

Lone Working Risk Assessment

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| Venue Name: | Venue Number: |
| Venue Specific Assessment Completed By (<i>Name/s</i>): | Signature/s: |
| Review Date: | |

Lone Working Risk Assessment

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NOTE: *It is the responsibility of the Local Operations Management to review the full contents of this document and to ensure that any additional 'venue specific' hazards are identified.*

Where additional venue specific hazards are identified:

- A risk assessment should be completed by the Venue/Area Manager and the findings entered onto the Venue Specific Risk Assessment in the space provided – *(Continuation forms can be found on the Intranet)*
- Sufficient and appropriate control measures must be identified and implemented in order to either remove identified risks from the workplace, or to reduce those risks to as low a level as is practicable.

| Task / Activity / Hazard | Consequences | Person(s) at Risk | Risk/ Likelihood | Control Measures / Safe Systems of Work | Risk after Control Measures |
|---------------------------|--|---------------------|------------------|---|-----------------------------|
| A Boards & Pavement Signs | Possible trip & impact injuries | General Public | Medium | <p style="text-align: center;">As per the Venue Risk Assessment</p> <ul style="list-style-type: none"> • Check that the A board/Pavement sign can easily be moved by one person – If not it must be brought in before moving to a lone working shift | Low |
| Access/Egress to venue | Possible Injury: Sprains, dislocations, broken bones | All using the venue | Low | <p style="text-align: center;">As per the Venue Risk Assessment</p> <ul style="list-style-type: none"> • <u>Magnetic Locks</u> - Check with the Venue Manager to confirm if a Mag' Lock is installed on the main entrance & if so, what are the systems and procedures in place for its' use & operation during lone working shifts | Low |
| Air Conditioning Units | Fire, contaminated air, dehydration and overheating | All using the venue | Low | <p style="text-align: center;">As per the Venue Risk Assessment</p> <ul style="list-style-type: none"> • Lone working employees to contact the venue manager with any repair issues. | Low |

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|--|---|------------------------|------------------|---|-----------------------------|
| Attempted robbery/Attack on colleagues | Possible Physical abuse or injury, mental abuse & potentially death | All using the venue | High | <p style="text-align: center;">As per the Venue Risk Assessment</p> <ul style="list-style-type: none"> • All employees who lone work <u>must follow the control measures outlined in the Venue and Lone Working risk assessments including the 'venue specific assessments</u> • All lone working employees must be fully conversant with company instructions relating to intruders and threats of violence in the handbook. • All lone working employees should be reminded that they must never take any personal risks • <u>Personal Attack Alarms (PAs)</u> must be worn at all times by all lone working employees <i>(If an assault occurs, or if you genuinely believe that you or others are in imminent danger of being assaulted, you should activate your PA)</i> • There will always be a manager available that the lone working employees can contact for help or advice if necessary, The escalation process will be Venue manager, Area Manager, Regional Manager or Operations Director. – <i>The Venue Manager must ensure that all night workers are aware of the process and contact details</i> <ul style="list-style-type: none"> ○ There should be a 'Checking-in procedure' in place with the area manager – Regular checks throughout the lone working shift should take place. • A working telephone must be available on the venue floor during all periods of lone working <ul style="list-style-type: none"> ○ All necessary emergency and help/advice contact numbers must be available on the venue floor • All lone working employees must be fully aware of the company's accident and incident management and reporting procedures | Low - Medium |
| Cleaning Floors / Spillages | Possible Injury including broken bones | All using the venue | Medium | <p style="text-align: center;">As per the Venue Risk Assessment</p> | Low |
| COSHH | Possible Chemical burns, ingestion, skin irritation | Colleagues & customers | Medium | <p style="text-align: center;">As per the Venue Risk Assessment</p> | Low |

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| Coffee/Drinks machine | Possible Scolding, electrocution, contamination | Colleagues & customers | Medium | As per the Venue Risk Assessment | Low |
| Contractors Working in the Venue | Possible trip, falling object & impact injuries + H&S breaches | All using the venue | Medium | As per the Venue Risk Assessment | Low |
| Electricity | Possible Burns, electrocution | Colleagues | High | As per the Venue Risk Assessment | Low |
| Falling From Stools or Chairs | Possible Injury: Bruising, dislocations, broken bones | All using venue seating | Medium | As per the Venue Risk Assessment | Low |
| Filling change machines | Possible Strains, crush, back and muscular injuries | Colleagues | Medium | <p style="text-align: center;">As per the Venue Risk Assessment</p> <ul style="list-style-type: none"> • Refilling of change machines must NOT be carried out when lone working while the venue is open to customers • There must be a minimum of two employees present | Low |
| First Aid Emergencies | Worsening of injuries due to lack of appropriate treatment | All using the venue | Medium | <p style="text-align: center;">As per the Venue Risk Assessment</p> <ul style="list-style-type: none"> • A First Aid kit must be readily available on shop floor. • A working telephone must be available on the venue floor when lone working • All necessary emergency & help contact numbers must be available on the venue floor • Lone working employees must be fully trained to make immediate contact with an appropriate person or emergency service for assistance in the event of an accident • No employees can provide first aid treatment unless they are trained First Aiders • Employees with known medical conditions that could put them at any additional risk should not work alone | Low |

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|--------------------------|---|------------------------|------------------|---|-----------------------------|
| Food | Contaminated Food leading to illness colleagues and customers | Customers & Colleagues | High | As per the Venue Risk Assessment | Low |

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| Fire | Possible Death, Burns & Asphyxiation | All using the venue | High | As per the Venue Risk Assessment | Low |
| | | | | <ul style="list-style-type: none"> • All lone working employees must be fully conversant with and competent in organising an effective emergency evacuation • All lone working employees must be fully conversant with all necessary emergency procedures • All lone working employees should be reminded that they must never take any personal risks • Employees should contact the venue manager or area manager or regional manager or Operations director in the event of a fire alarm activation, move up the escalation chain until you have been able to notify one of these people. • A working telephone must be available on the venue floor during all periods of lone working • All necessary emergency and help/advice contact numbers must be available on the venue floor | |
| Machine repairs / Cleaning | Possible burns, electrocution, cuts, crush injuries, amputation | Engineer | Medium - High | As per the Venue Risk Assessment | Low |
| Machine Moving | Possible Hand, feet and back injuries | | Medium - High | As per the Venue Risk Assessment | Low |
| | | | | <ul style="list-style-type: none"> • There must be a minimum of two employees present to carry out any machine moves | |
| Manual Handling | Possible Hand, feet and back injuries, Physical violence | Colleagues | Medium - High | As per the Venue Risk Assessment | Low |
| | | | | <ul style="list-style-type: none"> • There must be a minimum of two employees present to carry out any machine moves or manual handling (<i>other than for very small and light items</i>) – so lone workers must not attempt such tasks | |

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| Night Working | Potentially increased risks | Colleagues | Medium | Refer to separate 'Night Working Risk Assessment' | Low |
| Note Counters - Usage | Possible Hand/finger Injury, electrocution | Colleagues | Low | As per the Venue Risk Assessment | Low |
| Note Skims or Mid-Week Collections | Possible attempted robbery or threats leading to potential injury | Colleagues | High | <ul style="list-style-type: none"> • Note skims/Mid-weeks must NOT be carried out during lone working shifts whilst the venue is open to customers • There must be a minimum of two employees present to carry out a note skim/mid-week or open the Slim change machine | Low |
| Pregnant Workers | Harm to Baby, additional pressure to the mother. | Pregnant Colleagues | High | <p style="text-align: center;">Refer to separate 'Pregnant Work Risk Assessment'</p> <ul style="list-style-type: none"> • Pregnant workers can only lone work following the completion of the correct pregnant worker risk assessment and in full agreement with the Regional Manager, HR and the employee | Low |
| Safes – Usage <i>(Particularly when closing)</i> | Possible Crush Injury, Broken bones <i>(& potentially amputation)</i> | Colleagues | High | As per the Venue Risk Assessment | Low |
| Shelving Storage | Injuries caused by falling objects | All using the venue | Medium | As per the Venue Risk Assessment | Low |
| Slips, Trips & Wet Floors | Possible Injury such as sprains, dislocations, cuts, bruising & broken bones | All using the venue | Medium - High | As per the Venue Risk Assessment | Low |

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| Syringes/ 'Sharps' Waste – Handling & Disposal | Possible cuts, puncture wounds, infection & disease | All using the venue | Medium - High | As per the Venue Risk Assessment | Low |
| Working at Height - Using stepladders | Possible cuts, bruising, sprains & broken bones – Caused by falls or falling person or object | All using the venue Colleagues | Medium | <ul style="list-style-type: none"> • There must be a minimum of two employees present to carry out any working at height at any time – So lone workers should not attempt to carry out such tasks | Low |
| Working Shifts – Rest Breaks | Unable to take breaks, exceeding working hours allowed by the WTD | Colleagues | Medium | <ul style="list-style-type: none"> • Staff rotas/schedules must ensure that all lone workers are able to take their legal break entitlements (<i>20 minute break after 6 hours</i>) • Staff rotas/schedules must ensure that employees do not work excessive hours, putting the company at risk of breaching employment legislation | Low |
| COVID 19 Risk measures Implemented | Possibility of missing implementation of COVID risk assessment measures | All that use the venue | Medium | <ul style="list-style-type: none"> • Number of customers restricted to 10 • Locked door policy to be implemented whenever lone working • See COVID Risk Assessment | Low |

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Venue Specific Hazards

It is the responsibility of the Local Operations Management to assess the venue and work activity carried out within the venue, in order to identify any 'venue specific' hazards.

Where additional venue specific hazards are identified:

- A risk assessment should be completed by the Venue/Area Manager (see the 'Risk Assessment Guide' – Available on the Intranet) and the findings entered onto this risk assessment document in the 'venue specific' section below (*Continuation forms are available on the Intranet*)
- Sufficient and appropriate control measures must be identified and implemented in order to either remove identified risks from the workplace, or to reduce those risks to as low a level as is practicable.

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| Smoking area with machines in that needs monitoring. | Possible external access, Shop floor left unattended. Risk of fire due to decking | All that use it. | Low | Spotter screen installed to enable viewing of shop floor. Increased security measures to prevent access Ashtrays provided for Cigarettes to be extinguished. | Low |

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