CBA
CRAFT BAKERS ASSOCIATION

Health & Safety Assured Advice

SaferFoodScores

Horsham District Council

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1. Introduction

In this section you will find:

1.1. How to use this manual

This assured advice should demonstrate that the health and safety management system you have in place is legally compliant. It is designed to ensure high standards of health and safety are maintained in your premises for all people who visit including employees, visitors, customers and contractors.

In some cases, controls described may not be needed for your particular operation. The risk assessment methodology will help you determine which controls are needed to control the risk sufficiently. There may also be alternative methods to achieve the same effect. In these situations you are not required to implement these procedures but alternative health and safety controls may not be covered by the Primary Authority Co-ordinating Partnership that the Craft Bakers Association have with Horsham District Council.

It is not enough to just have this manual on site, it should be customised to reflect your operation and the system implemented. There are 5 main steps:

1. **Work your way through Section 1 confirming health and safety objectives and responsibilities on site.**
2. **Complete the summary of your health and safety policy in Section 7 and display it prominently in staff areas.**
3. **Complete the relevant risk assessments contained in Section 2 and take action if necessary.**
4. **Check any actions have removed/reduced the identified risks.**
5. **Regularly monitor that health and safety controls are followed.**

Information detailed in this document must be communicated to team members where relevant. All staff must be given appropriate training and understand the health and safety implications of the work they are involved in.

We recommend all health and safety records created should be kept for a minimum of three years. In some cases this timescale is longer and will be indicated where necessary.

1.2. Health & Safety Policy Statement

The Senior Management Team recognises that good health and safety management has positive benefits to our operations and commitment to a high level of health and safety makes good business sense. Our staff and visitors must be able to enter our premises, knowing that they will be safe whilst there.

Health and safety is the responsibility of everyone - not just management. All staff must play their part in making their workplace a safe and healthy place. A positive culture will be encouraged by the management.

In order to ensure that this general statement is achieved, the following actions will be taken:

- Arrangements will be made to assess and manage health and safety risks
- Clear instruction, information, training and supervision will be provided to ensure staff are competent to do their work safely.
- Appropriate systems will be maintained to engage and consult with staff on day-to-day health and safety conditions.
- Emergency procedures will be implemented in case of fire or other significant incidences.
- Safe and healthy working conditions will be maintained.
- Plant, equipment and machinery will be provided and maintained.
- The safe storage and use of hazardous substances will be ensured.
- Accidents and 'near-misses' will be investigated and appropriate action taken to reduce occurrence.
- Adequate resources to ensure health, safety and welfare will be provided. The assistance of expert help will be sought where the necessary skills are not available within our premises.
- Our health and safety management system will be reviewed and changed as necessary.
- A summary of our site-specific health and safety policy will be displayed.

Signature: **Name in capitals:**

Job title: **Date:**

1.3. Responsibilities

PERSON	HEALTH & SAFETY RESPONSIBILITY
Team members	Ensure they keep themselves and anyone else affected by their work activities safe and healthy. To this end, all team members must: • Work safely and not take action that may place their safety at risk • Work safely with regard to others • Report any hazards they find immediately to their line manager • Not interfere with anything that is provided for their safety • Comply with reasonable instructions for their safety and that of others • Participate in health and safety training as requested
Fire marshalls	Have a thorough knowledge of the fire evacuation procedure. Ensure the safe evacuation of the building in the event of a fire or false alarm. Participate in practice fire drills and provide the 'Competent Person' with appropriate feedback. Put the fire out if it is possible without risk to themselves. Carry out regular inspections of the premises with regard to fire precautions.
First aiders	Ensure the first aid materials are checked regularly and are replenished as necessary. Ensure first aid signs and notices are kept up to date. Respond to first aid emergencies within the limits of their training. Arrange without delay, medical assistance unless it can be handled without professional attention Attend refresher first aid training as instructed
INSERT NAME & Job title(s):	Overall and final responsibility for health and safety on site.
INSERT NAME & Job title(s):	Day to day responsibility for ensuring this policy is put into practice.

PERSON	HEALTH & SAFETY RESPONSIBILITY
INSERT Job title(s):	Supervises and instructs team members in Company health and safety procedures. In particular: • Action to take in the event of an emergency • The location of first aid facilities • Specific hazards that exist on the premises. • Specific hazards of their job
INSERT Job title(s):	Brings this HSMS to the attention of team members on starting work and periodically thereafter.
INSERT Job title(s):	Ensures that staff are provided with the necessary information, instruction, training and supervision to implement the HSMS.
INSERT Job title(s):	Carries out risk assessments and ensures any action required is taken.
INSERT Job title(s):	Approves risk assessment findings and necessary actions and check that the implemented actions have removed/reduced the risks.
INSERT Job title(s):	Reviews the risk assessments annually, when the work activity changes or when significant issues (e.g. accidents and near misses)are brought to light, whichever is the soonest.

PERSON	HEALTH & SAFETY RESPONSIBILITY
INSERT Job title(s):	Liaises with relevant parties (e.g. employee or union representatives) and reviews any operational issues in implementation of the health and safety management system. Carries out a health and safety management system review whenever significant issues are brought to light and at least once/year.
INSERT Job title(s):	Ensures appropriate documentation and records are kept up-to-date including risk assessments, accident forms, emergency procedures and insurance certificates.
INSERT Job title(s):	Ensures the necessary financial and human resources are made available to implement the health and safety policy.
INSERT Job title(s):	Carries out daily health and safety checks
INSERT Job title(s):	Carries out weekly health and safety checks
INSERT Job title(s):	Carries out monthly health and safety checks
INSERT Job title(s):	Carries out quarterly health and safety checks

1.4. Declaration of responsibilities

I have checked and understand my health and safety responsibilities.

Signature: Name in capitals:

Job title: Date:

Signature: Name in capitals:

Job title: Date:

Signature: Name in capitals:

Job title: Date:

Signature: Name in capitals:

Job title: Date:

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Signature: Name in capitals:

Job title: Date:

Signature: Name in capitals:

Job title: Date:

1.5. Applicable risk assessments

RISK ASSESSMENTS	✗/✓	RISK ASSESSMENTS	✗/✓
Building maintenance & construction		Noise at work	
Cleaning		Personal protective equipment	
Computer use & work stations		Pressure systems	
Confined spaces		Security & safety of premises & staff	
Contractors & visitors		Slips, trips and falls	
Cooking oil use & storage		Storage of goods	
Dangerous substances (multiple)		Stress at work	
Electrical safety		Vehicles on site	
Expectant/new mothers (when needed)		Work equipment (multiple)	
External events (when needed)		Work related driving	
Fire safety		Workers with disabilities/conditions	
First aid		Young people (when needed)	
Flour & ingredient dust			
Forklift trucks			
Gas safety			
Heat sources			
Knives & sharps			
Ladders & working at height			
Lift & lifting equipment			
Manual handling (multiple)			
Night working			

Declaration

I have considered our work activities on site and ticked the risk assessments that need to be in place. I have added any additional ones to the chart.

Signature: **Name in capitals:**

Job title: **Date:**

2. Safe Methods & Risk Assessments

In this section you will find a set of general safe methods applicable to your operation.

You need to check through these and customise to your site if necessary. Then calculate the risk of the activities based on what you already have in place.

This risk rating will determine if you need to take further action.

2.1. Overview of risk assessment

INTRODUCTION

It is a legal requirement for most employers to carry out risk assessments of work activities and as a result take appropriate action.

WHAT DO WE DO?

STEP 1	**Identify the hazards** - gain as much information about potential problems and dangers that may be in the specific work areas. Some hazards have already been noted under the title "POTENTIAL HAZARDS", but there may be more. The main way of doing this will be to look closely at the actual work area, but you can also ask colleagues for information, consult accident data, policies, procedures etc. Make sure that you consider employee health not just safety and that you take into account workloads and seasonal changes e.g. weather. Remember the definition of a hazard, *anything that has the potential to cause harm*. The key word is potential – the hazard may not be causing any harm now, but could do so at any time.
STEP 2	**Decide who might be harmed and how** - and whether the number of people is a factor.
STEP 3	**What are you already doing? What further action is necessary?** Check the safety points – are these being carried out? If not, should they be? Are there additional controls necessary? In which case put on action plan. If safety points are not relevant or unnecessary, delete or amend accordingly. Then decide upon a risk rating for each hazard (see below).
STEP 4	**Record your findings and implement them.** Ensure records are made on the relevant risk assessment forms as you proceed and that team members are made aware of the risk assessments, so that they know the risks they face at work. Ensure that any actions required to control the risks are carried out and remain effective. An action plan can be found below.
STEP 5	**Review your risk assessments and update if necessary.** A formal review should take place at least annually. It may be before then if the work activity changes (e.g. you bring in new equipment, substances or procedures) or when significant issues (e.g. accidents and near misses)are brought to light.

DECIDING ON THE RISK RATING (LIKELIHOOD X SEVERITY)

Risk is *the likelihood of the hazards we have identified actually causing harm*.

In order for appropriate action to be taken to reduce the risk of injury, a judgment will be needed as to how much employees or others will be placed at risk, by each hazard identified. The less stringent controls there are in place, the higher the risk.

The rating you give will be subjective and mainly based on your experience and knowledge of the work activity being assessed. We must consider each hazard as being capable of causing harm in two separate ways and the following information should be used to complete the risk ratings in the third column of each form.

The level of risk (the risk rating) is a combination of two factors:

- LIKELIHOOD of injury occurring due to exposure to a hazard and
- SEVERITY of the resulting injury

LIKELIHOOD:
(How likely it is that the hazards will cause harm to someone)

4	Certain to happen
3	Will probably happen
2	Could happen sometime
1	Unlikely to happen

SEVERITY:
(If harm was to occur, how severe would it be)

4	Fatality
3	Major injury, or long term ill heath
2	Injury requiring at least first aid treatment
1	Minor injury – bump or bruise or slight damage or loss

We then multiply together the likelihood and severity numbers from the above charts, to give an overall assessment of the level of risk, known as the RISK RATING. The matrix below can also be used:

Likelihood \ Severity	1	2	3	4
1	1	2	3	4
2	2	4	6	8
3	3	6	9	12
4	4	8	12	16

When we have our overall risk rating, take action as per the chart below:

Rating of 9 – 16	**HIGH RISK** – Staff members and others would be at considerable risk of serious injury. Problems have been found that in your opinion are not under control. Work must not go ahead. TAKE IMMEDIATE ACTION TO REMEDY THE SITUATION. SEEK FURTHER ADVICE IF NECESSARY.
Rating of 6 – 8	**MEDIUM RISK** – Staff members and others are at risk of injury. There are some aspects of the work that in your opinion are not under control. Work may continue, but TAKE ACTION TO INSTIGATE CONTROL MEASURES AS SOON AS POSSIBLE.
Rating of 1- 4	**LOW RISK** – Staff members and others would be at little or no risk of injury, as there are few problem areas that in your opinion are not under control. TAKE ACTION ONLY IF AT NO OR LOW COST. CONTINUE TO MONITOR.

2.2. Building maintenance & construction works

POTENTIAL HAZARDS

1. Inhalation of fibres due to disturbing asbestos can cause serious diseases.
2. Poorly designed and maintained cooling towers, water systems and evaporative condensers can contain legionella bacteria which if inhaled can cause legionnaires disease (potentially fatal pneumonia).
3. Injury or exposure to harmful substances due to construction activities

SAFETY POINTS

NB. Consider the contractors & visitors safe method as it is very relevant to this risk assessment

- An effective system is in place to report disrepair and works that could impact on health and safety are prioritised.
- Engineering substances are handled and stored according to manufacturers instructions e.g. oils and greases, solvents and degreasers, paints
- The premises were built or substantially refurbished in 2000 or later (so no asbestos should be present). If not, an asbestos survey has been carried out, to identify any asbestos containing materials, by a qualified and competent person and any recommendations followed. Without this, it must be assumed that asbestos is present and that it is not chrysotile alone.
- If this is their responsibility, a copy of the asbestos survey (or report indicating the site is asbestos free) has been obtained from the Landlord, checked to ensure the workplace is safe and is kept on-site.
- A copy of the asbestos register (or report indicating the site is asbestos free) is shown to anyone carrying out maintenance.
- Managers are aware if and where there is asbestos on-site.
- Any asbestos on-site is clearly labelled as to what it is and has a warning to report any damage to a manager. An emergency plan is in place should asbestos be disturbed.
- A legionella assessment has been carried out, to identify if the water system in the building is likely to create a risk, by a qualified and competent person and any recommendations are followed.

- If this is their responsibility, a copy of the legionella assessment has been obtained from the Landlord, checked to ensure the workplace is safe and is kept on-site.
- An internal competent person is responsible for any controls deemed necessary to reduce the risks from legionella.
- Water is distributed below 20°C or above 50°C although the water at wash hand basins is 45-50°C.
- Hot water is stored at above 60°C.
- Water storage tanks are cleaned and disinfected periodically.
- Taps used less than once per week are flushed out at least weekly.
- Spray heads are cleaned and descaled quarterly.

- As required in the Construction (Design and Management) Regs, we appoint in writing a specialist and suitably qualified Principal Designer (PD) for all construction projects on site. The PD co-ordinates health and safety for the pre-construction phase and prepares a health and safety file and project management plan prior to works commencing.
- Where more than one contractor is used, we appoint in writing a Principal Contractor (PC)
- We hold management review meetings with the PD and PC throughout the project
- Where construction work will last more than 30 days with 20 people working simultaneously (or the project will exceed 500 person days), we notify the HSE (Health and Safety Executive).

MANAGE IT

- Complete the building maintenance risk assessment form
- Keep maintenance records and test certificates on site **SF21**
- Carry out a COSHH assessment for each engineering substance marked with a hazard symbol that is used (blank forms in Section 6) **SF3**
- Maintain an up to date safety data sheets from the suppliers of the chemicals
- Keep asbestos survey on site
- Keep legionella risk assessment and monitoring records
- Keep construction health and safety files and make available to future contractors

RISK ASSESSMENT – BUILDING MAINTENANCE AND CONSTRUCTION WORK

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Inhalation of fibres due to disturbing asbestos can cause serious diseases. 2. Poorly designed and maintained cooling towers, water systems and evaporative condensers can contain legionella bacteria which if inhaled can cause legionnaires disease (potentially fatal pneumonia). 3. Injury or exposure to harmful substances due to construction activities Additional hazards identified:					

ACTION PLAN – BUILDING MAINTENANCE AND CONSTRUCTION WORK

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.3. Cleaning

POTENTIAL HAZARDS

1. Staff and others could slip on wet floors, food or oil resulting in injuries
2. Dermatitis and injury due to eye or skin contact or inhaling fumes from cleaning chemicals
3. Injuries through contact with equipment being cleaned e.g. cuts and crush injuries
4. Electrocution from unsafe electrical equipment
5. Injury if an equipment is accidentally started up when it is being cleaned
6. Trips over cleaning equipment left in walkways
7. Cuts from broken bottles and glass

SAFETY POINTS

- Only trained employees use chemicals
- Only company authorised chemicals are used and these are reviewed with the rep regularly to see if a safer alternative is available
- Appropriate PPE (personal protective equipment) is provided and used e.g, gloves and eye protection
- Staff are informed of dermatitis hazards and advised to report any symptoms
- Workers with pre-existing skin problems such as eczema and psoriasis are more prone to developing contact dermatitis so we ensure that they are assessed by an occupational health professional for their suitability to work with cleaning chemicals.
- We provide an after-work moisturising cream and encourage employees to moisturise skin regularly to prevent the loss of natural oils.
- We wear gloves when washing up, cleaning or using chemicals and keep hands and the inside of gloves dry (after wearing we turn them inside out)
- Cleaning materials are stored upright, lidded and in a designated area away from food
- Chemical cupboards/rooms are locked when not in use.
- We wear strong, covered slip-resistant shoes
- We use yellow DANGER - WET FLOOR signs when cleaning or when there are spillages
- We clean up spills of liquids and solids as they occur

- Only portable electrical equipment (unless not yet one year old) with a current PAT date is used.
- We isolate electrical equipment (unplugged as a minimum) when cleaning
- Hot equipment is cooled before cleaning
- Only trained employees clean equipment that has specific safety precautions.
- We follow the manufacturers' instructions on how to use cleaning chemicals
- We wash floors with the correct dilution of floor cleaner to reduce grease build up
- We never mix different types of chemicals
- We do not decant chemicals into other containers unless clearly labelled
- We avoid contact with cleaning products where possible
- We use a dustpan and brush and place broken glass and crockery in a designated bin

MANAGE IT

- Complete a cleaning risk assessment
- Carry out a COSHH assessment for each chemical marked with a hazard symbol that is used (blank forms in Section 6) **SF3**
- Maintain an up to date safety data sheets from the suppliers of the chemicals
- Ensure monitoring is carried out and recorded **SD**

RISK ASSESSMENT – CLEANING

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Staff and others could slip on wet floors, food or oil resulting in injuries 2. Dermatitis and injury due to eye or skin contact or inhaling fumes from cleaning chemicals 3. Injuries through contact with equipment being cleaned e.g. cuts and crush injuries 4. Electrocution from unsafe electrical equipment 5. Injury if an equipment is accidentally started up when it is being cleaned 6. Trips over cleaning equipment left in walkways 7. Cuts from broken bottles and glass Additional hazards identified:					

ACTION PLAN – CLEANING

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.4. Computer use & work stations

POTENTIAL HAZARDS

1. Upper limb disorders (problems with neck, shoulder, arms and hands) caused by forceful or repetitive movements or poor posture.
2. Backache
3. Fatigue and stress
4. Temporary eye strain (but not eye damage) and headaches

SAFETY POINTS

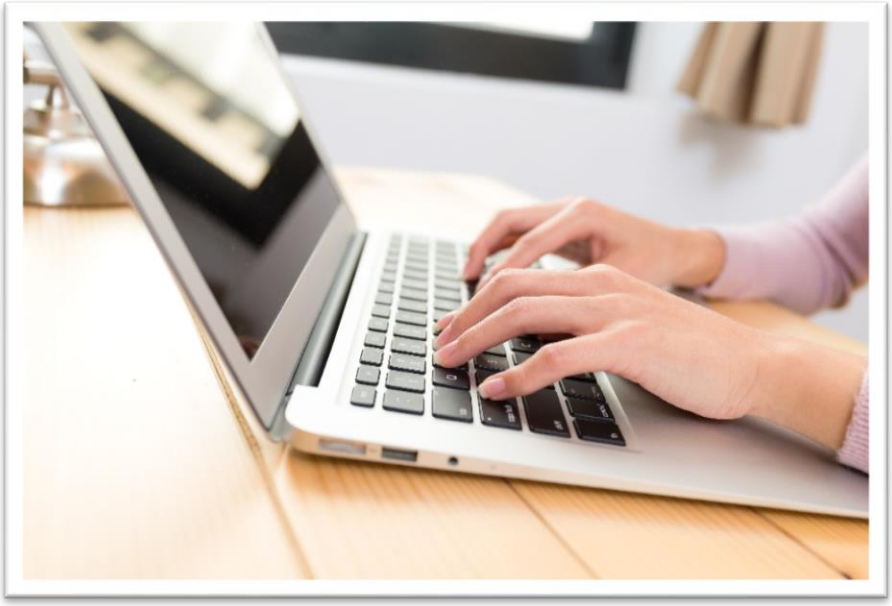
- We identify team members most likely to be at risk as 'users' by considering if:
  - They use a VDU (visual display unit) more or less continuously on most days.
  - They normally use a VDU for near continuous spells of an hour or more at a time and use it in this way more or less daily
- We train users on the risks, safe behaviour and practices and reporting health problems with their workplace to their manager.
- All users complete an HSE VDU Workstation Checklist (copies can be downloaded from the HSE website) which is checked and action taken as required. If as a result corrective equipment is provided, a follow up is carried out to ensure it meets the criteria in the checklist.
- A new checklist is completed when:
  - Major changes are made to the equipment, furniture, work environment or software
  - New users start work or change workstations
  - Work stations are relocated
  - The nature of work tasks changes considerably
- Workstations are adaptable to suit individuals and chairs adjustable.
- We provide platforms and footrests if needed
- We ensure users break up long spells of VDU work with other types of work or take rest breaks away from the VDU.
- If users request them, we pay for regular eye tests. If the tests show that they need glasses specifically for their VDU work, we pay for a basic pair of frames and lenses. If users' normal glasses for other work are suitable for VDU work, we do not pay for them.

- Docking stations or laptop stands are provided for laptop users.
- Remote keyboards and mouse are provided for laptop users.

MANAGE IT

- Complete a computer use and work stations risk assessment
- Ensure monitoring is carried out and recorded

SD



RISK ASSESSMENT – COMPUTER USE & WORK STATIONS

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Upper limb disorders (including pains in the neck, arms, elbows, wrists, hands, fingers) often known as RSI (repetitive strain injury) 2. Backache 3. Fatigue and stress 4. Temporary eye strain (but not eye damage) and headaches Additional hazards identified:					

ACTION PLAN – COMPUTER USE & WORK STATIONS

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.5. Confined spaces

POTENTIAL HAZARDS

1. Serious injury due to fire or explosion e.g. silos, large ovens, provers and coolers, basements, roof voids
2. Loss of conciousness arising from increased body temperature e.g. large ovens, provers and coolers, roof voids, basements
3. Loss of conciousness or asphyxiation from gas, fume, vapour or lack of oxygen e.g. silos, large ovens, provers and coolers, basements, roof voids, large compactors
4. Drowning from an increase in the level of a liquid e.g. water tanks and vats, drains and sewers
5. Asphyxiation arising from a free flowing solid or being unable to reach a respirable environment due to being trapped by such a free-flowing solid e.g. silos

SAFETY POINTS

NB. Consider the contractors and visitors safe method as it is very relevant to this risk assessment

- ☐ We have identified if there are any 'confined spaces' on site by considering if:
  - Any places on site are substantially enclosed (though not always entirely) AND
  - there is a risk of one or more of the 5 potential hazards detailed above.
- ☐ We have considered all situations not just the normal e.g. start up and shut down, maintenance and inspections and emergencies.
- ☐ We keep a record and clearly mark permanent and temporary confined spaces with a warning sign detailing the associated hazards.
- ☐ We have considered if entry to any confined spaces is necessary or if the work activity could be done in another way e.g. could cleaning be done automatically or from outside the confined space.
- ☐ If entry is not necessary, we have physically restricted access to any confined spaces e.g. roof voids.
- ☐ We have developed safe method statements for each confined space identified.
- ☐ Only trained and authorised staff can enter confined spaces.
- ☐ We ensure any contractors entering the confined space have suitable method statements.

- We have implemented an appropriate permit to work system.
- We have procedures in place to isolate power sources in the space when in use e.g. electrical, mechanical, hydraulic, stored energy.
- We have procedures in place to isolate substances that could enter the space when in use e.g. gases, chemicals, ingredients.
- If possible, we remove any hazardous substances before we enter.
- We have prohibited tools and equipment taken into the space that may increase the risk.
- We have safe methods of entry and exit to the space.
- We have emergency and rescue procedures in place. Any emergency equpment is suitable and tested.
- We have identified any necessary PPE (personal protective equipment) and any RPE (respiratory protective equipment).
- We have established normal and emergency communication procedures.
- We have made sure that staff that enter the space are physically and psychologically able to do so safely.

MANAGE IT

- Complete a confined spaces risk assessment
- Ensure monitoring is carried out and recorded

SD

RISK ASSESSMENT – CONFINED SPACES

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Serious injury due to fire or explosion 2. Loss of conciousness arising from increased body temperature 3. Loss of conciousness or asphyxiation from gas, fume, vapour or lack of oxygen 4. Drowning from an increase in the level of a liquid 5. Asphyxiation arising from a free flowing solid or being unable to reach a respirable environment due to being trapped by such a free-flowing solid Additional hazards identified:					

ACTION PLAN – CONFINED SPACES

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.6. Contractors & visitors

POTENTIAL HAZARDS

1. Contractors could be injured by the work process they are carrying out:

    a. Fall from steps or ladders
    b. Electrocution
    c. Trips and falls over their own equipment
    d. Slips on spills
    e. Inhalation of any asbestos on site

2. Visitors could be harmed in the following ways:

    a. Slips or trips
    b. Falls up or down steps
    c. Aggression from other visitors
    d. Injured by hot products

SAFETY POINTS

Contractors

NB. Consider the building maintenance, confined spaces and construction works safe method as it is very relevant to this risk assessment

- ☐ All contractors sign in and out and are issued with a site pass (this may be by landlord).
- ☐ All contractors have completed a Contractor Safety questionnaire' which has been assessed and they have been approved to use. **SF14**
- ☐ Contractors are given a site contact to get in touch with on a routine basis or if the job changes and there is any uncertainty about what to do.
- ☐ We insist the contractor makes contact with the Site Contact at the start and end of each day they are on site to go through the job and review progress. The Site Contact also visits at unspecified times to check that the work is being carried out safely.
- ☐ All contractors are given an explanation of health and safety information specific to this site.
- ☐ All contractors provide a safe method statement for the works they are completing on site prior to work commencing. This is examined carefully by the Site Contact.
- ☐ We encourage contractors working at height (e.g. window cleaners and decorators) to use equipment such as telescopic water fed poles to avoid working at height or to find existing safe places to work e.g. inside windows or from a balcony. If anchor points are provided for fall arrest equipment, they must be inspected and tested periodically by a competent person.
- ☐ The Site Contact liaises with the Landlord if necessary so precautions can be taken which will ensure the work can be carried out safely.

- The Site Contact discusses tasks in full with the contractor to check precautions necessary for any risks involved and whether a 'Permit to Work' is needed. The Site Contact only allows works to go ahead if confident that the work can be carried out safely.
- A Permit-to-Work is always issued by the Site Contact to the contractor where the work involves: confined spaces, hot works, high and low voltage electrical work, working with asbestos, excavations, work on roofs, scaffold towers.

SF15

- The Permit-to-Work details the work to be done; details the precautions to take; identifies all the foreseeable hazards; includes emergency procedures and states the control measures to be implemented.
- We review the job and the contractor's health and safety performance when the works are complete. We use this to determine whether the contractor should be used again or what we could do differently to improve our practices.

Visitors

- All visitors accessing non-public areas sign in and out and are given 'Visitor Site Rules' to read.

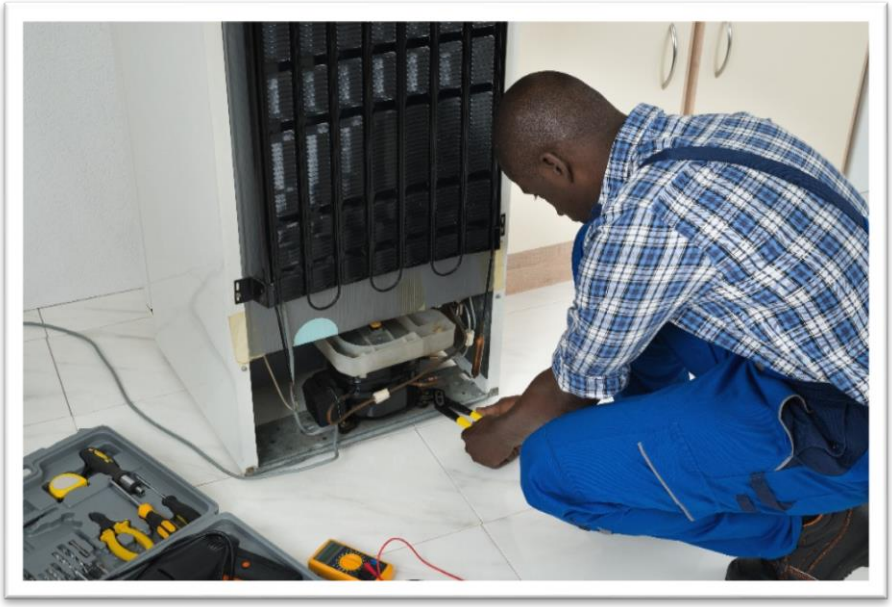
SC2

- We check all public areas at the start of each day to ensure there are no trip or slip hazards.

MANAGE IT

- Complete a contractors and visitors risk assessment
- Keep contractor safety questionnaires, safety method statements & permits to work
- Keep visitor signing in and out records
- Ensure monitoring is carried out and recorded

SD



RISK ASSESSMENT – CONTRACTORS & VISITORS

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Contractors could be injured by the work process they are carrying out: a. Fall from steps or ladders b. Electrocution c. Trips and falls over their own equipment d. Slips on spills e. Inhalation of any asbestos on site 2. Visitors could be harmed in the following ways: a. Slips or trips b. Falls up or down steps c. Aggression from other visitors d. Injured by hot products Additional hazards identified: •					

ACTION PLAN – CONTRACTORS & VISITORS

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.7. Cooking oil use & storage

POTENTIAL HAZARDS

1. Defective equipment causing electrical shock, fire or injury to staff
2. Untrained operatives using or cleaning equipment
3. Burns from food ejected from fryers
4. Fire caused by overheating or cooking oil
5. Fire caused by stored cooking oil igniting
6. Waste oil blocking drains

SAFETY POINTS

NB. Consider the work equipment safe method as it is very relevant to this risk assessment

- Cooking oil (including waste oil awaiting collection) is stored away from heat sources.
- Waste oil is not disposed of in sinks or drains but stored in enclosed containers and collected by a licensed waste collector.
- Fryers are only used by authorised trained employees, following the manufacturers operating procedures at all times and are never left unattended.
- Fryers are fitted with a working temperature thermostat and a high temperature automatic cut out device to limit the oil temperature should the thermostat fail.
- Only competent qualified persons are authorised to carry out repairs.
- All controls are clearly marked to show what they do.
- The gas or electricity shut off valve is clearly marked and positioned where it can be safely operated to turn off the heat source if the oil catches fire.
- Fryers are serviced according to manufacturing guidance and kept in correct working order.
- We wear long sleeved flame resistant protective clothing when using the fryers.
- We keep areas around the fryers tidy, clean and free from obstructions.
- We do not distract employees using equipment.
- When draining, the fryer is first isolated and the oil cooled for at least 6 hours (and is below 40°C) before draining into a suitable metal container. Two people move the container if it is heavy.

- The drain valve cannot be opened accidentally. The valve is marked clearly that it should not be touched. The inside surface of the container is dry before oil is run into it. We check that the drain valve is closed before refilling.
- We use heat proof containers to drain oil – plastic containers are never used.
- Before switching on, we check that the oil is filled to the oil level mark. When topping up, we add new oil slowly. We do not top it up from large containers but decant into small size containers.
- When shaking food, we take care not to let oil drop onto the floor. We empty the basket on to a tray on a table or a trolley next to the fryer. We clean spillages immediately.
- To reduce spitting and boiling, food is dry before immersing. We do not put wet food in the fryer and brush ice crystals off frozen food.
- We do not overload the basket or overheat the oil.
- If a deep fat fryer catches fire, we cover it with a lid or fire blanket, turn off all the gas and call the emergency services. We DO NOT endanger ourselves.
- We report any defects/problems immediately to the Manager.
- We disconnect faulty equipment and affix a 'DO NOT USE' sign to it.

MANAGE IT

- Complete a cooking oil use and storage risk assessment
- Ensure monitoring is carried out and recorded

SD

RISK ASSESSMENT – COOKING OIL USE & STORAGE

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Defective equipment causing electrical shock, fire or injury to staff 2. Untrained operatives using or cleaning equipment 3. Burns from food ejected from fryers 4. Fire caused by overheating or cooking oil 5. Fire caused by stored cooking oil igniting 6. Waste oil blocking drains Additional hazards identified:					

ACTION PLAN – COOKING OIL USE & STORAGE

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.8. Dangerous substances

POTENTIAL HAZARDS

Certain liquids, gases and dusts can be dangerous and cause:

1. Fire and explosion which can lead to thermal radiation, overpressure and oxygen depletion
2. Thermal runaway from chemical reactions or decomposition of unstable substances
3. Corrosion of metal/metal containing structures resulting in reduced structural integrity

Dangerous substances can be found in nearly all workplaces and include such things as solvents, paints, varnishes, flammable gases such as liquid petroleum gas (LPG), dusts from machining and sanding operations, pressurised gases and substances corrosive to metal.

Flour and ingredient dust is the main explosive hazard in the baking industry. There will normally be an explosive atmoshere inside the equipment or machinery where flour is stored, handled or transferred.

SAFETY POINTS

NB. Consider the cooking oil use and storage, flour and ingredient dust, fire safety and pressure systems safe methods as they are very relevant to this risk assessment.

- We have identified what dangerous substances on site could cause any of the hazards described above
- We substitute these substances with a safe alternative whenever possible or we control the risks
- We have documented control and mitigation measures in place to prevent and reduce the effects of any incidents involving the dangerous substances on site
- We have documented procedures to deal with accidents, incidents and emergencies involving these dangerous substances
- We inform employees of the dangerous substances and train them to control or deal with the risks from the dangerous substances
- We have identified any classified areas of the workplace where explosive atmospheres may occur and avoid ignition sources (from unprotected equipment, for example) in those areas
- The equipment we use to store, handle or transfer flour:
    - has good earthing to prevent electrical static build-up
    - is not capable of getting hot enough or generating an ignition source
- We keep levels of flour in the bakery to a minimum level.

- We never use compressed air to move and clean up flour and other dust as this could increase the concentration of dust in the air to explosive levels.
- We use high-efficiency industrial vacuum cleaners for general cleaning (suitably protected against explosion).

MANAGE IT

- Complete a COSHH & DSEAR risk assessment for each dangerous and hazardous substance in the workplace
- Ensure monitoring is carried out and recorded

SF3 SD

RISK ASSESSMENT – DANGEROUS SUBSTANCES

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
Certain liquids, gases under pressure, vapours and dusts can be dangerous and cause: 1. Fire and explosion which can lead to thermal radiation, overpressure and oxygen depletion 2. Thermal runaway from chemical reactions or decomposition of unstable substances 3. Corrosion of metal/metal containing structures resulting in reduced structural integrity Additional hazards identified:					

ACTION PLAN – DANGEROUS SUBSTANCES

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.9. Electrical safety

POTENTIAL HAZARDS

1. Not knowing where the emergency cut-offs are when an emergency arises
2. Surfaces becoming live – in staff areas and in public areas
3. Defective equipment can cause electrical shock or fire.
4. Shocks from faulty equipment may lead to falls from ladders, scaffolds or other work platforms.
5. Fire or explosion where electricity could be the source of ignition in a potentially flammable or explosive atmosphere

SAFETY POINTS

- New electrical systems are installed to a suitable standard (e.g. BS 7671) and maintained in a safe condition.
- Existing electrical installations are properly maintained. They are inspected and tested periodically (at least every 5 years) by a competent person.
- If this is their responsibility, a copy of the electrical installation test report has been obtained from the Landlord, checked to ensure the system is safe and is kept on-site.
- Electrical appliances and sockets are positioned away from water.
- Enough socket outlets are provided to prevent overloading by using square plug adaptors which can cause fires.
- Portable appliances (unless not yet one year old) are tested and inspected by a qualified and competent person annually who attaches a test label to the appliance.
- No personal electrical equipment is permitted without an appropriate PAT label
- A permit to work is completed and approved before electrical works are carried out.
- Electrical danger signs are displayed on electrical cupboards/rooms.
- Carbon dioxide fire extinguisher is located near to mains electrical cupboards/rooms.
- Electrical cupboards/rooms are not used for storage and are well lit.
- Clearly marked switches or isolators are near to each fixed machine to cut off power in an emergency.

- We know how to switch off and isolate all equipment.
- We isolate equipment before cleaning.
- We provide safe and suitable equipment and train staff in its proper use.
- Any irons are plugged in via a timer switch or unplugged when not in use.
- We check electrical equipment before use for defects and signs of damage.
- Trailing electrical cables are minimised wherever possible and marked with hazard tape if they cross a walk-way.
- RCD (residual current devices) are used for equipment being used outside or in wet environments e.g. pressure jet washers).
- We report faults or appliances without in-date test labels to the manager and equipment is taken out of use immediately.

MANAGE IT

- Complete an electrical safety risk assessment
- Ensure monitoring is carried out and recorded

SD

RISK ASSESSMENT – ELECTRICAL SAFETY

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Not knowing where the emergency cut-offs are when an emergency arises 2. Surfaces becoming live – in staff areas and in public areas 3. Defective equipment can cause electrical shock or fire. 4. Shocks from faulty equipment may lead to falls from ladders, scaffolds or other work platforms. 5. Fire or explosion where electricity could be the source of ignition in a potentially flammable or explosive atmosphere Additional hazards identified:					

ACTION PLAN – ELECTRICAL SAFETY

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.10. Expectant & new mothers

POTENTIAL HAZARDS

1. Some hazardous substances
2. Manual handling activities
3. Extremes of heat and cold
4. Use of DSE (display screen equipment) due to periods of immobility and lack of space
5. Shift working
6. Using personal protective equipment (it may not fit)
7. Stress

SAFETY POINTS

Expectant or new mothers are legally entitled to a number of things to help them cope with the working environment:

- She must be allowed to rest when she wants to (in some cases this means that consideration must be given to sending the employee home if facilities are not available)
- The above hazards must be taken into account when carrying out an individual assessment

MANAGE IT

- New and expectant mothers are provided with the relevant HSE guide which can be downloaded from their website.
- Complete an expectant and new mother risk assessment as soon as the employee notifies the company of her pregnancy (blank forms in Section 6) **SF5**
- Ensure that regular consultations take place with expectant and new mothers as health and safety issues are likely to change as time progresses.

2.11. External events

POTENTIAL HAZARDS

1. Poorly maintained electrical fittings, appliances & cabling can cause fire or electric shock
2. Hot fat, grease or liquids can cause scalding or fire
3. Hot equipment can cause burns.
4. Uneven surfaces can result in heavy or hot items falling off
5. Cleaning chemicals can be harmful if not used properly
6. Slipping or tripping
7. Back or other injuries from lifting and carrying heavy items, pushing or pulling
8. Stored petrol could cause a fire
9. Cash being stolen and/or staff threatened
10. Once mixed with air in small quantities liquefied petroleum gas (LPG) can be highly explosive
11. If there is a leak of gas in a confined space, there may also be a risk of asphyxiation
12. Being unable to summon help should an emergency occur

SAFETY POINTS

- We check before the event whether the organisers or the local council have any specific health and safety requirements that need to be met.
- We transport a minimal amount of gas cylinders to an event and ensure that they are the right size so that they will not need to be changed when the area is open to the public. This might mean that more than one is attached to the gas regulator.
- We store and use the gas cylinders outside; not in a confined space.
- We don't change gas cylinders when the equipment is hot or there are naked flames.
- We secure gas cylinders to prevent tampering and they are stored with the valve upright
- We have gas appliances and installations serviced annually by a 'Gas Safe' registered engineer
- We keep gas pipe work and fittings in good repair. Flexible tubing is kept to a minimum (no more than 0.5 metres). If we suspect a leak in the cylinder or pipe work, we brush soapy water around the joints and watch for bubbles. We tighten to fix, but don't over-tighten
- All gas appliances are fitted with a shut off valve on the pipe work immediately before the appliance
- We keep combustible materials and sources of ignition at least one metre away from gas cylinders
- We ensure any vehicles are well ventilated at high and low level and do not obstruct vents. Where possible gas appliances are fitted with flame failure devices (especially for appliances such as fridges and ovens where the flame is not visible should it be extinguished)
- Before leaving, we turn off the gas valve at the cylinder before turning off at the controls to ensure that any gas left in the pipe work is used up
- We locate the towing vehicle or portable generators so as to prevent exhaust fumes from being drawn into the workspace
- We check and maintain our electrical system and appliances. We follow manufacturer's instructions carefully on how to operate any portable generators
- If we take a 240 volt electrical supply from another source:
  - we protect our supply with a 30mA residual current device (RCD)
  - all exposed metal parts e.g. worktops are bonded and earthed
  - supply cables are well insulated, protected and supported to prevent damage
- Portable electrical appliances (more than one year old) are subject to PAT testing on an annual basis

- We provide suitable fire extinguishers in readily accessible locations to use in the event of a fire:

  - Carbon dioxide for electrical fires
  - Dry powder for LPG
  - Foam (or fire blanket) for fat fires

- We make sure any work tables, barbecues etc are steady and on a level surface. We position hot equipment well away from customers and never leave it unattended.

- We ensure deep fat fryers and other equipment holding hot liquids are properly maintained and secured
- We make sure spillages are cleaned from the floor to prevent slips while handling hot items we remove any trip hazards

- We provide the necessary personal protective equipment to use with any cleaning chemicals and ensure that all staff are trained in the correct use of the chemicals

- We provide a first aid kit and accident book on site

- We provide mobile phones should we need to raise the alarm or summon help in case of an emergency

- We have introduced measures to either eliminate or reduce the amount of manual handling undertaken e.g. provided a trolley for moving water containers and staff are trained in correct lifting and carrying techniques.

- We ensure temporary structures such as tents are correctly erected (especially if constructed by a third party) and that the walls are away from any sources of ignition

- We ensure that tents and structures meet the appropriate British Standard so that they will be flame retardent.

- We have a secure till system and cash is not held overnight

- Staff have received training on what to do in the event of a theft or robbery

- Staff never leave the site unattended

MANAGE IT

- We take a copy of this safe method and complete a general risk assessment prior to each event

SF1

- Ensure monitoring is carried out and recorded

2.12. Fire safety

POTENTIAL HAZARDS

1. Equipment could catch fire e.g. ovens, deep fat fryers, extraction units
2. Combustion from grease filled air that is not being extracted effectively
3. Electrical faults could cause a fire
4. Fires could be deliberately started i.e. arson
5. Discarded smoking materials may smoulder for lengthy periods of time
6. Unsafe storage of flammable materials and substances
7. Dust explosions from flour or other ingredients
8. Unsafe hot works carried out

SAFETY POINTS

NB. Consider the cooking oil use and storage, flour and ingredient dust, gas safety, electrical safety, dangerous substances safe methods as they are very relevant to this risk assessment.

- ☐ If there is shared responsibility with the Landlord or other businesses for fire safety, copies of these documents are obtained and checked to ensure the system is safe and is kept on-site to refer to:
  - Fire detection system test reports
  - Emergency lighting test reports
  - Fire alarm test reports
  - Extraction ducting cleaning reports and photos
  - Fire drill records
  - List of nominated fire marshals
- ☐ Fire safety information is displayed next to each fire alarm call point SC4
- ☐ The Fire Emergency Plan is displayed in staff areas SC3
- ☐ Fire exit doors, exit routes and fire block doors are clearly signed
- ☐ Bakeries are provided with carbon dioxide, foam extinguishers and fire blankets
- ☐ General areas are provided with carbon dioxide and water extinguishers

- Annual inspections by a qualified and competent person are carried out on:
    - Fire detection and alarm systems (system inspection)
    - Fire extinguishers (maintenance inspection)
    - Emergency escape lighting (drain down inspection)
- Fire drills are undertaken and recorded at least every six months SF12
- Fire detection and alarm system - call points are numbered and a sounder test of a different call point is carried out each week.
- Fire detection and alarm system - a visual inspection of all detector heads, automatic door releases and flashing beacons is carried out each week.
- Fire extinguishers – a visual inspection of condition, pins, security tags securing pin, pressure guage, placement, discharge horn on CO2 and last serviced sticker is carried out each week.
- Emergency escape lighting – a functional test is carried out each month.
- At least one designated and trained fire marshal is in the work areas at all times
- All team members receive fire safety training during induction and regular refresher training
- We never use compressed air to move and clean up flour and other dust as this could increase the concentration of dust in the air to explosive levels.
- The extraction ducting is deep cleaned regularly. Dated 'before' and 'after' cleaning photos are requested from the contractor.
- We clean ovens and extraction filters regularly to prevent grease build-up.
- The frequency of duct and filter cleaning is increased if we use rape seed oil and have charcoal ovens as this combination causes sticky residues.
- We keep fuels and flammable and explosive substances materials away from heat sources, electrical appliances or exposed naked flames. Precautions are in place to prevent easy access to them by non-authorised people.
- If any 'hot works' are carried out on site by contractors or internal maintenance workers, they are subject to permit to work procedures.
- Fire suppression systems are serviced annually.
- We check smoking areas at the end of shifts for smouldering materials and dispose of smoking material in metal bins, with a lid
- We remove rubbish frequently from the building to a secure place.
- All bins are securely locked or located in a locked areas to ensure minimal risk of arson.
- We keep doorways, passages, corridors, stairs and escape routes clear at all times
- We avoid obstructing fire-fighting equipment

- We keep fire block doors closed – never propped open.
- Automatic fire doors are not obstructed.
- We never lock fire exits whilst people are on the premises

MANAGE IT

- If this is their responsibility, a copy of the fire safety risk assessment, has been obtained from the Landlord, checked to ensure the premises is safe and is kept on-site.
- Alternatively a suitably qualified and competent person should carry out the legally required fire risk assessment. The forms on the following pages should be used only as part of an internal review.
- The fire risk assessment is reviewed annually and when business activities or the building changes. SD
- Ensure monitoring is carried out and recorded

Internal fire safety review

INTRODUCTION

The internal fire safety review process is similar in nature to that used for general risk assessment. The only difference is that we concentrate specifically on hazards that could lead to a fire starting, or spreading quickly.

The site's fire risk assessment is of vital importance, because fires can lead to persons being injured or killed and extensive damage to property. Therefore the fire risk assessment that is legally required must only be carried out by a fire safety specialist with sufficient training and experience.

WHAT DO WE DO?

This is best explained using the following steps:

Step 1	Complete the preliminary information on Form 1. Then using the checklist provided – Form 2, spend some time looking at all areas of your workplace, both front and back of house. If any problems you find are not covered by the questions, note the problems found down at the end of the form, under other observations.
Step 2	When you have answered the questions, the answers will hopefully indicate that most aspects of your business, from a fire perspective are adequately controlled at the time of inspection, but bearing in mind that things can change, these areas must still be monitored to ensure they remain satisfactory. Where answers have not been favourably answered, this indicates that you have found problems, which could put people or property at risk and action must be taken accordingly.
Step 3	From step 2, where you have identified problems, form 3 must be completed, along with any action required. Allocate the problem area with a risk rating using the system below. Any action required to reduce the risk must then be instigated and monitored until all the actions have been completed, starting with those graded H, then M, then L. As actions are completed, the risk of fire should decrease.
Step 4	Ensure that all your members of staff are made aware of the content of the forms; so that they are aware of the fire risks they face at work. Make sure you set a date for the next review of the assessment.

DECIDING ON THE RISK RATING (LIKELIHOOD X SEVERITY)

In order for appropriate action to be taken to reduce the risk of fire, a judgment will be needed as to how much employees or others will be placed at risk, for each problem area identified.

The rating you give will be subjective and mainly based on your experience and knowledge of the work activity being assessed.

We must consider each hazard as being capable of causing fire or property damage in two separate ways and the following information should be used to decide upon the risk rating.

The level of risk (the risk rating) is a combination of two factors:

- LIKELIHOOD of fire occurring due to the hazard being uncontrolled, and
- SEVERITY of the resulting fire

Both of which are graded on a scale of Low, Medium or High, as follows:

LIKELIHOOD:
(How likely it is that the problems you have found will cause a fire)

H	Very likely to occur
M	Could occur
L	Unlikely to occur

SEVERITY:
(If injury or property damage was to occur, how severe would it be)

H	Serious injury, ill health or worse or major property loss or damage
M	Injury requiring at least first aid treatment or some damage or loss of property
L	Few injuries – little property damage or lost time

We then combine the likelihood and severity to give an overall assessment of the level of risk - the RISK RATING, using the matrix below:

Likelihood \ Severity	L	M	H
L	L	M	M
M	M	M	H
H	M	H	H

The resulting risk rating will be either H (high), M (Medium) or L (Low) and accordingly action should be taken as per the chart on the next page. Finally, remember to transfer the ratings on to Form 3.

HIGH	People would be at considerable risk of serious injury, or major loss or damage to property is possible. Problems have been found that in your opinion are not under control. CONSIDER STOPPING WORK. TAKE IMMEDIATE ACTION TO REMEDY THE SITUATION. SEEK FURTHER ADVICE IF NECESSARY.
MEDIUM	People are at risk of injury, or some property damage may occur as there are some potential problem areas present that in your opinion are not under control. TAKE ACTION TO INSTIGATE CONTROL MEASURES AS SOON AS POSSIBLE.
LOW	People would be at little risk of injury, and only minor damage to property could occur, as there are few problem areas that in your opinion are not under control. TAKE ACTION IF AT NO OR LOW COST. CONTINUE TO MONITOR.

FORM 1 – INTERNAL FIRE SAFETY REVIEW PRELIMINARY INFORMATION

Name of site	
Person carrying out this assessment	
Details of areas assessed	
Persons at risk (Approximate number, based on busiest period) Members of staff _____	**Persons especially at risk** (Approximate number, based on busiest period) General public _____
Other persons who may be at risk Disabled guests _____ Contractors _____ Others _____	
Comments by assessor (if applicable)	
Assessors comments	
Signature of assessor	**Date form completed**
Review date	

FORM 2 - FIRE HAZARD IDENTIFICATION CHECKLIST

Name of site _____

Checked by _____ **Signature** _____ **Date** _____

NO	SUBJECT/QUESTION	YES/NO/N/A
	Work Areas	
1	Are any flammable materials stored near to sources of heat?	
2	Has grease been allowed to build up on equipment, such as filters, canopies, ductwork etc.?	
3	Are deep fat fryers allowed to operate unattended?	
4	Are any electrical sockets overloaded with plugs	
5	Are any electrical sockets or plugs damaged or in poor condition?	
6	Are user checks of equipment carried out prior to use each shift?	
7	Is there a fault reporting and maintenance procedure in place for equipment?	
8	Are procedures in place to ensure heat producing equipment is operated by trained and authorised members of staff?	
9	Are cleaning materials stored away from heat sources?	
10	Are procedures in place for lighting of gas appliances by trained authorised members of staff?	
11	Is flammable waste disposed of so as to minimise the risk of arson?	
12	Are any vents or grills to equipment clear of obstruction?	
13	Where fumes are created by a work process, is suitable ventilation or extraction available to disperse them?	
14	Is portable heating equipment in use during cold spells?	
	Public Areas	
15	Is all cigarette waste disposed of so that it cannot re-ignite?	

FORM 2 - FIRE HAZARD IDENTIFICATION CHECKLIST (CONTINUED)

NO	SUBJECT/QUESTION	YES/NO/N/A
	Public Areas	
16	Are these areas checked to ensure smoking materials are not smouldering at closing time?	
17	Is any fitted electrical cabling located in position that could cause it to be damaged and cause a fire?	
18	Is all furniture located far enough away from fires and electrical equipment?	
19	Is all furniture in good condition with no padding or filling exposed?	
20	Are there any light fittings that are close to combustible materials?	
	Is fuel stored on site or batteries kept or re-charged on site?	
	Fire Arrangements	
21	Is the alarm system checked weekly, with results recorded?	
22	Is the emergency lighting system checked periodically, with the results recorded?	
23	Is the fire detection system checked periodically by a competent contractor?	
24	Are fire evacuation notices on display?	
25	Are all members of staff aware of what action to take in an emergency?	
26	Has a fire drill been carried out at least twice per year?	
27	Are the details of the drill recorded?	
28	Do members of staff know where to assemble?	
	Fire Extinguishers	
29	Are adequate fire extinguishers provided?	
30	Are they wall mounted?	

FORM 2 - FIRE HAZARD IDENTIFICATION CHECKLIST (CONTINUED)

NO	SUBJECT/QUESTION	YES/NO/N/A
	Fire Extinguishers	
31	Are the content clearly identified?	
32	Have they all been checked by a competent person for serviceability in the last year?	
	Means of Escape	
33	Do all fire doors open easily and close properly?	
34	Are all fire doors unlocked when the premises is occupied?	
35	Do all fire escape routes have 'running man' signs?	
36	Are the escape routes in good condition, free of obstructions and other trip hazards? Do goods in/yard shutters open manually?	
	General	
37	Are gas service meters and valves signed, so that they can be identified and isolated easily?	
38	Is the access to the electrical power supply boards sufficient to permit the power to be switched off?	
39	Are there any isolated parts of the premises where a fire could start undetected?	
40	Has portable appliance testing been carried out on all mains-powered, portable, plug-in electrical equipment?	
41	Has the building mains wiring been certified as safe during the last five years?	
42	Are all windows and doors shut when rooms are unoccupied?	
43	Can people with hearing problems be warned of an alarm being activated?	
44	Can people with mobility problems exit the building in a safe manner?	
45	Does the gas boiler have a gas safe certificate if applicable?	

OTHER OBSERVATIONS
Please document here any other problems you have found that have not been addressed by the questions above. Then transfer them onto the action plan in Part 3. Particular attention should be given to sources of fuel and sources of heat not already addressed.

FORM 3 – ASSESSMENT OF RISK AND ACTION PLAN

HAZARD	RISK RATING H, M OR L	ACTION REQUIRED TO REDUCE RISK	NAME OF PERSON TO ACTION	TARGET DATE	DATE COMPLETED AND SIGNATURE

2.13. First aid

POTENTIAL HAZARDS

1. Workers and visitors injuries or illnesses become more serious due to inadequate arrangements for first aid treatment, lack of facilities and trained first aiders

SAFETY POINTS

- If there is shared responsibility with the Landlord or other businesses for first aid, a copy of their list of nominated first aiders and their contact details must be obtained.
- At least one member of staff on duty at all times is a nominated first aider with at least an emergency first aid at work certificate (one day course)
- At least one member of staff on duty at all times has a valid first aid certificate (three day course) if considered necessary. The St.Johns Ambulance website has an online tool to help determine the level of first aid training required.
- The names of personnel that have been trained in first aid are displayed in prominent places and next to first aid kits

SC6

- First aid kits are provided and kept well stocked by the nominated first aider
- As a minimum our first aid kits contain a leaflet giving general guidance on first aid, 20 individually wrapped blue sterile plasters (assorted sizes), two sterile eye pads, four individually wrapped triangular bandages, six safety pins, two large and six medium individually wrapped sterile un-medicated wound dressings, a pair of disposable gloves
- Saline/sterilised eye wash bottles and burn kits are provided
- We do not keep tablets and medicines in the first-aid box or provide them to any person
- We record all accidents and near misses in the accident book which is kept in an easily accessible place. This should be signed by the affected person and counter-signed by the duty manager.
- We keep all personal details entered in accident books confidential and reports are kept in safe storage (e.g. a lockable filling cabinet)
- We report all accidents and near misses to the manager who determines whether they need to be reported to the HSE (Health and Safety Executive) under RIDDOR

MANAGE IT

- Complete a first aid risk assessment
- Ensure monitoring is carried out and recorded

SD

RISK ASSESSMENT – FIRST AID

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Workers and visitors injuries or illnesses become more serious due to inadequate arrangements for first aid treatment, lack of facilities and trained first aiders Additional hazards identified:					

ACTION PLAN – FIRST AID

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.14. Flour & ingredient dust

POTENTIAL HAZARDS

1. Irritation to the eyes (conjunctivitis), resulting in watering, painful eyes
2. Irritation to the nose (rhinitis), resulting in a runny nose
3. Occupational dermatitis, resulting in redness, itching and blistering of the skin
4. Asthma if workers breathe flour or ingredient dust and become sensitised, resulting in attacks of breathlessness, tightness in the chest or wheezing

Ingredients other than flour that can be problematic include baking additives such as enzyme based improvers and spices, preservatives and flavouring.

SAFETY POINTS

NB. Consider the dangerous substances safe method as it is very relevant to this risk assessment

- We ensure our flour dust levels are as low as reasonably practicable below the legal limits.

  The workplace exposure limit (WEL) for flour dust is 10 mg/m^3 (averaged over an 8-hour period). There is also a short-term exposure limit (STEL) of 30 mg/m^3 (averaged over a 15-minute period).

  NB. HSE (Health and Safety Executive) believes that by complying with good control practice, exposures can be reduced to around 2 mg/m^3 based on an 8 hour time-weighted average.

- We use flour improvers in paste or liquid form - as improvers that contain fungal or bacterial amylase are known to be respiratory sensitisers.

- We minimise the use of wheat flour as a lubricant and have considered the suitability of using food grade oil, non-stick coatings on conveyor belts, greaseproof paper on trays, rice flour and 'non-dust' flours.

- We have identified dust sources in our operation by using a dust lamp which directs a narrow beam of light onto a dust cloud which can then be seen by the naked eye.

  NB. Dust sources may include filling mixers from bags, bag disposal, weighing, mixing, adding ingredients by hand to hoppers containing flour, hand dusting at tables, using dough brake roll machines, maintenance activities and cleaning the workplace.

- Where possible, we have separated dusty processes (e.g. mixing areas) from the remainder of the production area using enclosures

- Where possible, we use closed or semi-closed mixing equipment or use a sock device to enclose the point where flour drops into the mixing bowl.

- We keep the workplace well ventilated and provide LEV (Local Exhaust Ventilation) and/or suitable RPE (Respiratory Protective Equipment) to extract dust on machines and at processes that emit high levels of dust.

  NB. HSE expect the following as a minimum:

Process	RPE only	RPE and LEV
Bulk sieving of flour	If operation less than 30 mins/shift	If operation more than 30 mins/shift
Bench dispensing & weighing of flour and improver enzymes	If operation 1-2 hrs per shift	If operation more than 2 hrs/shift
Tipping and transferring flour and powder improvers to mixers	If tipping less than 15 sacks/shift	If tipping more than 15 sacks/shift
Sack disposal	If disposing of sacks	
Mixer start up		If a substantial number of unlidded mixers are in operation and workers are exposed to the resulting dust
Bench dispensing & weighing of flour and improver enzymes	If operation 1-2 hrs per shift	If operation more than 2 hrs/shift
Dough brakes – lubricating pastry dough and conveyor with flour	If flour sprinkling more than 2 hours/shift	
Flour used as a lubricant for hand working dough	If wheat flour cannot be substituted	LEV at the rear of the work table in larger bakeries
Flour sprinkled on product before baking	If carried our for more than 30 mins/shift	
Egg-spray glazing	For small scale and small duration activities	For more extensive operations
Routine cleaning and clearing up large flour spills	When cleaning and clearing	

- Our LEV has been properly designed to ensure that the airflow at the point where dust is being generated is adequate to draw air away from the operator and that the hood captures the flour dust generated.

- Regular maintenance checks are carried out on LEV and include checking signs of damage to flexible ducting and hoods.

- A thorough examination and test of the LEV (local exhaust ventilation) equipment is carried out at least every 14 months.
- Staff wear suitable RPE (Respiratory Protective Equipment) with a particulate filter (FFP3 protection factor) for routine dusty tasks and for any essential short non-routine dusty tasks e.g. cleaning up large spillages and maintenance activities).
- We include a face-fit test by a competent person when selecting tight fitting respirators such as disposable masks, half masks and full face masks to ensure it will perform correctly for that team member.
- We maintain RPE and checks are made that filters are not clogged and face-fit tests are carried out regularly to take into account changes e.g. shaven or unshaven periods, the wearing of glasses, loss and gaining of weight.
- We train staff to handle flour and powdered products carefully.
- We do not drop flour from a height and use tipping boards when emptying flour into mixing bowls and ingredient bins.
- We use dredgers or sprinklers to spread dusting flour rather than hand throwing.
- We avoid spillages of flour and where spillages do occur clean them up immediately.
- We maintain a 'clean as you go' policy to reduce dust on surfaces.
- We start up mixers on slow speed until wet and dry ingredients are combined.
- We avoid damage to ingredients bags.
- When disposing of empty sacks, we roll the bag up from the bottom while tipping. We never fold or compact sacks against our bodies.
- We do not use brushes or dry-sweep dust.
- We use high-efficiency (Type M) industrial vacuum cleaners (suitably protected against explosion) for general cleaning and clearing up large spills.
- We never use compressed air to move and clean up flour and other dust as this could increase the concentration of dust in the air to explosive levels.
- Where additional controls have not solved a dust problem, we have engaged a qualified occupational hygienist to:
    - take background and personal exposure flour dust levels
    - compare them with the workplace exposure limits (WEL)
    - provide us with recommendations to reduce dust levels as low as is practicable

  We follow the occupational hygienist's recommendations.

  NB. A list of professional occupational hygienists can be found at www.bohs.org

- Staff are trained on the health risks and symptoms of flour dust conditions and the need to report symptoms to their manager straightaway.

- We refer employees to an occupational health provider, if there are any adverse findings from health screening questionnaires or staff report symptoms of flour dust conditions.

  NB. A list of accredited providers searchable by postcode can be found at www.seqohs.org

- We have introduced a programme of health surveillance which includes lung function tests if an occupational health provider has deemed this necessary (many will visit for free to carry out a needs analysis).

- We do not use alcohol-based hand cleaners and provide moisturising cream to encourage employees to moisturise skin regularly. These are fragrance and nut oil free.

- We avoid contact with foodstuffs (particularly liquid ingredients such as olive oil or divider oil, but also flour/dough, sugar, spices, herbs and seasonings) if possible or wear disposable nitrile gloves.

MANAGE IT

- Complete a flour and ingredient dust risk assessment

- We carry out health screening on new employees that includes a questionnaire about present or past symptoms associated with flour and ingredient dust

SF19

- Workers with pre-existing skin problems such as eczema and psoriasis are more prone to developing contact dermatitis so we ensure that they are assessed by an occupational health professional for their suitability to work in a food production environment.

- Another questionnaire is completed for all workers after employment at 6 weeks, 12 weeks (or similar intervals) and at least annually thereafter to enquire about any developing symptoms.

SF20

- We keep an individual health record for each employee for at least 40 years.

RISK ASSESSMENT – FLOUR & INGREDIENT DUST

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Irritation to the eyes (conjunctivitis), resulting in watering, painful eyes 2. Irritation to the nose (rhinitis), resulting in a runny nose 3. Occupational dermatitis, resulting in redness, itching and blistering of the skin 4. Asthma if workers breathe flour or ingredient dust and become sensitised, resulting in attacks of breathlessness, tightness in the chest or wheezing Additional hazards identified:					

ACTION PLAN – FLOUR & INGREDIENT DUST

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.15. Forklift Trucks

POTENTIAL HAZARDS

1. Operator error often due to lack of training
2. Improper forklift truck maintenance and faulty equipment
3. Unsuitable premises
4. Improper use and selection of forklift trucks
5. Falls from forklift trucks
6. Forklift trucks crashing into other vehicles/objects
7. Forklift trucks falling down the gap between the loading bay as delivery vehicle moves off
8. Staff/visitors being hit by lift trucks
9. Lift trucks toppling over
10. People being crushed by contact with the FLT
11. Objects falling from the lift truck onto staff/visitors

SAFETY POINTS

NB. Consider the vehicles on site and lifts and lifting equipment safe methods as they are very relevant to this risk assessment

- We buy or lease the most suitable type of fork lift truck (e.g. counterbalance truck, pallet truck, hand palletiser, very narrow aisle truck) taking into account the place it will be used and the purpose for which it will be used
- Only trained and authorised drivers operate fork lift trucks
- We display warning signage at the site entrance and in the building to remind people of fork lift trucks operating.
- Wherever a forklift truck is going to be operated, we make sure that all the driving areas are as flat as possible and that any gangways or aisles have enough overhead clearance space for the largest lift truck that may be operated in that space.
- We avoid sharp corners and bends as they can cause collisions and, where possible, we introduce a one-way system.

- Although not always possible, we try to keep pedestrians to a minimum in areas where forklift trucks are being used. We fit flashing lights or audible warning devices to warn pedestrians of the presence of a lift truck.
- We separate vehicles and pedestrian where possible using barriers and floor markings
- Forklift operators wear seat belts and if necessary a hard hat or helmet and appropriate protective clothing such as gloves and heavy duty boots.
- We ensure that the Safe Working Load (SWL) which should be indicated on the lift truck itself is not exceeded and that cages, strong binding or clamps are used to keep the load secure.
- If possible, forklift trucks have warning beacons and/or reversing sounders.
- We never stand on the forks of a forklift truck or a pallet on forks. We only use forklifts as a means of access if a properly constructed and inspected fork mounted platform is used.
- We have a system to prevent delivery vehicle 'drive-offs' before the loading or unloading has taken place e.g. retaining drivers keys until the operation is complete.
- We check the strength of the delivery vehicle flooring to ensure it is capable of taking the weight of the forklift truck being used.
- A key holder system is in place and keys are never left in trucks when not in use.
- We have a system where all operators know how and where to report defects. Any truck that requires maintenance or equipment replacing is taken out of service until remedial work has been carried out and approved.
- Trained operatives carry out and record basic routine daily checks and comprehensive maintenance checks are made weekly
- Battery acid is only checked or topped up by operators trained to do so. Eye protection and PPE (personal protective equipment) is provided for this task.
- Our fork lift trucks are examined and tested by a qualified contractor on a six monthly basis.

MANAGE IT

- Complete a fork lift truck risk assessment
- Ensure monitoring is carried out and recorded

SD

RISK ASSESSMENT – FORK LIFT TRUCKS

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Operator error often due to lack of training					
2. Improper forklift truck maintenance and faulty equipment					
3. Unsuitable premises					
4. Improper use and selection of forklift trucks					
5. Falls from forklift trucks					
6. Forklift trucks crashing into other vehicles/objects					
7. Forklift trucks falling down the gap between the loading bay as delivery vehicle moves off					
8. Staff/visitors being hit by lift trucks					
9. Lift trucks toppling over					
10. People being crushed by contact with the FLT					
11. Objects falling from the lift truck onto staff/visitors					
Additional hazards identified:					

ACTION PLAN – FORK LIFT TRUCKS

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.16. Gas safety

POTENTIAL HAZARDS

1. Blowback whilst lighting ovens
2. Gas leak due to poor maintenance and filling or changing portable LPG cylinders
3. Accumulation of gas due to not being lit properly
4. Damaged pipe work or equipment
5. Carbon monoxide poisoning due to incomplete combustion

SAFETY POINTS

- Gas installations and gas appliances are CE marked, inspected and tested annually by a 'Gas Safe' person registered for that type of equipment.
- If this is their responsibility, a copy of the gas installation and appliances test report has been obtained from the Landlord, checked to ensure the system is safe and is kept on-site.
- Emergency procedures in case of a gas leak are displayed in staff areas. SC5
- Written safety instructions are displayed close to any gas equipment that has not been fitted with a flame failure device.
- Only staff trained according to manufacturers' instructions light and operate gas appliances.
- If an appliance has to be manually lit, we use a separate sparker or taper of a suitable length – not matches, paper or blow torches.
- Extraction hoods over Type B gas appliances are interlocked preventing appliances being used without the extraction switched on.
- The gas supply is interlocked to the fire alarm so that it switches off if the alarm is activated.
- Rooms with gas appliances have adequate ventilation and air inlets are not blocked.
- Gas cylinders are:
    - obtained from reputable suppliers, kept to a minimum
    - filled/changed in well-ventilated areas by trained staff.
    - stored in cages, chained up or laid flat on their side away from heat sources, in a dry area with the valves closed (preferably outside)
    - used in an upright position in a safe, secure and dry place
- Whenever possible CO^2 cylinders are stored and used in well ventilated areas or a CO^2 alarm fitted and checked regularly.
- Flues and chimneys are not obstructed.

- Emergency gas isolation valves are clearly signed, staff know how and when to use them.
- Our fire evacuation plan includes closing the emergency gas isolation valve(s) that controls gas fed to the site (unless there is an automatic device linked to the fire alarm).
- Each piece of equipment has individual shut off valves for routine maintenance.
- Gas pipe work is identified with hazard tape marked GAS or painted yellow.
- Castors on mobile equipment are locked.
- Ignition jets and pilot lights are kept clean and regularly serviced.
- We check for signs of gas appliances not working properly e.g.
    - Staining, sooting or discolouration on or around the appliance.
    - Yellow or orange flame instead of the normal blue.
    - A strange smell when the appliance is on.
- Defective equipment is isolated, signed 'not to be used' and reported
- We report headaches, chest pains, muscular weakness, sickness or diarrhoea or stomach pain, dizziness or general lethargy to the Manager as this could be carbon monoxide poisoning.
- If we smell gas or think there may be a leak, we report it immediately to the National Gas Emergency Service on 0800 111 999. We do not use naked flames, use light switches or mobile phones in the area.

MANAGE IT

- Complete an gas safety risk assessment
- Ensure monitoring is carried out and recorded

SD

RISK ASSESSMENT – GAS SAFETY

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Blowback whilst lighting ovens 2. Gas leak due to poor maintenance and filling or changing portable LPG cylinders 3. Accumulation of gas due to not being lit properly 4. Damaged pipe work or equipment 5. Carbon monoxide poisoning due to incomplete combustion Additional hazards identified:					

ACTION PLAN – GAS SAFETY

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.17. Heat sources

POTENTIAL HAZARDS

1. Burnt by contact with cooking equipment
2. Scalded by spills of hot liquids
3. Burnt by steam from equipment or product
4. Heat stress which can be fatal
5. Fire

SAFETY POINTS

- Suitable and sufficient extraction and ventilation systems are in place
- When working temperatures are high, we take breaks in cool areas and drink plenty of water
- We use suitable containers for products that are heated in microwaves
- We ensure everyone knows what action to take in the event of scalding
- We use dry oven gloves or cloths when handling hot equipment
- We wear protective gloves and take extra care when moving and carrying hot liquids taking particular care not to overfill containers
- We keep handles away from direct heat and facing away from edges
- We open pan lids carefully to allow steam to escape away from us
- If a pot is too large or heavy to lift we ask for help and consider using two smaller ones next time
- We empty and clean fryers only when they have been allowed to cool (see also cooking oil and storage safe method)
- Hot surfaces in customer areas have been identified and hazards labelled as necessary
- Staff using equipment with a high heat risk are trained on the use of that equipment before being allowed to operate it e.g. oven, gas hobs, fryers, bratt pans, catering blow lamps, griddles, steamers and microwaves.

MANAGE IT

- Complete an heat sources risk assessment
- Ensure monitoring is carried out and recorded

SD

RISK ASSESSMENT – HEAT SOURCES

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Burnt by contact with cooking equipment 2. Scalded by spills of hot liquids 3. Burnt by steam from equipment or product 4. Heat stress which can be fatal 5. Fire Additional hazards identified:					

ACTION PLAN – HEAT SOURCES

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.18. Knives & sharps

POTENTIAL HAZARDS

1. Cuts due to incorrect use, misuse or carelessness
2. Dropping on to feet
3. Cuts from broken glass or crockery

SAFETY POINTS

- Only authorised and trained staff use sharp knives
- Sufficient metal lidded bins are provided for staff to dispose of broken crockery and glass
- We never dispose of glass or crockery in bin bags
- We always clean up broken crockery or glass with a pan and brush – not with our hands
- We keep knives sharp and use the correct knife for the job
- Only safety (retractable) knives are used when opening packaging.
- We keep knife handles clean and dry
- We cut on a stable surface and away from the body and fingers whenever possible.
- We store sharp knives in a knife rack or box - not in a cutlery drawer
- We wash sharp knives separately and never leave them in a sink where they may not be seen
- We carry knives by the handle with the point down
- We let knives fall to the floor if dropped as trying to catch them may cause injury
- We use PPE (personal protective equipment) as required (including suitable strong shoes)

MANAGE IT

- Complete a knives and sharps risk assessment
- Ensure monitoring is carried out and recorded

SD

RISK ASSESSMENT – KNIVES & SHARPS

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Cuts due to incorrect use, misuse or carelessness 2. Dropping on to feet 3. Cuts from broken glass or crockery Additional hazards identified:					

ACTION PLAN – KNIVES & SHARPS

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.19. Ladders & working at height

POTENTIAL HAZARDS

1. Falls from height (e.g. from ladders, racking, roofs, vehicles, machinery, stairs) particularly when cleaning, checking and sampling and carrying out maintenance.
2. Use of defective equipment
3. Injuries to others from falling objects

SAFETY POINTS

- We avoid the need to work at height wherever possible by good design and layout of site, plant and equipment.
- Only authorised and trained staff use ladders and access equipment.
- We do not work at height if we feel unwell.
- We wear slip resistant footwear and keep soles free from contaminants that could cause slips e.g. dust, dough or oil.
- We keep access equipment in good repair and clean. We make sure adequate drying time is given after cleaning so that it is not used wet.
- We check for overhead hazards such as electrical cables when working at height.
- Where frequent high level access is required, we have provided safe and permanent access rather than using ladders, mobile scaffold or mobile elevated platforms.
- The height and adequacy of storage areas is regularly monitored and staff are discouraged from storing goods/equipment at heights that are not easily accessible. Safe access is provided if necessary e.g. wheeled steps.
- We are forbidden from climbing on equipment e.g. tables, racking or on the forks of forklift trucks (unless a properly constructed and inspected fork-mounted platform is used).
- All stairs are in good repair, have sound handrails (on both sides if it is a wide stairway), well secured non-slip treads and visible nosings.
- Any unprotected edges e.g. mezzanine areas have adequate edge protection and safety barriers gates fitted. All staff and contractors that use these areas are briefed on the safe use of the area.
- We have safe working procedures for drivers and helpers loading and unloading from vehicles. These include the correct way to get on and off vehicles (e.g. no jumping).
- Access to non-loadbearing internal and external roofs is prohibited.

- Internal roofs and false ceilings (including the tops of walk in chillers and freezers) are not used for storing equipment unless safe flooring, access and handrails are provided.
- Handrails are fitted around roofs or elevated areas that have to be accessed and any holes in these roofs covered. As a last resort safety harnesses are worn (which will require an emergency plan should someone fall).
- Vertical ladders used for access onto roofs, platforms and walkways have a self-closing gate or barrier at the top.
- Lofts and other elevated areas have not been boarded out and used for storage unless confirmed by a structural engineer that they are strong enough to take the planned load.
- Contractors working at height (e.g. window cleaners and decorators) have to submit their own risk assessments for approval before work commences.
- We use a vacuum cleaner with an extension nozzle to clean structures from ground level.
- All ladders, steps and access equipment meets the approved BS (British Standard) and no domestic rated ladders are used.
- Ladders and steps are stored securely in appropriate locations when not in use.
- We check ladders and steps before we use them and remove any in poor repair: :
    - Are they sound? Free from cracks, splits? No rungs missing? Not bent or corroded?
    - Are they suitable for the task
    - Is the floor even and clean
- We keep a ladder log which includes a numbering system for all ladders on site to ensure that none are missed when they are safety checked. **SF13**
- Areas are cordoned off if items used when working at height could be dropped on to people.
- Ladders are tied in and secured where possible or used in pairs – one holding the base.
- We do not overreach/lean out or over when working at height.
- Where the floor surface is poor or ladders likely to be bumped into, they are footed or protected with additional stabilising devices
- We avoid heavy loads but if necessary we work in pairs when lifting or lowering heavy or bulky items. We never exceed the safe working load (employee and the load weight)
- We do not site ladders over stairwells or on stairs

MANAGE IT

- Complete a ladders and working at height risk assessment
- Ensure monitoring is carried out and recorded **SD**

RISK ASSESSMENT – LADDERS & WORKING AT HEIGHT

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Falls from height 2. Use of defective equipment 3. Injuries to others from falling objects Additional hazards identified:					

ACTION PLAN – LADDERS & WORKING AT HEIGHT

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.20. Lifts & lifting equipment

POTENTIAL HAZARDS

Failure of lifts e.g. passenger lifts, service lifts, scissor lifts and dumb waiters could lead to:

1. Entrapment
2. Falls from height
3. Electric shock
4. A load falling or striking a person or object
5. Lifting equipment striking a person
6. Lifting equipment falling over while in use
7. Slipping or tripping on, from or over equipment

SAFETY POINTS

NB. Consider the fork lifts safe method (if on site) as it is very relevant to this risk assessment

- Our lifts and lifting equipment are maintained by a suitably qualified contractor.
- Our passenger lifts are examined and tested six monthly and our goods lifts annually.
- If this is their responsibility, a copy of the lift examination report has been obtained from the Landlord, checked to ensure it is safe and is kept on-site.
- A notice is displayed next to goods lifts prohibiting use by passengers.
- Disabled lifts have the manufacturer's passengers instructions displayed.
- Faulty lifts and lifting equipment are taken out of service until repairs are carried out.
- An emergency procedure is in place. Emergency keys are only used by trained and authorised team members and only when the lift is level with the floor.
- A 'safe working load' is clearly marked.
- Passenger lifts are fitted with a functioning alarm.
- Only trained staff use lifting equipment and never those under 18 years of age
- Operating positions can be adapted and equipment does not place undue strain on user

- Any scissor lifts are examined and tested six monthly.
- Our scissor lift is loaded with a pallet truck and workers do not travel on the scissor lift. The scissor lift access gates are always closed when in use. The area around the scissor lift is cleared and cordoned off when in use.
- Prior to any work that service engineers complete on site, a risk assessment is submitted and approved by maintenance.
- Engineers inform maintenance of the times work commences and finishes so that managers are aware of the works.
- Lifts are cordoned off with warning signs when engineers are on site to warn and to prevent anyone accessing the lifts.

MANAGE IT

- Carry out a risk assessment of the use of lifts
- Ensure monitoring is carried out and recorded

SD

RISK ASSESSMENT – LIFTS & LIFTING EQUIPMENT

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
Failure of lifts e.g. passenger lifts, service lifts, scissor lifts and dumb waiters could lead to: 1. Entrapment 2. Falls from height 3. Electric shock 4. A load falling or striking a person or object 5. Lifting equipment striking a person 6. Lifting equipment falling over while in use 7. Slipping or tripping on, from or over equipment Additional hazards identified:					

ACTION PLAN – LIFTS & LIFTING EQUIPMENT

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.21. Manual handling

POTENTIAL HAZARDS

1. Back injuries from lifting and carrying heavy items e.g. stacking and unstacking containers.
2. Injuries from pushing or pulling e.g. trollies, racks and bins.
3. Upper limb disorders (problems with neck, shoulder, arms and hands) caused by forceful or repetitive movements or poor posture.

SAFETY POINTS

NB. Consider the computer use and work station safe method as it is very relevant to this risk assessment

- Mechanical aids are used to make tasks easier when possible (e.g. trollies, dollies, pallet trucks, powered lifting equipment) and authorised staff trained in their correct use.
- Only staff that have been practically trained in manual handling do so
- We involve team members in the way work is organised and done and advise them to report health symptoms as soon as they occur
- Heavy items are stored at waist height and split or purchased in smaller sizes if possible
- Heavy equipment that needs to be moved is on casters if possible
- We do not overload trollies
- We use team working to move heavy items
- We wear strong, covered slip-resistant shoes and grip resistant gloves
- If practicable, we apply to the packaging the weight of heavy items and packaging symbols (this way up, top heavy, weight stacking limitation etc)
- We attach handles to unstable loads if possible
- We only carry out hazardous tasks if we are strong or fit enough and high risk tasks are shared between the team by rotating individuals
- We check the area where the operation takes place to see if the floor is slippery or uneven or if the layout could be improved
- We take extreme care when carrying objects up or down stairways and avoid bruising fingers
- We take regular short breaks rather than one long one if doing a repetitive task.

- When lifting we:
    - Warm up and plan our route
    - Stop and think
    - Position our feet about 30 cm apart to form a strong base
    - Bend our knees
    - Get a firm grip and keep our back straight
    - We push up with our legs and keep the load close to our body
- When carrying we:
    - Keep the load close to our body
    - Keep our arms and elbows tucked in
    - Keep our vision clear
    - Don't change our grip
    - Don't twist our body

MANAGE IT

- Monitor work activities and complete manual handling risk assessments where significant problems are identified (blank forms in Section 6) e.g. **SF4**
    - The movement of loads between different floor or levels using steps especially where steps have a steep inclination and limited headroom
    - Carrying crockery
    - Retrieving goods from shelves
    - Moving furniture and equipment
    - Delivery, storage and distribution of supplies and food deliveries
    - Movement, lifting of full, empty, hot or cold trays, pans etc. in the kitchen
    - Operations where items are carried for long periods.
    - Staff working in areas where the floor could become slippery or where trip hazards exist
- Ensure monitoring is carried out and recorded **SD**

SF3

EXAMPLE Risk Assessment (1 of 2)

(Blank forms for each hazardous task can be found in Section 6)

DESCRIBE THE TASK: _____

TASK:					
Questions to consider: (If the answer to a question is "Yes" place a tick against it and then consider the level of risk)	**Risk rating** (Tick as appropriate) (from generic assessment system				**Possible controls:** (Make rough notes in this column to help you identify controls)
	Yes	**Low**	**Med**	**High**	
Does the task involve: • twisting • stooping • long carrying distances • strenuous pushing or pulling • unpredictable movement of loads • repetitive handling • insufficient rest or recovery • a work rate imposed by a process					**Write the most appropriate controls here:** *Controls could include:* ⇒ assess load before lifting ⇒ lift short distances only ⇒ stop every few yards ⇒ get assistance where necessary ⇒ take regular breaks *Other controls could include:* ⇒ identify if load involves manual handling ⇒ is load suitable for lifting
The load – is it: • heavy? • bulky/unwieldy? • difficult to grasp? • unstable/unpredictable?					⇒ ensure item is dry & clean before use ⇒ ensure gloves & steel toe shoes worn for kegs and crates
Consider the working environment. Are there: • constraints on posture • poor floors • variations in levels • poor lighting conditions					⇒ Manager to assess routes and stores ⇒ ensure floors are swept, in good condition and non-slip ⇒ ensure routes and stores are well lit
Consider the Individual - does the job: • require unusual capability • hazard those with a health problem • hazard those who are pregnant • all for special information/training					⇒ ensure only trained volunteers undertake the tasks ⇒ no pregnant women / unfit person to undertake heavy lifting ⇒ ensure person is suitable to carry the load
Other factors- • is movement or posture hindered by clothing or PPE?					⇒ ensure staff wear comfortable and suitable clothing for lifting

EXAMPLE Risk Assessment (2 of 2)

SF3

DESCRIBE THE TASK: _____

ANY OTHER COMMENTS

ACTION PLAN – MANUAL HANDLING

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.22. Night working

POTENTIAL HAZARDS

A night worker is classified as an individual who regularly works for more than three hours during the period 11pm to 6am. This could lead to these hazards:

1. Violence and aggression
2. Opportunist theft or robbery
3. Fatigue, stress, tiredness and lack of concentration when performing safety critical tasks
4. Exacerbation of existing health problems such as diabetes, asthma, epilepsy and psychiatric illness.
5. Long term night working can lead to ill health effects e.g. gastrointestinal problems such as indigestion, abdominal pain, constipation, chronic gastritis and peptic ulcers; cardiovascular problems such as hypertension, coronary heart disease; increased susceptibility to minor illnesses such as colds, flu and gastroenteritis.

SAFETY POINTS

- Night workers are limited by law to a maximum of 8 hours in a 24 hour period which includes overtime work. This can be calculated over 17 weeks.
- We have identified any night workers who deal with special hazards or whose work involves mental or physical strain as legally they can't work longer than 8 hours in any 24-hour period.
- Our night staff follow the ollow the 'Security and Safety of Premises and Staff' safe method and they do not work alone.
- Any contracted night staff follow risk assessments that have been supplied by their employer and checked by us.
- We have a well designed shift system for all workers based on HSE good practice guidelines and (where relevant and operationally practical) we:
    - Plan an appropriate and varied workload.
    - Offer a choice of permanent or rotating shifts and try to avoid permanent night shifts.
    - Either rotate shifts every 2-3 days or every 3-4 weeks - otherwise adopt forward rotating shifts.
    - Avoid early morning starts and try to fit shift times in with the availability of public transport.
    - Limit shifts to 12 hours including overtime, or to 8 hours if they are night shifts and/or the work is demanding, monotonous, dangerous and/or safety critical.

- Encourage workers to take regular breaks and allow some choice as to when they are taken.
- Consider the needs of vulnerable workers, such as young or aging workers and new and expectant mothers.
- Limit consecutive work days to a maximum of 5 - 7 days and restrict long shifts, night shifts and early morning shifts to 2-3 consecutive shifts.
- Allow 2 nights full sleep when switching from day to night shifts and vice versa.
- Build regular free weekends into the shift schedule.

☐ We manage the work environment of shift workers based on HSE good practice guidelines and (where relevant and operationally practical) we:

- Provide similar facilities as those available during daytime and allow shift workers time for training and development.
- Ensure temperature and lighting is appropriate and preferably adjustable.
- Provide training and information on the risks of shift work and ensure supervisors and management can recognise problems.
- Consider increasing supervision during periods of low alertness.
- Control overtime, shift swapping and on-call duties and discourage workers from taking second jobs.
- Set standards and allow time for communication at shift handovers.
- Encourage interaction between workers.
- Encourage workers to tell their GPs that they are shift workers.
- Ensure the workplace and surroundings are well lit, safe and secure.

MANAGE IT

☐ Complete a night working risk assessment

☐ We offer a voluntary health screening questionnaire to new night workers and thereafter on an annual basis. We keep these records or record the dates they were offered and refused for two years. **SF19**

☐ We refer employees to an occupational health professional or company, if there are any adverse findings from the questionnaire and who can make arrangements for further investigation where necessary.

☐ Ensure monitoring is carried out and recorded **SD**

RISK ASSESSMENT – NIGHT WORKING

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Violence and aggression 2. Opportunist theft or robbery 3. Fatigue, stress, tiredness and lack of concentration when performing safety critical tasks 4. Exacerbation of existing health problems such as diabetes, asthma, epilepsy and psychiatric illness. 5. Long term night working can lead to ill health effects e.g. gastrointestinal problems such as indigestion, abdominal pain, constipation, chronic gastritis and peptic ulcers; cardiovascular problems such as hypertension, coronary heart disease; increased susceptibility to minor illnesses such as colds, flu and gastroenteritis. Additional hazards identified:					

ACTION PLAN – NIGHT WORKING

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.23. Noise at work

POTENTIAL HAZARDS

1. Hearing loss, which can be temporary or permanent.

2. Tinnitus (ringing, whistling, buzzing or humming in the ears) which can lead to disturbed sleep

SAFETY POINTS

Noise Regulations require us to take specific action at certain action values. These relate to the:

- levels of exposure to noise of your employees averaged over a working day or week; and
- maximum noise (peak sound pressure) to which employees are exposed in a working day.

The values are:

Lower exposure action values:

- daily or weekly exposure of 80 dB;
- peak sound pressure of 135 dB;

Upper exposure action values:

- daily or weekly exposure of 85 dB;
- peak sound pressure of 137 dB.

- We observe and consider whether it is possible that any employee's exposure to noise (typically from amplified music or noisy machinery) could reach these levels.

- If it could or we are unsure, we employ a competent and qualified person to carry out a noise at work survey and follow their recommendations.

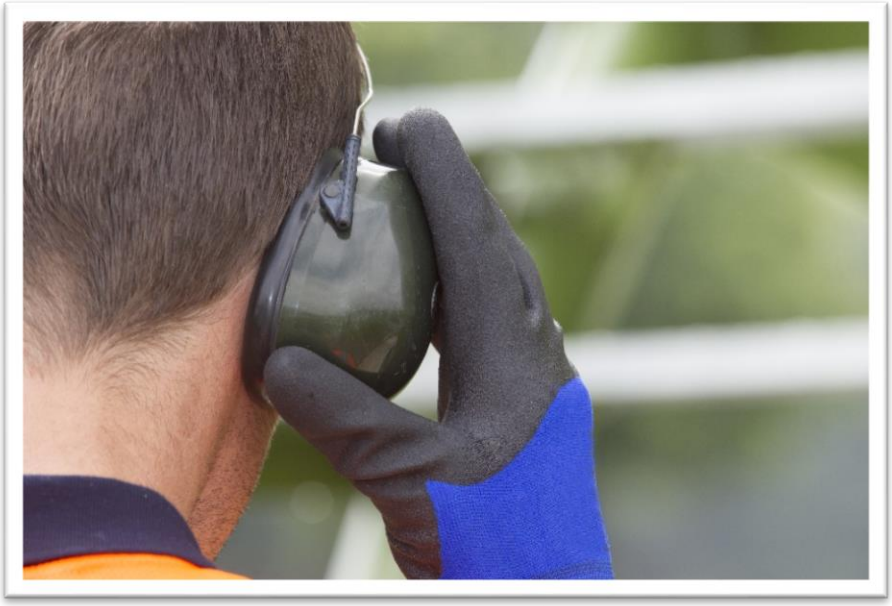
- Instead of a noise survey we put in place controls to eliminate or reduce noise hazards:

    - We reduce exposure to noise at source by modifying or relocating machinery
    - We ensure staff can take regular rest breaks in quiet areas to reduce exposure
    - We provide training in our controls to prevent hearing damage
    - We provide and maintain hearing protection e.g. ear plugs or ear muffs
    - We ensure hearing protection is used

- Where we have identified that noise exposure could affect team members health, we have introduced health surveillance.

MANAGE IT

- Complete a noise at work risk assessment



RISK ASSESSMENT – NOISE AT WORK

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Hearing loss, which can be temporary or permanent. 2. Tinnitus (ringing, whistling, buzzing or humming in the ears) which can lead to disturbed sleep Additional hazards identified:					

ACTION PLAN – NOISE AT WORK

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.24. Personal protective equipment

POTENTIAL HAZARDS

1. PPE not worn or misused by staff
2. PPE is incorrect size or fitting poorly
3. PPE damaged
4. PPE stored inappropriately or poorly maintained

SAFETY POINTS

- We make sure anyone using PPE is aware of why it is needed, when it is to be used, repaired or replaced and its limitations.
- We train and instruct people how to use it properly and make sure they are doing this.
- We ensure workers wear PPE whenever they are exposed to the risk and never allow exemptions for those jobs which take 'just a few minutes'.
- We check regularly that PPE is being used and investigate fully any reasons why it is not.
- We display safety signs in appropriate places to remind workers to wear PPE.
- We make sure PPE is properly stored when it is not being used, for example in a dry, clean cupboard, or in the case of smaller items, such as eye protection, in a box or case.
- We keep PPE clean, in good repair and follow the manufacturer's maintenance schedule (including recommended replacement periods and shelf lives).
- We make sure suitable replacement PPE is always readily available.
- We ensure PPE is 'CE' marked and complies with the requirements of the PPE Regulations.
- We check that all PPE is in place and fit for purpose.

MANAGE IT

- Complete a PPE risk assessment
- Ensure monitoring is carried out and recorded

SD

RISK ASSESSMENT – PERSONAL PROTECTIVE EQUIPMENT (PPE)

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. PPE not worn or misused by staff 2. PPE is incorrect size or fitting poorly 3. PPE damaged 4. PPE stored inappropriately or poorly maintained Additional hazards identified:					

ACTION PLAN – PERSONAL PROTECTIVE EQUIPMENT (PPE)

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.25. Pressure systems

POTENTIAL HAZARDS

1. Impact from the blast of an explosion or release of compressed liquid or gas
2. Impact from parts of equipment that fail or any flying debris
3. Contact with the released liquid or gas such as steam
4. Fire resulting from the escape of flammable liquids or gases
5. Failures due to poor design, incorrect filling, poor maintenance or operator error

SAFETY POINTS

NB. Consider the dangerous substances safe method as it is very relevant to this risk assessment

- Only authorised and trained staff use pressure systems
- All pressure systems are tested annually by a qualified and competent person
- If this is their responsibility, a copy of the pressure vessel test report has been obtained from the Landlord or hirer, checked to ensure it is safe and is kept on-site.
- All pressure systems are serviced according to the manufacturer's guidance
- Equipment is suitable for its intended purpose and installed correctly
- Protective devices such as safety valves and bursting discs discharge to a safe place
- We know the correct process conditions e.g. pressures and temperature
- We follow manufacturers' written instructions for use
- We regularly check pressure systems for signs of problems e.g. safety valves that continually discharge and signs of corrosion

MANAGE IT

- Complete a pressure systems risk assessment covering equipment that generates gas under pressure in this section eg. coffee machines with milk frothing attachments, boilers, pressure cookers and autoclaves (but **not** gas cylinders)
- Ensure monitoring is carried out and recorded

SD

RISK ASSESSMENT – PRESSURE SYSTEMS

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Impact from the blast of an explosion or release of compressed liquid or gas 2. Impact from parts of equipment that fail or any flying debris 3. Contact with the released liquid or gas such as steam 4. Fire resulting from the escape of flammable liquids or gases 5. Failures due to poor design, incorrect filling, poor maintenance or operator error Additional hazards identified:					

ACTION PLAN – PRESSURE SYSTEMS

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.26. Security & safety of premises & staff

POTENTIAL HAZARDS

1. Violence and aggression
2. Opportunist theft or robbery
3. Bomb threats and suspect devices
4. Real incidents – bomb attack, fire, flood
5. Illness, incidents or accidents whilst lone working

SAFETY POINTS

- Lone workers, night workers and their supervisors maintain regular contact using either mobile phones, telephones, radios or e-mail
- If specific signals are not received periodically from the lone worker, a manual or automatic alert system is in place
- Checks are made to ensure a lone worker has returned to their base or home.
- We site cash counting desks away from customer areas.
- We have maximum permitted cash levels on site.
- We vary our banking arrangements e.g. times, routes etc.
- We have a 'buddy system' for large cash banking transactions
- Team members are trained in the non-provocation of an aggressor.
- We take action immediately if a team member is being abused.
- We do not react towards an aggressor and leave the vicinity and get assistance if we are the victim of abuse or aggression.
- We record and monitor all incidents of aggression or violence toward staff.
- We take disciplinary action against aggressive team members.
- We have panic buttons installed in front facing customer areas.

- We always investigate alarm activations and alarm panels are not obstructed or silenced without investigating.
- We are vigilant towards suspect persons and packages
- We report to the police any incident or suspected incident of drug use or dealing
- All entrances car parks and facades of buildings are well lit and controlled so as to ensure personal safety to staff and to reduce access to theft.
- Where CCTV and intruder detection is fitted it is correctly positioned, operating efficiently and there is an appropriate notice at the main entrance areas.
- We have designated areas for staff and visitors and secure controls between the two. We log any non-employee visits to these areas.
- All property is securely marked. Valuable property is securely stored and locked away with restricted access. We have signing in/out procedures for vulnerable property.
- Health and safety is considered in relevant Emergency and Business Continuity Plans we have e.g. as part of the contingencies for disasters.

MANAGE IT

- Complete a security and safety of premises and staff risk assessment
- Ensure monitoring is carried out and recorded

SD

RISK ASSESSMENT – SAFETY & SECURITY OF PREMISES & STAFF

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Violence and aggression 2. Opportunist theft or robbery 3. Bomb threats and suspect devices 4. Real incidents – bomb attack, fire, flood 5. Illness, incidents or accidents whilst lone working Additional hazards identified:					

ACTION PLAN – SAFETY & SECURITY OF PREMISES & STAFF

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.27. Slips, trips & falls

POTENTIAL HAZARDS

1. Staff and others could slip on spilt food or drink, resulting in injuries
2. Wet floors following cleaning
3. Leaks not being repaired
4. Stock and other items left in walkways
5. Uneven or damaged flooring, steps, stairways and external walkways
6. Staff and others could slip on wet or icy external walkways

SAFETY POINTS

- Team members are trained not to run or rush on site and to report any hazards.
- Flooring is non-slip and kept in good repair and condition.
- Steps and stairways are well-lit and kept in good repair and condition
- Longer life light bulbs are used on stairways and steps are of equal height and width
- Hand rails and visible non-slip nosings are present on all stairways
- Lifts or hoists are installed to minimise movements of goods on staircases
- Low ceiling padding and signage in place
- Floor level changes and/or step edges are highlighted to prevent trip hazards
- Non-slip rubber matting and/or drip trays are provided in wet areas and mats don't overlap
- We use dry cleaning methods wherever possible for example a vacuum cleaner
- We wash floors with the correct dilution of floor cleaner to reduce grease build up
- We use dry mopping in hazardous areas to remove residual wet film from floor surfaces
- We wear strong, covered slip-resistant shoes and ensure the tread does not get clogged
- We consider the suitability of visitors' footwear that might visit the area
- We use yellow DANGER - WET FLOOR signs when cleaning or when there are leaks or spillages. We stand by the leak or spill to warn others until signs or barriers brought.
- We clean up spills of liquids and solids as they occur with kitchen grade paper towel

- We do not stand on tables, chairs, crates or boxes, etc. and do not climb on shelving.
- We always use a proper stepladder if you we cannot easily reach something
- We report leaks immediately, regularly mop and cordon off affected areas.
- We repair leaks as quickly as possible.
- We keep internal and external walkways in good repair and clear at all times.
- Trailing electrical leads do not cross walkways or are tied down and marked with hazard tape.
- Loose debris e.g. packaging debris is disposed of immediately and not left on floors.
- Bins/recycling bins are emptied regularly and never left to overflow preventing trip hazards.
- External walkways are well lit, in good repair and fallen leaves are removed at regular intervals
- We discourage people from taking shortcuts over grass or dirt.
- We have overhead canopies at building entrances or install large absorbent floor mats
- We monitor forecasts to predict icy or wet conditions and grit areas prone to be slippery

MANAGE IT

- Complete a slips, trips and falls risk assessment
- Ensure monitoring is carried out and recorded

SD

RISK ASSESSMENT – SLIPS, TRIPS & FALLS

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Staff and others could slip on spilt food or drink, resulting in injuries 2. Wet floors following cleaning 3. Leaks not being repaired 4. Stock and other items left in walkways 5. Uneven or damaged flooring, steps, stairways and external walkways 6. Staff and others could slip on wet or icy external walkways Additional hazards identified:					

ACTION PLAN – SLIPS, TRIPS & FALLS

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.28. Storage of goods

POTENTIAL HAZARDS

1. Rusty nails that are typically found in wood pallets can puncture the skin
2. Damaged pallets can cause loading and unloading problems; for example, loose stringers can get hung up on the pallet racks, which can cause loads to fall from high positions
3. Unsuitable, damaged or unsecure racking can fall or cause loads to fall from high positions
4. Unwrapped pallets containing multi-boxes can fall on staff.
5. Lifting equipment used to put goods away can fail causing injury to staff.

SAFETY POINTS

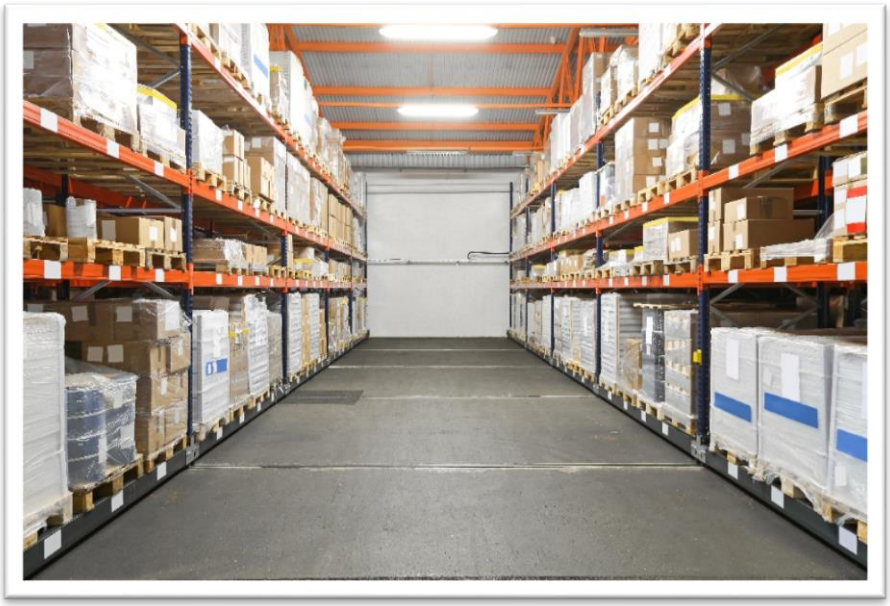
- The floors beneath shelving and racking are sound and level
- We follow the manufacturer's instructions when installing shelving and racking
- Where shelving or racking is fixed to a wall, the wall can support the load
- Where appropriate, special safety ladders are provided to avoid people climbing on shelving
- Shelving and racking units are spaced correctly to allow easy access for staff and mechanical-handling equipment such as pallet trucks.
- Mechanical handling equipment used in storage has planned preventative maintenance
- Shelves and racks are properly aligned and we ensure goods don't overhang shelves
- We display the correct maximum loads for racking are displayed
- Do not exceed the Safe Working Limit (SWL) for the unit load or the safe working total load per bay for the racking.
- We stack items correctly - putting the heavy items at waist height
- We ensure items needed frequently are readily accessible and not above head height
- We check shelving and racking units regularly for any obvious signs of physical damage
- Rack Audits (safety checks) are performed on a regular basis by a qualified inspector familiar with design and safety standards
- We do not use pallets that can't cope with their load or are damaged
- We use the correct type of pallet for the racking system used

- We use cut resistant gloves when handling wooden pallets
- As they are heavy and awkward to carry, we move a pallet by standing on its edge and slide
- We don't throw pallets because we could injure ourselves and damage the pallet
- We don't manually stack pallets more than 7 or 8 high; use forklifts to make stacks higher
- We regularly inspect pallets for broken or fractured planks or stringers, protruding nails, and missing support blocks

MANAGE IT

- Complete a storage of goods risk assessment
- Ensure monitoring is carried out and recorded

SD



RISK ASSESSMENT – STORAGE OF GOODS

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Rusty nails that are typically found in wood pallets can puncture the skin 2. Damaged pallets can cause loading and unloading problems; for example, loose stringers can get hung up on the pallet racks, which can cause loads to fall from high positions 3. Unsuitable, damaged or unsecure racking can fall or cause loads to fall from high positions 4. Unwrapped pallets containing multi-boxes can fall on staff. 5. Lifting equipment used to put goods away can fail causing injury to staff. Additional hazards identified:					

ACTION PLAN – STORAGE OF GOODS

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.29. Stress at work

POTENTIAL HAZARDS

1. Excessive pressure at work leading to accidents caused by human error
2. Excessive pressure at work leading to poor health and well being
3. Productivity deadlines causing excess pressure on staff.
4. Insufficient workforce to for workers to carry out their roles without undue stress.
5. Shift work patterns not properly arranged so as to cause staff excess pressure.

SAFETY POINTS

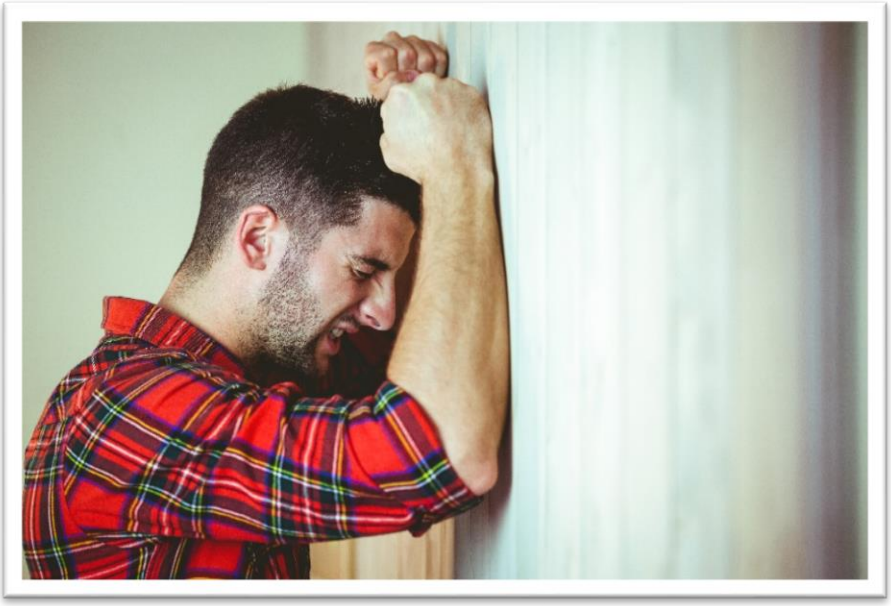
- The company engages workers frequently when undergoing organisational change
- There is sufficient workforce in place (and support from agencies on hand) to ensure no employee is put under stress to complete their duties.
- Managers and supervisors are trained in good people management.
- We do not tolerate bullying or harassment.
- All staff are subject to regular reviews/appraisals with managers where any work pressures and concerns can be openly discussed and addressed.
- Staff shift patterns are planned considering national guidelines and include regular rest days.
- We display guidance on stress at work on staff notice boards.
- Anyone found to be suffering from stress at work is referred to an occupational health doctor.
- We offer support to team members who are experiencing stress outside of work resulting from both psychological and social aspects e.g. bereavement, separation, age, education, marital, cultural indifference and related aspects of a person's history.
- A system is in place locally to respond any individual concerns
- We monitor working hours and workloads to ensure team members are not overworking.
- We monitor and ensure that team members take their full holiday entitlement.
- We monitor sickness absence.

- Employees are:
    - able to cope with the demands of their jobs
    - able to have a say about the way they do their work
    - receive adequate training for their role
    - receive adequate information and support from their colleagues and superiors
    - not subjected to unacceptable behaviours e.g. bullying at work
    - understand their role and responsibilities
    - given the opportunity to discuss work related stress issues with their managers.
    - given shift patterns well in advance and these are only changed at short notice in an emergency. If this occurs then rest days are also reset.

MANAGE IT

- Complete a stress at work risk assessment
- Ensure monitoring is carried out and recorded

SD



RISK ASSESSMENT – STRESS AT WORK

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Excessive pressure at work leading to accidents caused by human error 2. Excessive pressure at work leading to poor health and well being 3. Productivity deadlines causing excess pressure on staff. 4. Insufficient workforce to for workers to carry out their roles without undue stress. 5. Shift work patterns not properly arranged so as to cause staff excess pressure. Additional hazards identified:					

ACTION PLAN – STRESS AT WORK

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.30. Vehicles on site

POTENTIAL HAZARDS

1. New staff or visitors not knowing the site and/or procedures and having an accident.
2. Vehicle overturns
3. Struck by a vehicle
4. Trapped between two vehicles or between a vehicle and a wall
5. Falls from vehicles

SAFETY POINTS

NB. Consider the fork lifts safe method (if on site) as it is very relevant to this risk assessment

- We use safety signage to show vehicle and pedestrian routes, height and weight restrictions, speed limits and other safety information.
- We use the same road signs to warn or inform traffic as those used on public roads.
- We use barriers or highly visual markings, so collisions do not occur with pedestrians.
- We install mirrors to improve visibility when needed e.g. on blind corners.
- Lighting levels are adequate to ensure visibility for vehicles and pedestrians.
- No one is allowed to drive (operate) a workplace vehicle unless authorised in writing by the Company to drive that type of vehicle.
- We have designated parking for all vehicles including cars, motorcycles and bicycles.
- We limit the speed that vehicles move around the workplace, ideally using fixed features so that drivers cannot move too quickly.
- Speed limits are constant across the site and take account of forward visibility issues and stopping distances. Plenty of speed limit signs are in place around the site.
- Speed limits are enforced by managers and appropriate disciplinary action is taken when speed limits are broken.
- If necessary, we install safety cameras to deter speeding.
- Safe traffic routes have been planned for vehicles arriving and leaving the site.
- As far as possible, vehicles are segregated from other users of the site during vehicle movement or loading and unloading.

- Goods receivers are trained to stand well clear of moving delivery vehicles and tail lifts and how to act as banksmen for reversing vehicles.
- Goods receivers wear high visibility jackets and safety shoes with toe protection. They are trained not to assist with tailgates or with stock until the driver has removed it.
- There is enough space in loading areas for vehicles to move safely and for people to move around.
- The build quality of our outdoor traffic routes is similar to the standards for public highways.
- The surfaces of our traffic routes are not uneven, potholed, sloped or slippery and we check the highway/pavements regularly and report faults to the local authority.
- Vehicles and pedestrians have separate entry and exit points into the building.
- We have one-way systems to reduce the need for reversing.
- Roll over protective structures (ROPS) are fitted to vehicles with a risk of 180° or more overturn.
- Vehicles have additional mirrors or cameras and reversing alarms or proximity sensors if visibility is a problem.
- We require drivers to wear appropriate seat belts or other restraints.

MANAGE IT

- Complete a vehicles on site risk assessment
- Ensure monitoring is carried out and recorded

SD

RISK ASSESSMENT – VEHICLES ON SITE

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. New staff or visitors not knowing the site and/or procedures and having an accident. 2. Vehicle overturns 3. Struck by a vehicle 4. Trapped between two vehicles or between a vehicle and a wall 5. Falls from vehicles Additional hazards identified:					

ACTION PLAN – VEHICLES ON SITE

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.31. Work equipment

POTENTIAL HAZARDS

1. Injury during cleaning or operating:

a) Crushing e.g. mixers, depositors, pie and tart machines, roll plant, provers, bin hoists
b) Entanglement e.g. mixers
c) Shearing e.g. mixers, dough dividers
d) Cutting e.g. dough dividers, roll plant, bread slicers
e) Severing e.g. depositors
f) Burns e.g. ovens

2. Drawing in and trapping of loose clothing e.g. dough moulders, dough and pastry brakes, roll plant

3. Accidental start-up of equipment whilst it is being cleaned, serviced or repaired.

4. Unguarded machinery or guards being over-ridden on machinery by staff. Causing risk of injury to staff from moving parts.

5. Failure of emergency stop mechanisms or emergency stops with too long 'cut out' times causing excess risk of injury to persons.

6. Defective equipment causing electrical shock, fire or injury to staff

7. Unclean equipment causing blockages

SAFETY POINTS

NB. Consider the heat sources, knives and sharps, ladders and working at height, electrical safety, gas safety and cooking oil use and storage safe methods as they are very relevant to these risk assessments

- Only trained and authorised workers use hazardous equipment e.g. dough dividers, mixers, knives, slicing machines, dough moulders, grills, chargrills, fryers, ovens, dishwashers, waste disposal units, waste compactors.

- Only qualified and competent people carry out repairs

- Anyone undergoing training is closely supervised

- Equipment is tested, serviced and maintained according to manufacturers' guidance and we have a planned preventative maintenance programme. This includes checks on guards, interlocks and safety components.

- ☐ Regular cleaning routines are in place
- ☐ Dangerous equipment signage and safety instructions displayed as required
- ☐ All equipment controls are clearly marked to show what they do
- ☐ All moving parts of machinery are properly guarded and guarding of all equipment used by staff is included in our in-house training.
- ☐ Staff are trained to alert the other member of staff if they are incorrectly using equipment.
- ☐ Staff only use work equipment if it is appropriate and necessary for the job.
- ☐ Walk-in fridges and freezers can be easily opened from the inside
- ☐ We check equipment before use to ensure it is in good repair and condition
- ☐ We never remove, interfere or over-ride safety guards or devices
- ☐ We switch off and isolate equipment before cleaning, servicing or maintenance
- ☐ We follow the manufacturer's operating instructions at all times and operating instructions are available for equipment and machinery.
- ☐ We wear PPE (personal protective equipment) if required
- ☐ We keep areas around hazardous equipment tidy, clean and free from obstructions
- ☐ We do not distract employees using hazardous equipment
- ☐ We report any defects or problems immediately
- ☐ Maintenance staff cordon off areas to other staff and the public when operating machinery
- ☐ We do not wear loose clothes when operating machinery.
- ☐ We disconnect faulty equipment and display a 'DO NOT USE' sign

MANAGE IT

- ☐ Complete a risk assessment for all hazardous work equipment. Whilst equipment can be very similar, it does vary in some cases, due to being made by different manufacturers. The general procedures are given above but for more advice refer to the equipment manufacturer's instructions. **SF2**
- ☐ Ensure monitoring is carried out and recorded **SD**

2.32. Work related driving

POTENTIAL HAZARDS

1. Road accidents due to fatigue, carelessness, inexperience or unsafe vehicles

SAFETY POINTS

- Only experienced drivers are used to carry out work related driving activities such as transport between sites and collection of supplies.
- Our recruitment process for drivers includes checks from references and medical records.
- No one is allowed to drive a workplace vehicle unless authorised in writing by the Company to drive that vehicle.
- We check driving licences prior to authorisation being given to drive for the Company and ensure they are valid for the class of vehicle to be driven.
- If workers use their own vehicles for work related activities, we check that their insurance covers this type of use
- We make drivers aware of the need to have regular eyesight tests and to report to their manager any health conditions or medication they are taking which could affect their ability to drive.
- We make drivers aware of the need to inform the Company of any driving offences and fines and make periodic checks on their driving licences.
- Depending on the nature of the driving activity, we carry out additional training. This includes dealing with seasonal conditions e.g. snow and ice and the safe use of hands free phones and other devices such as satellite navigation when driving.
- We ensure working hours include driving time and are planned to minimise fatigue whilst driving.
- We do not put undue pressure on drivers to reach customers or return to the workplace within a tight time-frame
- We select Company vehicles with driver safety in mind.
- We check Company owned vehicles are regularly maintained and in a safe condition
- Tail lifts on delivery vehicles are 'thoroughly examined' by a competent person every 12 months, and every 6 months if used for lifting people.

MANAGE IT

- Complete a work related driving risk assessment
- Ensure monitoring is carried out and recorded

SD

RISK ASSESSMENT – WORK RELATED DRIVING

Before you complete the last 3 columns you need to consider:

- Are the safety points in the safe method being carried out? If not, should they be?
- If safety points are not relevant, delete or amend them accordingly.
- Are there additional controls necessary? In which case put these in the action plan.

Hazard	✓ / ✗	Persons affected	L (1-4)	S (1-4)	RR L X S
1. Road accidents due to fatigue, carelessness, inexperience or unsafe vehicles Additional hazards identified:					

ACTION PLAN – WORK RELATED DRIVING

Further Action Required	Person to action	Date completed	Signature

Assessor		Signature		Date		Review date	

Approved by:

Name		Signature		Date		Review date	

2.33. Workers with disabilities or long-term health conditions

POTENTIAL HAZARDS

A disability is not always obvious and is defined as a physical or mental impairment that has substantial and long-term adverse effects on a person's ability to carry out normal day-to day activities.

The key thing is not the impairment but the effect e.g. migraines, dyslexia, asthma and back pain can count if the adverse effect on the worker is substantial or long-term.

1. The effect of a worker's disability could impact workplace health and safety (even if confined just to them).

2. A worker is treated unfavourably because of their disability which is unlawful discrimination

3. Confidential details are disclosed about a disabled worker without their explicit consent

SAFETY POINTS

If there may be health and safety implications for a particular individual, we need to assess and make reasonable adjustments to reduce or eliminate risks if practicable.

However, a risk assessment must ONLY be carried out if the worker's disability changes the way they work and not just because the person is disabled.

- All new employees complete a medical questionnaire which, although recognising disabled workers rights to confidentiality, asks for details of any disabilities or health conditions that may affect health and safety.

- We involve and work together with disabled applicants and workers to assess whether their disability affects health and safety and to what extent

- We are not overly protective and understand that the workplace can never be free of risks but that for disabled workers overcoming them can be harder.

- We make 'reasonable adjustments' to working arrangements, the workplace and jobs to ensure disabled workers have equal opportunities in applying for and staying in work. Typically these may include:

    - Adjustments to the workplace to improve access or layout
    - Giving some of the disabled workers duties to another person e.g. a temp
    - Changing the working hours e.g. flexi-time, starting later or finishing earlier
    - Getting new or adapting existing equipment e.g. chairs, desks, computers, vehicles
    - Modifying instructions or procedures e.g. bigger text or in Braille
    - Providing alternative work (this should usually be a last resort)

- We check with the disabled worker that these reasonable adjustments are a help and not a hindrance.
- We are sensitive and timely to support disabled workers and avoid delays. Where delay can't be helped e.g. whilst waiting for equipment to arrive, we make temporary arrangements so that they are not at a disadvantage at work.
- If we need to gain a better understanding of the effects of a disability, we involve specialists e.g. occupational health doctors and share this additional information with the disabled worker so they have a say in its contribution to the assessment.

MANAGE IT

- Complete a workers with disabilities or long-term health conditions risk assessment with the worker present — SD
- Ensure monitoring is carried out sensitively and recorded, and that information is kept confidential. — SF7

2.34. Young people at work

POTENTIAL HAZARDS

1. Injuries or ill health due to lack of experience or maturity and not having the confidence to ask for or knowing where they can get help.

SAFETY POINTS

Before employing or offering work experience to a young person (under 18 years of age) these specific factors are taken into account:

- the fitting-out and layout of the workplace and the particular site where they will work
- the nature and risks of any physical, biological and chemical agents they will be exposed to, for how long and to what extent
- what types of work equipment will be used and how this will be handled
- what type of work equipment they are not old enough to use by law
- how the work and processes involved will be organised
- the number of hours that they are allowed to work by law
- the need to assess and provide enhanced induction and health and safety training and to check that key messages have been understood
- the need to provide enhanced supervision
- how they will travel to and from work e.g. precautions if late at night

As a result of this assessment:

- we determine which activities or locations (if any should be prohibited) to the young person
- we put in place control measures to reduce risks
- we provide written information to the young person concerning any significant risks and the control measures that have been identified
- we train the young person how to use relevant equipment and record this training.
- we provide a buddy to work with the young person until we are satisfied that they are competent to carry out tasks alone.
- We provide the young person with safety equipment and clothing for the tasks that they are completing.

MANAGE IT

- Complete a young people at work risk assessment each time you employ or offer work experience to a person under 18 **SF6**
- Ensure monitoring is carried out and recorded **SD**

3. Safe Methods for Management

In this section you will find:

3.1 Consultation with team members

General

By law, we must consult all employees on health and safety especially:

- The introduction of any measures, which may substantially affect their health and safety.
- The arrangements for appointing persons to advise on health and safety or to assist in an emergency e.g. notification of first aid trained staff, fire safety etc.
- Any information that the employer has to provide for health and safety.
- The planning and organisation of any health and safety training.
- The health and safety implications of any new technology introduced

Team Meetings

- Staff can raise and discuss health and safety issues at team meetings or with their manager.
- Managers take action to resolve a situation, or answer a query, in confidence if necessary.
- Team meetings include health and safety as a specific agenda item.
- Managers are responsible for ensuring that members of staff in their team are asked for health and safety input to the meetings
- Managers ensure that the health and safety agenda points discussed are fed back to all members of the team.
- If we choose not to consult with all employees directly, an employee representative has been elected (or appointed in writing by a Trades Union)
- A health and safety log is kept so that issues of consultation to and from staff can be recorded.

Communication

- Risk assessments are located where employees can have easy access to them.
- Where employees do not speak English as their first language, health and safety instructions are communicated to them in such a way that they are understood.

Statutory posters

- Sufficient copies of the approved government health and safety information poster 'Health and Safety Law – What You Should Know' are displayed in staff areas.

Insurance

- Employer and public liability insurance are displayed in staff areas.

Safety signs

- All appropriate and relevant safety signs are displayed e.g. fire exits/fire safety, hazardous substances, machinery safety signs, electrical safety signs.
- The first aid, fire safety and gas safety signs which can be found in Section 7 are to be placed on display in appropriate places.

3.2. Training

The Health and Safety at Work etc. Act 1974 requires employers to provide 'information, instruction, training and supervision to employees. In addition, other health and safety legislation imposes similar duties on employers in some cases.

We ensure that anyone working in the operations has undertaken the necessary training to ensure safe working practices as detailed below.

JOB ROLE	TRAINING	WHEN DONE
All staff and agency staff	Explanation of site specific procedures and summary of health and safety policy given	Prior to starting work
All staff	Safe methods relevant to job role	Within 3 month
Managers responsible for carrying out risk assessments	Level 2 Award in Health and Safety or equivalent	Within 3 months
Manager with day to day responsibility for ensuring this policy is put into practice.	Level 3 Award in Health and Safety or equivalent (unless competent health and safety advisers visit on a regular basis)	Recommendation only if needed
Nominated first aiders	Emergency First Aid at Work (one day)	Prior to taking role
Nominated first aiders	First Aid at Work (three day) if determined as necessary	Recommendation only if needed
Fire marshalls	Level 1 Fire Safety or equivalent	Prior to taking role
All staff	Refresher Training	Every 3 years

- All staff are closely supervised whilst training.
- A Health and Safety Training List is kept detailing what training each team member has had and when to easily identify training needs. SF9
- Health and Safety Training Forms detailing the health and safety training undertaken by each team member are held on file. SF8

3.3. Occupational Health

Occupational health is about the effect of work on health, and the effect of health on work. It plays a vital role in helping employers care for and understand the needs of their employees, enabling businesses to reduce sickness absence levels and optimise staff performance and productivity.

Occupational health is a vital component of human resources policy, enabling employers to understand and comply with Health and Safety legislation and to ensure workplace risks are effectively managed. Other areas in which occupational health advice can assist organisations include rehabilitation and medical intervention programmes, disability adjustments, ill-health retirement issues and the management of existing work-related health problems.

Well-being services are designed to promote a holistic approach to the long-term health of employees. Solutions such as health promotion workshops, lifestyle assessments and stress management services create healthy and happy employees and consequently optimal performance levels.

Some health and safety regulations require employers to provide health surveillance for their employees. Health surveillance is about systematically watching out for early signs of work-related ill health in employees exposed to certain health risks. It means putting in place certain procedures to achieve this.

Health surveillance procedures can include simple methods such as:

- issuing screening questionnaires to new starters and those changing job role in order to produce a base line for future reference.
- Issuing screening questionnaires at regular intervals to check for changes.
- Training staff to report signs of poor health immediately that may be caused by:
    - their work activity (e.g. night working, computer use)
    - the environment (e.g. noise levels, work equipment)
    - harmful substances (e.g. chemicals, flour and ingredient dust)

Any staff showing symptoms of poor health must be referred to a specialist health professional who can determine whether their job has affected their health and advise what is needed to remedy or prevent this. This health surveillance may include technical checks such as:

- lung capacity tests
- sight tests
- hearing tests

By law, any health surveillance records must be kept for 40 years.

We have considered health surveillance where necessary in the safe methods in Section 2 of this manual.

4. Contingency Plans

In this section you will find:

4.1 An enforcement officer visits

WHAT TO DO	WHY?
We introduce ourselves and check their identification card. 	A health and safety enforcement officer may be an environmental health practitioner (EHP) - often known as an EHO - or technical officer with additional skills in health and safety. They are employed by the local council. HSE (Health and Safety Executive) may also inspect some operations e.g. wholesale bakeries. If HSE decide that they need to notify you formally of a breach, they will charge by the hour for any time they spend dealing with this.
If we are very busy and/or short staffed, we can ask if they would mind coming back at a better time. However, if they would prefer to carry out the inspection then we must let them.	They have the right to inspect without giving notice. They have the right of entry at all reasonable times which is generally considered to be any time that food is being handled on site – not just when we are open.
We offer them a soft drink or tea/coffee, ask why they have visited, where/what they want to see and if there is any paperwork or documents we will need to gather to show them.	They have the right to see any documents relating to health and safety unless they are considered to be and have been marked as 'legally privileged'
We accompany the enforcement officer during the visit and take a pen and paper so we can make notes about things pointed out to us. During the visit they may choose to record what they see via photographs or by taking samples. They may also speak privately to employees or their representatives. Do not panic these are standard procedures. We don't volunteer too much information unless asked but always answer the questions they have, fully and truthfully.	

WHAT TO DO	WHY?
At the end of the visit we ask them to summarise their findings. They may complete an inspection summary form and give us a copy. We make sure that we understand which items are legal requirements and which are their recommendations. If we don't understand something, we ask.	It is part of the officer's job to explain and ensure we know what is going on.
We ask if they are going to take any other action and what this may be. We find out if and when they are going to come back. We thank the enforcement officer for their visit, help and advice.	We need this information so that we can prioritise our actions.

MANAGE IT	WHY?
We make sure that we have the enforcement officer's name and contact details. We complete an Enforcement Officer Visit Form, preferably whilst the officer is present. SF17 We send copies of the Enforcement Officer Visit Form, any inspection summary forms and correspondence to Head Office.	We need this information so that we can make sure that any legal contraventions are remedied within the timescales that the officer has given. If we do not comply within the time-scales given the officer may take legal action.

4.2 An enforcement officer takes action

ACTION TAKEN	WHAT TO DO
Gives you a handwritten report or sends a letter 	Action any items that they state are legal requirements as soon as possible and certainly within the date given. If these are costly items ensure the remedy you are proposing is the most cost effective. Consider whether any recommendations are practical for the operation – action if they are.
Visits because of a complaint	Ask whether they will release the complainant's details at the end of their investigation so that you can write to apologise if necessary. You should contact the enforcement officer within two weeks to check the progress of their investigation. This demonstrates that we take health and safety seriously and will ensure that you are fully aware if they intend to take further action.
Seizes equipment (to have it tested or destroyed) 	Check that you understand why they have seized the equipment and what they intend to do with it. If you do not agree that the equipment was unsafe, seek legal advice.

ACTION TAKEN	WHAT TO DO
Serves a Health and Safety Improvement Notice (formal notice requiring works) 	Check that you understand what exactly needs to be done and by when. If you are able to complete any works prior to the expiry date, invite the officer in so that if they are not satisfied you still have time to put it right. If you do not feel you will be able to complete the works on time, contact the officer to ask for an extension and ask them to put it in writing. If you do not agree that the notice should be served, check the "Rights of Appeal" on the back and seek legal advice..
Serves/intends to serve a Health and Safety Prohibition Notice (to stop a work process until an unsatisfactory situation is rectified)	Check that you understand what exactly you need to do before you can re-start. Contact the officer as soon as the work is complete so that they can re-visit. If you do not agree that there was a risk of serious personal injury, seek legal advice..
Cautions you or a member of staff A caution is when an enforcement officer says to you "You do not have to say anything, but it may be held against you, if you fail to mention when questioned something you later rely on in Court"	Apart from giving your name, address and position, do not answer any further questions unless you are authorised to answer questions under caution on behalf of the Company. Advise the Enforcement Officer that you will be happy to arrange an appointment with someone authorised to answer their questions. Seek legal advice.. If the officer is not asking you to answer questions on behalf of the company but because they feel you may have committed an offence, you should seek legal advice first.

ACTION TAKEN	WHAT TO DO
Invites you or a member of staff to a formal interview This is an interview under caution and your answers could be used in evidence in Court. 	Do not accept the invitation. Advise the Enforcement Officer that you will be happy to arrange an appointment with someone authorised to answer their questions. Seek legal advice.. If the officer is not asking you to answer questions on behalf of the company but because they feel you may have committed an offence, you should seek legal advice first.

4.3 Near misses and concerns

WHAT WE DO	HOW?
We listen to concerns carefully. 	Listen to any concerns carefully. These may be made by staff informally or at a staff meeting. Or they may be made informally. Explain that it is our policy to investigate all concerns and that you'll need to get some details from them. Write down the details on the Near Misses and Concerns form. SF11 Complete all the details as accurately as possible. Do not rush. These details may be important to the investigation. Remember that you may need to isolate an area, to prevent injury to others. Wherever possible, make the area safe but avoid disturbing it until you have been authorised to clear it up.
We find the source of the problem.	Work out how the problem arose.
We solve the problem.	Review the relevant safe methods and risk assessments.
We feedback at the end of the investigation.	We send a letter or e-mail

4.4 Accidents

If a member of staff is injured

Ensure first aid is given and complete the accident book for all injuries, however minor. If the injury falls into any of the categories below, it will be reportable under RIDDOR – follow the procedure below.

If a member of staff cannot continue working, complete an Accident Investigation form as well as making an accident book entry. SF10

If a customer or contractor is injured

Ensure first aid is given and IN EVERY CASE, complete an Accident Investigation form. Complete the form as fully as possible, even if some information is not available. Note that members of the public are not required to give you any information, unless they wish to do so. SF10

RIDDOR reporting

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, (RIDDOR) make it a legal requirement for some injuries and dangerous occurrences in the workplace to be reported to the enforcing authorities.

RIDDOR REPORTING IS TO BE CARRIED OUT BY AUTHORISED MANAGERS ONLY

Fatal incidents as a result of an accident connected with the work activity	Telephone HSE Duty Officer on 0151 922 9235 (out of hours) or Incident Contact Centre on 0845 300 9923 (Mon-Fri 8.30 pm to 5.00 pm) and complete on-line form
If a member of staff or self employed person e.g. a contractor has one of these **major injuries**: • Broken bones (except fingers or toes) • Loss of limb • Dislocations • Serious eye injuries • An injury involving unconsciousness, resuscitation or a 24-hour hospital stay • An acute illness requiring medical treatment	Telephone Incident Contact Centre on 0845 300 9923 (Mon-Fri 8.30 pm to 5.00 pm) and complete on-line form

If **customers or visitors taken to hospital straight from the site** as a result of an accident connected with the work activity (not if due to a pre-existing medical condition)	Complete on-line form
Accident at work where employee, self-employed is injured and off work for more than 7 consecutive days (not counting the date of the injury but including non-work days). **This includes injuries due to acts of violence**	Complete on-line form
If a Doctor says an employee has a **reportable work related disease**	Complete on-line form
If a **dangerous occurrence** (a listed incident with a high potential to cause death or serious injury) happens. There are 21 categories e.g. • Collapse, overturning or failure of load bearing parts of lifts • Plant or equipment contacting overhead power lines • Electrical faults causing fire or explosion resulting in stoppage for 24 hours or potential to cause death	Complete on-line form

All accidents and near misses, however minor, to any persons, must be recorded in the accident book.