

Activity:	Customer Service – Night time	Current Controls-what we already have in place	Additional Controls-required for specific site
Reference:	HSRA16-	Current Controls-what we already have in place	Additional Controls-required for specific site
Hazards	Who is affected?	Current Controls-what we already have in place	Additional Controls-required for specific site
Shift Working	Team Member Contractor	<ul style="list-style-type: none"> <li>Line Manager to monitor work and breaks between shifts.</li> <li>Tasks to be rotated throughout the shift to avoid repetition.</li> <li>Sufficient rest periods between shifts</li> <li>On call escalation available to team members in case of emergency</li> <li>Line Manager to ensure that 1-1 meetings are conducted with the team member</li> </ul>	
Working at Height	Team Member Contractor Public	<ul style="list-style-type: none"> <li>Working at Height is prohibited for Lone Workers</li> </ul>	
Sharps – (Needlestick, broken glass etc.)	Team Member Public	<ul style="list-style-type: none"> <li>If working in an area where there is an increased risk of needle stick injury, then PPE must be worn as per the PPE section below.</li> <li>Sharps bin and needle grabber available within 77 Penny Street office</li> <li>Report any incident via SafetyNet.</li> <li>Broken glass to be removed using a dustpan and brush</li> <li>All team members to have read the INFECTION CONTROL STANDARD HSSS02</li> </ul>	
Bodily Fluids	Team Member Contractor	<ul style="list-style-type: none"> <li>Body spill kits to be available in every site.</li> <li>Body Spill kits to be checked frequently and replenished.</li> <li>All team members to read HAZARDOUS SUBSTANCE STANDARD HSSS01</li> <li>Waste to be disposed of appropriately</li> </ul>	
Fire	Team Member Contractor Public	<ul style="list-style-type: none"> <li>Team Members and contractors should be inducted into site.</li> <li>Fire Drills to be conducted quarterly.</li> <li>Regular PPM of life safety systems conducted to ensure they are functioning and well maintained.</li> <li>Fire Risk Assessment conducted annually.</li> <li>Fire Marshal training completed for Team Members working onsite.</li> <li>Online eLearning to be completed by team members.</li> </ul>	
Lone Working	Team Member Contractor	<ul style="list-style-type: none"> <li>All team members must have read LONE WORKING STANDARD HSSS04.</li> <li>All team members must have completed the Conflict Management eLearning.</li> <li>Lone Working app/device should be in use by anyone working alone.</li> <li>If any team member feels unsafe or at risk, then they must leave the area immediately and report the incident via SafetyNet.</li> <li>Team members must read VIOLENCE AT WORK STANDARD HSSS12.</li> </ul>	
Manual Handling	Team Member Contractor	<ul style="list-style-type: none"> <li>All team members complete eLearning for Manual Handling.</li> <li>Loads requiring Manual Handling aids to be provided as required e.g., stair climbers, sack trucks or trolleys.</li> <li>All equipment to be checked and maintained in line with the manufacturer's instructions by the onsite team or competent 3rd party.</li> <li>Larger loads to be split to make them smaller and more manageable.</li> <li>Team Members are encouraged to ask for assistance from a colleague for moving awkward or heavy loads.</li> <li>Team members with pre-existing health conditions should notify their line manager prior to attempting lifts or movement of items.</li> <li>All Team members should read MANUAL HANDLING STANDARD HSSS05.</li> </ul>	
Violence and Threatening Behaviour		<ul style="list-style-type: none"> <li>eLearning to be completed by all team members.</li> <li>Lone working devices/apps are available for all team members.</li> <li>Team members should remove themselves from any situation that makes them feel uncomfortable or at risk.</li> </ul>	

Maintenance Remedials/Emergency Reactive		<ul style="list-style-type: none"> <li>Electrical Work is prohibited by lone workers.</li> <li>All team members must read CONTRACTOR MANAGEMENT STANDARD HSS20 the Contractor Management Framework Operations – HSOF01 and the PERMIT TO WORK STANDARD HSS08</li> <li>Support from on call FM/AQ should be sought in these circumstances</li> </ul>	
Slips Trips and Falls		<ul style="list-style-type: none"> <li>Hazard should be removed or segregated wherever possible.</li> <li>PPE to be worn as outlined in the PPE section below.</li> <li>Warning signage to be used in the event of a hazard being identified e.g. Wet Floor Sign</li> <li>Equipment and signage to be cleared away after use to ensure walkways offer safe access and egress.</li> <li>Lighting provision should be checked prior to entering or starting work.</li> <li>Uneven floors or damaged floor surfaces to be reported to AQ/FM/Service desk and SafetyNet so remedial work can be arranged.</li> <li>•</li> </ul>	
COVID -19		<ul style="list-style-type: none"> <li>Vulnerable Team Members should inform their line manager.</li> <li>Hand Sanitising stations to be available in all sites.</li> <li>Hand washing facilities to be available.</li> <li>Face Masks to be worn by vulnerable person if required</li> </ul>	

Personal Protective Equipment							
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					Filtering Face Mask (Specify Type)	Any other equipment Specify here	
<p>This is a guide to the kinds of PPE that maybe required – specific tasks or chemicals may require a particular standard of PPE – check MSDS or seek advice before starting work and then specify in the “Additional Controls Section”</p>							
Assessment Completed by:	R Allan	Signature:		Position:	Manager	Date:	25.10.23
Risk Assessment to be reviewed annually, introduction of new technology or following an incident – team members to be re-trained following review							