

ACTIVITY	PERSON AT RISK	SIGNIFICANT HAZARDS	RISK*			RISK CONTROL MEASURES	RESIDUAL RISK**		
			P	S	DR		P	S	DR
Working at desk using DSE in office environment	All staff with access to the office block and use computers	Incorrect posture may result in muscular-skeletal injury, upper limb disorders (RSI), back pain headaches from incorrect use, posture, glare etc	2	3	6	<ul style="list-style-type: none"> Company policy to comply with DSE Regulations. Sitting position should be comfortable to relieve back stress, seating and screens to be adjustable and all users to know how to adjust their chairs and workstations. DSE audit assessment completed annually to identify problems and staff to be educated in setting up their workstations. Any workstation issues to be reported to line manager to deal with. Supervisors to carry out regular checks to ensure compliance. The screen to be placed between overhead light fittings. Also, direct sunlight should not be allowed to shine on the screen. The use of laptops to be kept to a minimum. If necessary, docking stations, separate monitors, keyboards and a mouse to be made available. 	2	1	2
Working at desk using DSE in office environment	All staff with access to the office block	Eye strain leading to need for corrective lenses	2	3	6	<ul style="list-style-type: none"> Annual eye test as per company policy to check condition of eyesight from frequent DSE usage. If deemed necessary by an optician, the company will provide basic spectacles specific for visual display unit use. 	1	1	1
Work causing stress	All staff	Staff could be affected by excessive pressure due to work demands, working long hours, etc. causing anxiety and stress	3	2	6	<ul style="list-style-type: none"> Work loads to be agreed with staff and managed in conjunction with supervisor / Depot Manager. Staff to be encouraged to raise issues that affect their well-being at team meetings or one to one with Depot Manager etc. Company to consider developing stress policy and staff to be kept informed. 	3	1	3

Use of work equipment	All staff with access to the office block	Electrical shocks, burns, injury from moving parts or unbalanced equipment	3	3	9	<ul style="list-style-type: none"> All equipment to be visually inspected prior to first use. The individual completing the check to look for obvious faults, such as broken or missing parts. All equipment to be sited so that it will not fall from shelves etc. Staff to spot and report any defective plugs, discoloured sockets or damaged cables/equipment. All equipment to be subject to regular electrical safety checks. These will include portable appliance tests and visual inspections. Test frequency will reflect current HSE guidance (1-5 years). 	2	2	4
Manual handling of office based equipment	All staff with access to the office block	Manual handling injuries associated with moving office activities	3	3	9	<ul style="list-style-type: none"> Manual handling covered in Company H&S Policy documentation. Manual handling training provided to all staff. Staff to assess item to move, if big and bulky ask members of staff to help and not to lift beyond their capabilities. Staff encouraged to always use correct manual handling techniques when lifting, moving, carrying any items. Mechanical aids to be used where possible, e.g. trolleys. Loads to be broken down into smaller sizes and weights, e.g. split boxes of copying paper into individual packs. 	2	1	2
Employment of potentially vulnerable workers	Young persons, disabled or pregnant staff	Manual handling, exposure to chemicals, inexperience, restricted mobility etc.	3	3	9	<ul style="list-style-type: none"> Pregnant staff: a risk assessment to be completed for the individual to ensure that they are able to complete all duties required of them. Manager to maintain good communication with pregnant member of staff throughout pregnancy to ensure risk control measures are suitable and sufficient. Disabled staff: personal emergency evacuation plan for all staff with restricted/impaired mobility. Work area to be assessed to ensure easy access/egress. Inexperienced staff: manager to ensure that young/inexperienced staff are not asked to complete duties which may put them at risk. Suitable and sufficient supervision arrangements to be maintained. 	2	2	4

General office movements	All staff with access to the office block	Slips, trips and falls within the office environment, poor storage of materials, trailing cables etc.	4	3	12	<ul style="list-style-type: none"> • Good housekeeping standards to be maintained, including cleaning up spillages. • Floors and walkways to be maintained to a satisfactory standard. • Walkways to be kept free from all obstructions, including stock and any other materials. • Desks/workstations to be set up so that access/egress is straightforward. • Boxes of paperwork and other materials to be kept to a minimum. • Avoid storage of equipment and materials in positions which would increase a trip hazard. • Staff to report any issues which they feel may prevent them or others from moving around the office safely. • Trailing cables to be managed - use cable management to keep loose cables / wires from the floor area. • Keep working environment in an orderly fashion with limited possibility of items falling on the floor causing a trip hazard. • Monitor & review daily to identify problems and ensure that standards are maintained. • All areas to be well lit, including stairs. • Cleaning staff to be instructed not to drag cables around the workplace. 	2	2	4
Lone working and visiting unfamiliar & clients' premises	All staff	Injury or ill health, potential violence, unsafe clients' premises	2	4	8	<ul style="list-style-type: none"> • Staff not to enter any premises which they believe to be potentially unsafe. If staff believe a premises may be unsafe, they must report this to their direct supervisor/manager. • Staff to familiarise themselves with fire and emergency procedures on clients' premises. • Staff to leave details of visits in public diaries or with colleagues. • Staff to provide a mobile phone/contact number. 	1	3	3
Working in the office with poor hygiene and welfare conditions	All staff	Poor hygiene and welfare conditions leading to staff discomfort or illness	3	2	6	<ul style="list-style-type: none"> • Toilets to have a regular supply of hot and cold water complete with soap and towels. • Kitchen areas to have a safe supply of mains cold water. • Toilets and kitchen area to be regularly cleaned. • Facilities in the kitchen area provided to store food, drink and utensils etc. 	2	1	2

Working in the office in uncomfortable conditions	All staff	General discomfort	3	1	3	<ul style="list-style-type: none"> Office temperatures to be monitored and heating provided when cold. Windows to be openable for ventilation. Workspaces to follow HSE guidance. 	2	1	2
Use of cleaning chemicals	Cleaner, possibly staff	Skin irritation or eye injury from bleach or acid-based product	3	3	9	<ul style="list-style-type: none"> COSHH assessments carried out for all cleaning products. Potentially hazardous cleaning products to be substituted for lower risk alternatives whenever possible. All cleaning products to be used in accordance with manufacturers' instructions. If necessary, appropriate personal protective equipment (PPE) to be used. Details of appropriate PPE to be identified on product safety warning label. Chemical products not to be decanted into alternative containers. 	3	1	3
Action in the event of fire	All staff and visitors	Staff and visitors trapped in the office may suffer from smoke inhalation and burns	3	5	15	<ul style="list-style-type: none"> Action in the event of fire to be communicated to all staff. Evacuation procedures to be placed around the building at strategic points. Regular fire alarm checks to be carried out. Fire drill to be regularly carried out. Fire extinguishers to be provided and maintained on contract. Fire exits to be kept clear of obstructions. Supervisor to walk around the building on a regular basis to check that fire instructions are being complied with. 	2	2	4

PROBABILITY (P) = Remote (0) – Unlikely (1) – Possible (2) - Probable (3) – Very Likely (4) – Certain (5)

SEVERITY (S) = No injury (0) – Minor Injury (1) – First-aid Injury (2) – 3 Day Injury (3) – Major Injury (4) – Fatality/Disability (5)

DEGREE OF RISK (DR) = PROBABILITY x SEVERITY

* Risk identified in the absence of any control measures in place.

** Residual risk is the level of risk that remains after suitable and sufficient risk control measures are introduced

Signed originator	Keith Ambrose	Job title	Director
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Document Control			
Version	Date	Comment	Person
1	01/02/2025	Original document drafted	Keith Ambrose
2			
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Risk Assessment Matrix – Multiply the scores Probability (P) x Severity (S) to determine Degree of Risk (DR)

			Probability					
			(0)	(1)	(2)	(3)	(4)	(5)
Severity			Remote	Unlikely	Possible	Probable	Very Likely	Certain
			No Injury	(0)	0	0	0	0
Minor Injury	(1)	0	1	2	3	4	5	
First-Aid Injury	(2)	0	2	4	6	8	10	
3 Day injury	(3)	0	3	6	9	12	15	
Major injury	(4)	0	4	8	12	16	20	
Fatality/Disability	(5)	0	5	10	15	20	25	

Low	0 - 2	Monitor	Tolerable risk. No additional controls required. Employees made aware of safe/correct systems of work.
Medium	3- 9	Improvement	Action may be required to further reduce the risk to acceptable level. Periodic review of process or activity.
High	10 +	Immediate Action	Unacceptable risk. Stop activity immediately. Inform next level of management and refer to Safety Co-ordinator. Possible cessation/withdrawal of process or activity