












Activity:	Customer Service – Night time		
Reference:	HSRA16-		
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"> Line Manager to monitor work and breaks between shifts. Tasks to be rotated throughout the shift to avoid repetition. Sufficient rest periods between shifts On call escalation available to team members in case of emergency Line Manager to ensure that 1-1 meetings are conducted with the team member 	
Working at Height	Team Member Contractor Public	<ul style="list-style-type: none"> Working at Height is prohibited for Lone Workers 	
Sharps – (Needlestick, broken glass etc.)	Team Member Public	<ul style="list-style-type: none"> 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. Sharps bin and needle grabber available within 77 Penny Street office Report any incident via SafetyNet. Broken glass to be removed using a dustpan and brush All team members to have read the INFECTION CONTROL STANDARD HSS502 	
Bodily Fluids	Team Member Contractor	<ul style="list-style-type: none"> Body spill kits to be available in every site. Body Spill kits to be checked frequently and replenished. All team members to read HAZARDOUS SUBSTANCE STANDARD HSS501 Waste to be disposed of appropriately 	
Fire	Team Member Contractor Public	<ul style="list-style-type: none"> Team Members and contractors should be inducted into site. Fire Drills to be conducted quarterly. Regular PPM of life safety systems conducted to ensure they are functioning and well maintained. Fire Risk Assessment conducted annually. Fire Marshal training completed for Team Members working onsite. Online eLearning to be completed by team members. 	
Lone Working	Team Member Contractor	<ul style="list-style-type: none"> All team members must have read LONE WORKING STANDARD HSS504. All team members must have completed the Conflict Management eLearning. Lone Working app/device should be in use by anyone working alone. If any team member feels unsafe or at risk, then they must leave the area immediately and report the incident via SafetyNet. Team members must read VIOLENCE AT WORK STANDARD HSS512. 	
Manual Handling	Team Member Contractor	<ul style="list-style-type: none"> All team members complete eLearning for Manual Handling. Loads requiring Manual Handling aids to be provided as required e.g., stair climbers, sack trucks or trolleys. All equipment to be checked and maintained in line with the manufacturer's instructions by the onsite team or competent 3rd party. Larger loads to be split to make them smaller and more manageable. Team Members are encouraged to ask for assistance from a colleague for moving awkward or heavy loads. Team members with pre-existing health conditions should notify their line manager prior to attempting lifts or movement of items. All Team members should read MANUAL HANDLING STANDARD HSS505. 	
Violence and Threatening Behaviour		<ul style="list-style-type: none"> eLearning to be completed by all team members. Lone working devices/apps are available for all team members. Team members should remove themselves from any situation that makes them feel uncomfortable or at risk. 	

Maintenance Remedials/Emergency Reactive		<ul style="list-style-type: none"> Electrical Work is prohibited by lone workers. All team members must read CONTRACTOR MANAGEMENT STANDARD HSS520 the Contractor Management Framework Operations – HSOF01 and the PERMIT TO WORK STANDARD HSS508 Support from on call FM/AQ should be sought in these circumstances 	
Slips Trips and Falls		<ul style="list-style-type: none"> Hazard should be removed or segregated wherever possible. PPE to be worn as outlined in the PPE section below. Warning signage to be used in the event of a hazard being identified e.g. Wet Floor Sign Equipment and signage to be cleared away after use to ensure walkways offer safe access and egress. Lighting provision should be checked prior to entering or starting work. Uneven floors or damaged floor surfaces to be reported to AQ/FM/Service desk and SafetyNet so remedial work can be arranged. 	
COVID -19		<ul style="list-style-type: none"> Vulnerable Team Members should inform their line manager. Hand Sanitising stations to be available in all sites. Hand washing facilities to be available. Face Masks to be worn by vulnerable person if required 	

Personal Protective Equipment							
 Safety Footwear	✓	 Gloves (Specify Type)		 Hard Hat		 Safety Goggles/Glasses	
 Face Visor		 Fall Arrest/Fall Restraint		 Protective Overall		 Half Mask	
 Hearing Protection		 Hi Viz Clothing		 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
<p>Risk Assessment to be reviewed annually, introduction of new technology or following an incident – team members to be re-trained following review</p>							