## 2.21 Risk Assessment Policy and Procedures

### Version History and Control Sheet

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<td>Version</td>
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<td>Kevin Jones</td>
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### Document History

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<th>Version Number</th>
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<td>Kevin Jones</td>
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### Document Sign Off

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<tr>
<th>Role</th>
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<tr>
<td>Managing Director</td>
<td>[Signature]</td>
<td>TREVOR CAREULL</td>
<td>12-12-14</td>
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<tr>
<td>Projects Manager</td>
<td>[Signature]</td>
<td>JOHN WOODS</td>
<td>9-12-14</td>
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<td>Property Services</td>
<td>[Signature]</td>
<td>LAWRENCE PEACOCK</td>
<td>15-12-14</td>
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<tr>
<td>Health and Safety</td>
<td>[Signature]</td>
<td>Kevin Jones</td>
<td>11-12-14</td>
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2.21 Risk Assessment Policy and Procedures

Table of Contents

Section 1 - Policy .................................................................................................................. 3
  1.1 Purpose ......................................................................................................................... 3
  1.2 Scope ........................................................................................................................... 3
  1.3 Requirements .............................................................................................................. 3
  1.4 Responsibilities ........................................................................................................... 3
Section 2 - Procedure ......................................................................................................... 4
Section 3 - References ......................................................................................................... 6
  3.1 Statutory Documents .................................................................................................. 6
  3.2 Abbreviations ............................................................................................................. 6
  3.3 Definitions/Key Terms ............................................................................................... 7
Appendix 1 – General Risk Assessment ............................................................................. 8
Section 1 - Policy

1.1 Purpose

The Salvation Army Trading Company Ltd (SATCoL) is committed to, so far as is reasonably practicable through good practice, to managing the risks from all its activities.

1.2 Scope

This policy and these procedures apply to all SATCoL locations including shops, warehouses and Head Office facilities and all activities where there is ‘substantial’ risk that is likely to injure or give rise to ill health.

1.3 Requirements

To comply with the requirements of Management of Health and Safety at Work Regulations 1999.

Risk Assessments are to be conducted at all locations and for all risk activities, the findings recorded and control measures implemented arising from the risk assessment.

Risk assessments will be conducted using the HSE’s guidance “5 steps to risk assessment” or in the case of Manual Handling follow HSE guidance (TILE).

Refer also to other SATCoL Health and Safety Policy and Procedures.

1.4 Responsibilities

Property Services

- Are Policy and Procedure Owners
- Are available to provide advice and guidance where required

All Line Managers including Location Managers

Managers are responsible for ensuring that:

- This policy and these procedures are implemented and made known to all staff and volunteers within their area of responsibility
- They manage their teams with the objective to eliminate hazards and risks
- They conduct risk assessments for their locations and activities that occur at their locations. Communicate the findings of the risk assessment
- They arrange for training, any changes to the work patterns or the environment arising from the risk assessment

Staff

Staff, including volunteers, are responsible for ensuring that:

- This policy and these procedures are adhered to at all times.
2.21 Risk Assessment Policy and Procedures

- They follow the training they have been given
- They immediately report any concerns to their Line Manager
- They comply with the findings of risk assessments

Section 2 - Procedure

Risk assessments are located in the appendices to the respective policies and procedures. These will be conducted following the HSE’s guidance “5 steps to risk assessment”.

Refer also to HSE INDG 163 (Rev4) A brief guide to controlling risks in the workplace

How to conduct a Risk Assessment

1. Identify the hazard
2. Decide who might be harmed and how
3. Evaluate the risks and decide on precautions
4. Record findings and implement them
5. Review assessment and update where necessary

Guidance on Risk Assessments

1. Identifying hazards

   How can people be harmed? When you work in a place every day it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

   Walk around your workplace and look at what could reasonably be expected to cause harm.

   Ask employees what they think. They may have noticed things that are not immediately obvious to you.

   Check any instructions for equipment as they can be very helpful in spelling out the hazards and putting them in their true perspective.

   Remember to think about long-term hazards to health as well as safety hazards.

2. Individuals at risk

   For each hazard you need to be clear about who might be harmed; it will help you identify the best way of managing the risk. That doesn't mean listing everyone by name, but rather identifying groups of people (e.g. ‘people working in the storeroom’, volunteers, customers, or ‘passers-by’).

   Remember:

   Some workers have particular requirements, e.g. new and young workers, new or expectant mothers and people with disabilities may be at particular risk. Extra thought will be needed for some hazards;

   Customers, cleaners, visitors, contractors, maintenance workers etc., who may not be in the workplace all the time;
2.21 Risk Assessment Policy and Procedures

Members of the public (customers) if they could be hurt by your activities;

If you share your workplace, you will need to think about how your work affects others present, as well as how their work affects your staff – talk to them; and ask your staff if they can think of anyone you may have missed.

In each case, identify how they might be harmed, i.e. what type of injury or ill health might occur. For example, ‘stock sorters may suffer back injury from repeated lifting’.

3. What controls are in place and what further action is required.

Having identified the hazards, you then have to decide what to do about them. The law requires you to do everything ‘reasonably practicable’ to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

First, look at what you’re already doing, think about what controls you have in place and how the work is organised. Then compare this with good practice and see if there’s more you should be doing to bring yourself up to standard. In asking yourself this, consider:

- Can I get rid of the hazard altogether?
- If not, how can I control the risks so that harm is unlikely?

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option;
- prevent access to the hazard;
- organise work to reduce exposure to the hazard;
- issue personal protective equipment (e.g. clothing, footwear, goggles etc.); and
- provide welfare facilities (e.g. first aid and washing facilities).

Improving health and safety need not cost a lot. However failure to take simple precautions can cost you a lot more if an accident does happen. Involve staff, so that you can be sure that what you propose to do will work in practice and won’t introduce any new hazards.

4. Recording the findings

Writing down the results of your risk assessment, and sharing them with your staff, encourages you to do this. When writing down your results, keep it simple, for example ‘Tripping over rubbish: bins provided, staff instructed, weekly housekeeping checks’.

A risk assessment must be suitable and sufficient. You need to be able to show that:

- a proper check was made;
- you asked who might be affected;
- you dealt with all the obvious significant hazards, taking into account the number of people who could be involved;
- the precautions are reasonable, and the remaining risk is low; and
- you involved your staff or their representatives in the process.

If you find that there are quite a lot of improvements that you could make, big and small, don’t try to do everything at once. Make a plan of action to deal with the most important things first. Raise any issues with your line manager. Health and safety inspectors acknowledge the efforts of businesses that are clearly trying to make improvements. A good plan of action often includes a mixture of different things such as:

- a few cheap or easy improvements that can be done quickly, perhaps as a temporary solution until more reliable controls are in place;
### 2.21 Risk Assessment Policy and Procedures

- long-term solutions to those risks most likely to cause accidents or ill health;
- long-term solutions to those risks with the worst potential consequences;
- arrangements for training employees on the main risks that remain and how they are to be controlled;
- regular checks to make sure that the control measures stay in place; and
- clear responsibilities – who will lead on what action and by when.

Remember, prioritise and tackle the most important things first. As you complete each action, tick it off your plan.

### 5. Review assessment and update where necessary

Few workplaces stay the same. Sooner or later, you will bring in new equipment, substances and procedures that could lead to new hazards. It makes sense therefore, to review what you are doing on an ongoing basis. We expect that risk assessments are reviewed at least annually.

Look at your risk assessment and think about whether there have been any changes? Are there improvements you still need to make? Have your workers spotted a problem? Have you learnt anything from accidents or near misses? Make sure your risk assessment stays up to date.

When you are running the workplace it’s all too easy to forget about reviewing your risk assessment – until something has gone wrong and it’s too late. During the year, if there is a significant change, don’t wait: check your risk assessment and where necessary, amend it. If possible, it is best to think about the risk assessment when you’re planning your change – that way you leave yourself more flexibility.

### Section 3 - References

#### 3.1 Statutory Documents

The following are relevant / applicable statutory documents.

<table>
<thead>
<tr>
<th>Document Ref.</th>
<th>Title</th>
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<tbody>
<tr>
<td>Statutory Document</td>
<td>Health and Safety at Work etc Act 1974</td>
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<td>Statutory Document</td>
<td>The Management of Health and Safety at Work Regulations 1999</td>
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<td>INDG 163 (Rev4)</td>
<td>HSE – A brief guide to controlling risks in the workplace</td>
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#### 3.2 Abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Definition</th>
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<tr>
<td>HSE</td>
<td>Health &amp; Safety Executive</td>
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3.3 Definitions/Key Terms

**Hazards** - a hazard is anything with the potential to cause harm. A range of hazards can be found in any workplace. Examples include:

- Fire
- Electricity
- Harmful substances
- Sharp tools
- Noise
- Damaged flooring.

**Risks** - a risk is the likelihood that a hazard will cause harm. Risk depends on a number of factors. For example, the risk of tripping on a damaged floor surface will depend on:

- The extent of damage
- The number of people walking over it
- The number of times they walk over it
- Whether they are wearing sensible shoes
- The level of lighting.

**Control measures** - Hazards in the workplace should be removed whenever possible. Using the example of the damaged floor, this would mean repairing damage. Sometimes, however, there is no alternative but to keep a hazard. In such cases, it is important to reduce the risk – the likelihood of an accident – by introducing appropriate control measures. In the example about the floor, this could include placing a barrier around the damage or putting up warning signs.

**Monitoring** - The risk assessments will be monitored to ensure it is implemented and is effective. The policy will be reviewed on an annual basis. Risk Assessments shall be reviewed when accidents occur, where there is change and on an annual basis. Controls from the risk assessment will be monitored and reviewed to ensure actions are taken.
Appendix 1 – General Risk Assessment
### GENERAL RISK ASSESSMENT

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<tr>
<th>Hazard:</th>
<th>Existing Controls already in place:</th>
<th>√ Yes ▼ No</th>
<th>H M L</th>
<th>Further Improvements required to Reduce Risks are: (Management action plan)</th>
<th>By Whom?</th>
<th>By When?</th>
<th>Done √</th>
<th>H M L</th>
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**Persons at Risk (✓) Add as Appropriate:**

<table>
<thead>
<tr>
<th>All employees</th>
<th>Volunteers</th>
<th>Young worker (under 18)</th>
<th>Other visitors</th>
<th>Cleaner</th>
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<tbody>
<tr>
<td>Shop staff</td>
<td>Customer</td>
<td>Disabled worker</td>
<td>Contractors</td>
<td>Other:</td>
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*SATCoL Form RA1 (July 2012) NOTE: YOU MUST ASSESS & ACTION PLAN ANY NEW OR DIFFERENT HAZARDS (USE A BLANK Risk Assessment form) & ATTACH TO THIS FORM*