

Risk Assessment

RA	SHOPGEN001	Activity	Shops	Date:	12/21
Frequency	Daily	Assessed By	Rob Williams	Review Date	12/22

Activity	Hazard	Who might be harmed and How?	Risk Rating			Existing Risk Controls	Additional Risk Controls	Residual Risk		
			P	S	RR			P	S	RR
Vehicle movement	Vehicle and pedestrian collision	Public Operatives Sales Reps Visitor	4	5	20	<ul style="list-style-type: none"> Pedestrians kept apart from moving vehicles by marked walkways if appropriate / possible. It must be remembered that this is a retail outlet and the public are given ready access Surface of traffic routes must be kept in good condition 		1	5	5

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			P	S	RR			P	S	RR
Access and egress around shop	Slip trips and falls	Everyone	4	3	12	<ul style="list-style-type: none"> Ensure good housekeeping-shrink wrap, pallet debris, strapping bands, spillages etc. to be cleared away immediately Entrance exit doors and vehicle / pedestrian routes are regularly checked for wet/icy conditions in periods of inclement weather Any damage to floor surfaces or roads must be repaired immediately, with the area taken out of service until a repair can be completed. All waste must be stored in a designated area or skip, outside of pedestrian routes 	Check that each shop has something to tackle winter working.	2	3	6
Working at height	Risk of fall Risk of dropping objects	Operatives Contractors Customers Visitors Reps	4	5	20	<p>All work at height must be completed by trained staff.</p> <p>Control and use of ladders policy monitored by supervisors</p> <p>Climbing on/up shelving or racking for any reason is strictly forbidden.</p> <p>Any Wurth ladders or access equipment used must be registered to the ladder safety register and be subject to inspection</p> <p>All ladders checked before each use.</p> <p>Suitable footwear worn - with heels - no trainers.</p>		2	5	10

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			P	S	RR			P	S	RR
Hostile Persons	Assault, Intimidation etc.	Staff	4	5	20	Shops tend not to be in remote areas. Staff have the ability to close the door. Access to the emergency services if required. Lighting etc. subject to regular checks as part of site inspections – consideration should be given to design to ensure that outside areas are well lit. Limit to cash handling – majority of sales electronic or on account Area Manager monitors cash on site – which is stored in the safe – and banks at appropriate levels – no more than £2000 to be in safe at any time Lone alert working system with panic button available.		2	5	10
Water Hygiene	Legionella	All	4	5	20	Legionella surveys conducted and actions put in place – e.g. monitoring. Any problems identified are actioned.		2	5	10
Fire	Burns, Death etc.	All	4	5	20	Fire Risk Assessment conducted for each shop. Required controls put in place – e.g. training, extinguishers, monitoring etc. Flammable stock stored away from exit points. Monitoring of site conditions for litter build-up. Housekeeping		2	5	10

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			P	S	RR			P	S	RR
Electric Shock	Death, Burns etc.	All				Testing regime for both fixed and portable equipment.				
Chemicals	Burns and other injuries Eye injuries	All	3	4	12	COSHH Data sheets available for all staff via IT system. First Aid provision - training and equipment. Communication of Company Emergency Contact Plans. Gloves and eye protection available for general handling and spill clear up.	2	4	8	
Manual Handling	Musculo Skeletal injuries etc. Dropping load on foot	Staff	4	4	16	Manual handling training. Due to the nature of the shop - there are not usually heavy items stored. Most are hand portable. Should work involve heavier items (such as moving fixtures and fittings) then additional help should be obtained for this work. Safety footwear issued as part of PPE.	2	4	8	
Hand and other flesh Injuries	Cuts	Staff	3	4	12	Gloves available for use, if required. Retractable (auto) knives used or carton knives when opening boxes. First aid provision	2	4	8	

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Lone working	Any of the above made worse by lack of contact - e.g. injured person left in the shop at the end of the working day	Staff	4	5	20	Regular contact Customers entering the shop during the day Lone working system available and to be worn Hierarchy call system in place in event of lone working alarm.	Process to be put in place to ensure that shops notify on site / off site at start and end of the day	2	5	10

Risk Assessment Matrix. Multiply scores to arrive at risk rating (RR)

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

Low	1 - 6	Monitor	Tolerable risk. No additional controls required. Employees made aware of safe/correct system of work.
Med	8 - 12	Improvement	Action required to further reduce risk to acceptable level. Review of process or activity.
High	15+	Immediate Action	Unacceptable risk. Stop activity immediately. Inform next level of management & refer to Safety Coordinator. Possible withdrawal of process or activity.

Monitoring and Review

Review Date	Assessed by:	Job Title:	Signature:	Date:	Approved by:
11/2017	Ron Williams	H and S consultant	Rob Williams		
09/2020	Nina Tremain-Short	HSEQ Co ordinator	Nina TS		
10/2021	Nina Tremain-Short	HSEQ coordinator	Nina TS		