weather.

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FALL FROM /WORKING AT HEIGHT	
Working at Height.	The company has reviewed the processes to consider whether or not it is reasonably practicable to eliminate activities where 'Working at Height' is required and has concluded that there isn't a significant requirement for this activity but there will always be some primarily maintenance operations, that will involve 'Working at Height', We will continue to review all our operations and endeavour to reduce 'Working at Height' wherever possible. No working at height is permitted by individuals who are on their own in the premises .
Working at Height below 3m. Short duration activities i.e., window cleaning, retrieving stock etc.	Equipment; kick stools and step ladders. Ladders height appropriate where ceiling height is restricted.
High level work accessing signage outside etc and over stair wells short or long duration activities, maintenance etc. ceiling 3m –5m.	Contractors are used to undertake this work with appropriate equipment and area appropriately cordoned off.
Roof work.	Any work on the roof would be done by contractors with specialist equipment properly cordoned of E.g. Use of Mobile platform, gantries, Cherry pickers, Scissor lift/Scaffold towers etc. and they would be expected to produce a Risk Assessment and method statement before undertaking the work. Where access is required to plant and equipment and or as a means of escape route suitable edge protection or an eye bolt system which is tested annually will be provided or arrangements made for the contractor to provide temporary edge protection based on their own risk assessment.
Manual handling in relation to Work at Height.	Items which are difficult for one person to handle due to their dimensions or weight are located so that it is easy for 2-people to access together, and steps are not required. NB. An item of up to 15kg (single person lift) can be waist height in relation to the individual when accessing from steps if it is not too awkward or bulky to handle. Items above 7kg are not stored where they require stretching above head height. Team Members are instructed to never lift an item if they are uncomfortable with the lift and to always seek assistance passing items down to someone rather than carrying it down a ladder. When work at height is undertaken surrounding area should be kept clear and as far as possible tools secured to prevent them falling onto people below.
Provision and selection of appropriate equipment.	The avoidance of people over-stretching and falling from access equipment is a complex issue incorporating the task, storage design, quantity of items etc, as well as use and design of the equipment. Access equipment must be of sufficient height to allow someone to safely reach where they need to whilst comfortably standing on the steps. Item sizes vary and smaller, lighter items are more able to be handled safely at higher levels than larger heavier items. Managers are responsible for ensuring the correct type and quantity of equipment is available and maintained in a sound condition.
GOODS IN /OUT	
Delivery in all its forms	Most deliveries are small items and if larger items were to be delivered, they would be subject to Risk Assessment by the delivery company.
Time of deliveries.	For the occasional larger delivery, consideration would be given to the time of any delivery to minimise risks at the premises ensuring there are no issues resulting from conflict in delivery times and they are the most appropriate times considering restricted access, noise to neighbouring premises and traffic congestion (or any other local restrictions).
HAZARDOUS CHEMICALS	
Hazard assessment of chemicals for use by Team Members. Incorrect storage and handling of chemicals and availability of chemical data sheet including first aid information.	Chemicals will be assessed by considering chemical data sheets, quantities being considered storage etc and this information will be included in the practice COSHH register.
Contractors bringing hazardous chemicals to site.	Only Approved Contractors are permitted to operate in our premises. The approval process includes a review of their processes for managing Risk Assessments, training, and sub-contracting processes. Any chemicals brought in by Contractors should be removed from site by the contractor after use or kept in a locked room/ cupboard.

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HIT BY FLYING FALLING OBJECT	
Unstable equipment including filing cabinets.	Filing cabinets have restrictors on the drawers so only one can be opened one at a time. Stability can be improved by weighting equipment down and loading heavier items at the bottom.
Dropping heavy items onto foot/ Crushing foot when manoeuvring items and equipment.	Larger, heavy items are rarely handled. All Team Members are trained in basic lifting and handling techniques. They are aware of the need to assess the items including the integrity of the packaging prior to undertaking the tasks.
MANUAL HANDLING	
Overloading equipment (trolleys) can cause it to topple over and can cause items to move, as well as fall.	Team Members are aware that overloading affects the ability to manoeuvre equipment.
Lifting and handling technique.	All Team Members are provided information on manual handling techniques at induction. NB Lifting and handling is not a significant risk and rarely undertaken to any degree. Team Members are instructed and trained to seek assistance if required e.g., where items are too large or heavy for an individual to handle.
Trapping Hazards. Incl Finger traps e.g. Doors etc or trapping hand when manual handling.	Trapping can occur between parts of the equipment and/or item being carried and the equipment and/or between the equipment or item being carried and another object or parts of the building, ground etc Training covers handling techniques to reduce the risk.
Dimensions / weight of item.	Any items with unusual dimensions would be treated with caution, and where necessary, assistance requested.
Condition and texture of outer surface of box.	Defective/damaged boxes are identified on receipt and either secured/repackaged or disposed of locally.
Repetitive movements excessive twisting, turning etc.	There are no jobs identified that cause repetitive movements, excessive twisting, turning etc. if they were every effort would be made for job rotation to reduce the risk of Repetitive Strain Injury (RSI).
Frequency and timing of manual handling activity using equipment i.e., how often the activity take place.	Manual handling is rarely undertaken, and the operation is designed to minimise this activity
RADON	
Practices in known Radon areas	The potential for issues i.e. unventilated basement areas used as workrooms in Radon area is identified on acquisition and if necessary testing and remedial action undertaken.
SAFEGUARDING	
Safeguarding Policy	Children and Vulnerable adults are not seen without their Parent / Guardian or carer being present
SLIPS, TRIPS AND FALLS	
Inclement weather (rain, snow, wind etc).	Where required, i.e., water is being walked into the premises, appropriate door mats are fitted. Damp and wet floors are dry mopped and signs provided where floors have to be left wet for any time. Weather conditions are monitored and where external areas fall under the practice's control, and considered appropriate, grit/salt will be put down, and paths cleared, based on a gritting plan, taking into consideration risk and reasonably practicability considerations.
Dealing with breakages and spillages, including spillages of caustic product etc.	Breakages and spills etc will be addressed as soon as they occur/ are identified, supervising/cordoning off the area if necessary. Cleaning equipment to clear spillages is available, if required, and as far as possible the surface is left dry and free from debris.
Location of leads and cables.	Cables are routed away from walkways and areas where they could present a trip hazard. Wherever possible, power will be supplied from overhead and where the use of low level cables are unavoidable, cable ties and conduits will be used to minimise the risk.
Poor housekeeping /storage, unstable items that could fall, protruding which could be walked into or sharp objects on the floor which could be stepped on/ tripped over.	General storage on shelves and on top of equipment etc. is covered by routine housekeeping checks.

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Routine cleaning method/treatments used on floor surface.	Cleaning schedules and specifications are in place and standards reviewed Team Members undertaking adhoc cleaning are instructed to leave the floor dry and ensure appropriate warning signs are in place. Team Members are encouraged to clear-as-they-go.
Stairs, steps, Inadequate highlighting of changes in floor level.	All staircases and steps are designed to comply with Building Regulations, with appropriate handrails where required. Adequate illumination is provided and where appropriate, nosing strips of different colours and/or signage provided. The condition of all steps and stairs is checked as part of the periodic inspections.
Other surface contamination.	Areas where leaves, algae, rubbish, bird droppings, dust etc. can accumulate and present a slipping/tripping hazard, are regularly reviewed and appropriate remedial action taken. NB during any local building activity, particular attention is paid to dust control.
STRESS	
Stress. Including bullying and harassment.	Line managers monitor for signs of stress and ensure that Team Members feels free to talk about any issues. Regular team meetings and appraisals are held, and good communication is maintained within the team.
Any lift malfunction requiring rescue.	Only trained Team Members to deal with faults and in compliance with written safe operating procedure. Built in alarm and intercom within the lift tested periodically.
VIOLENCE	
Opening and Closing of the premises.	All Team Members who are involved in the process are aware of premises 'Opening and Closing Procedures'. Team Members are vigilant around suspicious vehicles or persons in the surrounding areas, and contact the police, where necessary. When the premises is closed with no-one on the premises, all doors are secured.
Robbery.	Minimal amounts of cash are handled on site.
Bomb threats.	Suspicious package procedure and evacuation plan in place
Terrorism.	Run Hide Tell procedure to be adopted
Verbal abuse/violence from members of the public.	Customer Care training, which includes basic Conflict Management, is provided to Team Members.