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| **Business Support Area:** | Health & Safety | **Location:** | 5th Floor, Alexandra House, 133 Moss Lane East, Hulme,  Manchester, M15 5GX. |
| **Assessment Date:** | March 2024 | **Review Date:** | March 2025 |
| **Assessor’s Name:** | Collette Collins | **Job Title:** | Business Support Manager – Health & Safety Officer |
| **Task:** Risk Assessment for activities in an office environment | | | |

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| **What are the Hazards?** | **Who might be harmed?** | **What are the risks?** | **Control measures?** | **Y/N** | **Corrective actions required/Observations** | **Risk Evaluation** | | | **Risk Rating** |
| **Consequence**  **(1-5)** | **Likelihood**  **(1-5)** | **Overall Risk (C x L)** | **Low, Medium or High** |
| **Slips, trips and falls** | Staff | Could suffer sprains, fractures or even death if they trip and fall as a result of:   * Obstructions, trailing cables, spillages, worn or raised floor coverings; * Poor office layout and storage arrangements resulting in insufficient circulation space. | 1. Work areas to be kept clear; 2. Spillages to be cleaned up asap; 3. All areas should be well lit, especially stairs; 4. Hazards to floor covering or faulty lighting to be reported to Line Manager or H&S officer | Yes | Staff are aware of good housekeeping to avoid any slips, trips or falls.  Managers and H&S Officer keeps an observation.  Safety kick stool purchased for kitchen and can be used around office for high shelving to avoid stretching.  Safety flooring that avoids slips in kitchen area. Safety warning sign available. | 3 | 1 | 3 | Low |
| **Manual Handling** | Staff | Could suffer from back pain and work-related upper body disorder (WRULD) due to:   * Using incorrect handling techniques when handling office items (deliveries, boxes, filing etc.); * Poor workstation layout and insufficient working space resulting in poor posture; * Individuals with health conditions, previous back injuries etc affecting ability to safely handle items; * New and expectant mothers may be more susceptible to injury. | 1. A risk assessment must be completed for lifting heavy and bulky loads that present a risk of injury (e.g. stretching, stooping, twisting). 2. A trolley should be used to transport boxes of paper or other heavy items. 3. Using low shelves for storing heavy items and only using high shelves for light items. 4. Training in lifting techniques should be provided for anyone who undertakes lifting of heavy loads. | Yes | Staff responsible for dealing with deliveries/movements of manual handling loads.  Remind staff that they should not try to lift objects that look or appear too heavy to handle.  All relevant staff identified and given manual handling training as required. | 2 | 1 | 2 | Low |
| **Display Screen Equipment**  **(DSE)** | Staff | WRULD could develop as a result of:   * Inappropriate layout or lack of awareness resulting in poor posture being adopted when using DSE. * Working for prolonged periods without change of posture or sufficient break. * Eye strain | 1. Where desktops, laptops and notebooks are used as a significant part of day-to-day work, a DSE assessment should be carried out. 2. Work should be planned to include regular breaks from computer. 3. Training on general office or specialist applications may be required for software proficiency. | Yes | Office Manager trained in completing basic DSE assessments.  All staff given the ‘are you sitting comfortably’ guide on starting with the Company | 2 | 2 | 4 | Low |
| **Electrical safety** | Staff | Could suffer electrical shock or burns if using:   * Damaged portable electrical appliances, their cables, plugs (e.g. lamps, fans, photocopier extension leads, PC etc.) | 1. No legal requirements from our insurers or landlord’s lease to routinely PAT test electricals and no portable heaters allowed. 2. Electrical cables and plugs should be regularly visually inspected by the user for damage. 3. Any defective equipment should be reported immediately to the responsible person (e.g. line manager or office manager) and taken out of use until repair has been carried out. 4. Electrical equipment must always be operated in accordance with manufacturers’ instructions. | Yes | No evidence of daisy chaining of extension leads in the office.  Regular visual checks on any electrical equipment to ensure no obvious issues such as loose/defective wiring.  Home workers to do own checks and bring any damaged or faulty chargers to the office to be replaced. | 2 | 1 | 2 | Low |
| **Fire** | Staff | Could suffer from smoke inhalation or burns if trapped in office.   * Combustible materials coming into contact with or in close proximity to heat sources. * Over accumulation of rubbish. * Over loading of electrical sockets. * Inappropriate action in the event of discovering a fire or hearing the fire alarm. | 1. The storage of empty cardboard boxes should be kept to an absolute minimum. 2. Equipment should be switched off when not in use for long periods. 3. All portable electrical equipment must have regular visual checks. 4. The fire alarm system is installed, maintained and tested by Landlord (MCC) 5. Fire risk assessments for each building should be carried out periodically. 6. Everyone must be acquainted with the Emergency evacuation procedure for their area. 7. Area Fire Marshalls must be appointed to cover office area. | Yes | Fire alarm tested at 10:30am on a Wednesday.  Fire Risk Assessment carried out by landlord (MCC) on 23rd February 2023.  4 trained Fire Marshall within the Office to ensure at least 1 available in the event of a Fire drill or Fire.  There is an occasional issue with Homeless people blocking the fire exit doorway to the carpark. The landlord’s security team (Mitie) keep a watch on CCTV and move people on if obstructing. | 4 | 1 | 4 | Low |
| **Lone working and Out of Hours** | Staff | Staff unable to promptly summon emergency assistance in the event of serious injury, sudden illness or personal threat. | 1. LOOH work should be minimised or avoided where feasible. 2. If unavoidable, conduct a LOOH Risk Assessment. 3. Specific LOOH Risk Assessment may be required in circumstances where any potential risks are increased (e.g. expectant mothers, persons with mobility issues or medical conditions). | Yes | Generally, staff in Business Support finish work at 4.30pm or later.  Building security regularly walk the floors in the evening, checking windows and ensuring everyone has left by 7pm so the building can be locked.  No weekend access. | 2 | 1 | 2 | Low |
| **Falling from height** | n/a | * Falling when retrieving items stored at height. * Dropping items onto other when stored at height. | 1. Chairs or desks must not be used for reaching heights; step stools should be used instead. 2. If a stepladder is used, staff/students should read an appropriate risk assessment and be shown how to use it safely. 3. To prevent injuries heavy items must not be stored on upper shelves. They should be stored at waist height. | n/a | No staff work at height in the office.  A safety kick stool is available to use for higher shelves to avoid stretching and over reaching. |  |  |  |  |
| **Working environment** | Staff | * May feel too hot/cold or suffer other general discomfort. * Contact with furniture if insufficient space to move around. * May suffer eyestrain if lighting is insufficient or of the wrong type. | 1. Is the temperature of the office normally kept within comfortable range? 2. Is the office adequately ventilated? 3. Is the space provided sufficient to enable free movement around the office, and for carrying out general tasks? 4. Are the lighting levels adequate for the tasks undertaken? 5. Are window blinds fitted where necessary to adjust lighting levels? | Yes | Several Air Con controls around the office and staff shown how to manually alter as required.  Plenty of space between desks.  Lighting is suitable and no issues raised through DSEs.  Well maintained blinds in use on all windows. | 2 | 1 | 2 | Low |
| **Inadequate hygiene and welfare facilities** | Staff | General discomfort or stress | 1. Are toilets supplied with hot/cold water, soap and towels, and deficiencies reported to the cleaning staff? 2. Is an area available for refreshment with drinking water available? 3. Is the ‘No Smoking’ policy implemented? | Yes | Toilets well maintained.  Filtered water provided  In the office and in or near meeting rooms.  Cleaning products available in the kitchen for use when cleaners not around.  No smoking or vaping allowed on site. | 2 | 1 | 2 | Low |
| **Chemical Risks** | n/a | Generally, the risk will be very low within an office environment. | If any hazardous substances e.g. solvents or solvent-based glues are used within the office area, then a COSHH risk assessment must be completed, and a safe system of work issued to the users. | n/a | Printer Toners contain chemicals but these are correctly stored and care taken on changing the units. |  |  |  |  |
| **Filing cabinets** | Staff | * Could topple over if loading is unbalanced. * Cabinet drawers that have been left open could be a trip hazard | 1. Filing cabinets should be loaded from the bottom up to maintain stability. 2. Where filing cabinets are of the type that allows more than one drawer to be opened at a time, they must be labelled with a warning of tipping risk. 3. Drawers should be closed immediately after use. | Yes | Cabinets are not overloaded. Off-site storage facility allows for excess or low use items to be stored.  Drawers are of the type that only allow for one to be opened at a time for safety (avoids risk of falling forward). | 2 | 1 | 2 | Low |
| **Office equipment** | n/a | Coming into contact with moving, cutting or other dangerous parts, clothing long hair etc becoming entangled (e.g. shredders and guillotines) | 1. Equipment used in accordance with manufacturer’s instructions. 2. Those using the equipment have been made aware of how to use it safely (e.g. verbal instruction, signage etc.) 3. Equipment periodically checked for safe condition and taken out of use if any damage found. 4. Loose clothing (e.g. ties) and long hair kept away from any moving parts. | Yes | The only equipment within the office that poses a risk is a guillotine and laminator.  Staff responsible for using safely, ensuring no loose clothing or hair in way.  Laminator needs manually switching off to prevent overheating and no instances reported. | 2 | 1 | 2 | Low |
| **Workplace stress** | Staff | * Prolonged periods of excessive demands being placed on and experienced by staff. * Staff having conflicting roles. * Harassment from, or poor relationships with, colleagues, line managers etc. * Staff receiving little or no support to enable them to effectively carry out their work. | 1. Line managers are aware of their roles and responsibilities under the GSA’s management of work-related stress policy and carry these out. 2. Discussions with staff and assessments carried out to establish any factors causing, or the potential to cause work-related stress, and measures to address these. 3. Staff aware of their roles and responsibilities in relation to work-related stress through information and training. | Yes | Remind staff that they can speak confidentially to manager or supervisors about work related concerns. Covered by HR Induction.  Internal HR approachable at any time and private room for discussions. | 2 | 2 | 4 | Low |
| **General observations** | Staff |  |  |  | All staff have had a health and safety induction.  Reminder that any new members of staff should have this induction carried out upon commencing employment.  Internal HR also provide a staff handbook on joining the Company. |  |  |  |  |

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| **LIKELIHOOD DESCRIPTION** | **RATING** | **SEVERITY DESCRIPTION** |
| Highly Probable | 5 | Death (R\*) |
| Probable | 4 | Specified Injury (R\*) |
| Possible | 3 | Unfit for Normal Duties for More Than 7 Days (R\*) |
| Unlikely | 2 | Unfit for Normal Duties for Less Than 7 but More Than 3 Days |
| Highly Unlikely | 1 | Minor Injury |

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| **Overall Risk**  **(Based on Likelihood X Severity)** | | | | | | |
| **LIKELIHOOD** | **SEVERITY INDEX** | | | | | |
|  | **1** | **2** | **3** | **4** | **5** |
| **5** | 5 – MED | 10 – MED | 15 – HIGH | 20 – HIGH | 25 – EXTREME |
| **4** | 4 – LOW | 8 – MED | 12 – HIGH | 16 – HIGH | 20 – HIGH |
| **3** | 3 – LOW | 6 – MED | 9 - MED | 12 – HIGH | 15 – HIGH |
| **2** | 2 – LOW | 4 – LOW | 6 - MED | 8 – MED | 10 – MED |
| **1** | 1 - LOW | 2 - LOW | 3 - LOW | 4 - LOW | 4 – MED |

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| **OVERALL RISK** | **DESCRIPTION** |
| **1-4 LOW** | Low risks are largely acceptable, monitor periodically to determine situation changes which may affect the risk, or after significant changes. |
| **5-10 MEDIUM** | Medium risks should only be tolerated for the short-term and then only whilst further control measures to mitigate the risk are being planned and introduced, within a defined time period. |
| **12-20 HIGH** | High risk activities should cease immediately until further control measures to mitigate the risk are introduced. The continued effectiveness of control measures must be monitored periodically. |
| **25 EXTREME** | Work should not be started or continued until the risk has been mitigated. Immediate action is required to reduce exposure. A detailed mitigation plan must be developed, implemented and monitored by senior management to reduce the risk before work is allowed to commence. |