Version Control

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| Activity / Topic / Works: | Warehouse Activities and External Collections and Deliveries (Volunteers) |
| Location: | Warehouses and External Collection and Delivery Locations |
| Author: | Matthew Ward (Head of Estates) / Stephanie Rimmington (Head of Retail) |
| Version: | V6 |
| Approved by: | Matthew Ward (Head of Estates) |
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| Primary Circulation List: | Relevant Retail Volunteers |
| Consultation: | William Maygner (Deputy Head of Retail) |

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| **Guidance** |  |  |  | |  | |  |  |
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| Use the hazard matrix below to calculate the risk rating for the activity | | | | | | |  |  |
| **Risk =** Probability x Impact | | | |  | |  |  |  |
|  |  |  | |  | | **Impact** |  |  |
|  |  | Minor injury / illness (first aid not required) | | Minor injury / illness  (first aid required) | | Injury / illness requiring medical / hospital attention | Major injury / illness | Fatality / disabling injury |
| **Probability** |  | **1** | | **2** | | **3** | **4** | **5** |
| Almost certain | **5** | **5** | | **10** | | **15** | **20** | **25** |
| Likely | **4** | **4** | | **8** | | **12** | **16** | **20** |
| Moderate | **3** | **3** | | **6** | | **9** | **12** | **15** |
| Unlikely | **2** | **2** | | **4** | | **6** | **8** | **10** |
| Remote | **1** | **1** | | **2** | | **3** | **4** | **5** |
|  | | | | | | |  |  |
| **Risk level** |  |  |  | |  | |  |  |
|  |  | **Category** | **Tolerability** | | **Comments** | | | |
| 1 - 2 |  | VERY LOW | Acceptable | | No further action is necessary other than to ensure that the controls are maintained | | | |
| 3 - 4 |  | LOW | Acceptable | | No additional controls are required unless they can be implemented at very low cost (in terms of time, money and effort) | | | |
| 5 - 7 |  | MEDIUM | Tolerable | | Consideration should be given as to whether the risks can be lowered, where applicable, to a tolerable level, and preferably acceptable level, but the costs of additional risk reduction measures should be taken into account. The risk reduction measures should be implemented within a defined time period | | | |
| 8 - 14 |  | HIGH | Tolerable | | Substantial efforts should be made to reduce the risk. Risk reduction measures should be implemented urgently within a defined time period and it might be necessary to consider suspending or restricting the activity, or to apply interim risk control measures, until this is completed. Considerable resources might have to be allocated to additional control measures. | | | |
| **15 and above** |  | **VERY HIGH** | **Unacceptable** | | **Substantial improvements in risk control are necessary, so that risk is reduced to a tolerable or acceptable level** | | | |

| **Activity**  *List the activities to be undertaken* | **Hazard**  *Identify the hazards associated with the activities* | **Persons at risk**  *Identify the groups who are exposed to the hazard* | **Control measures already in place to control the risk**  *List any safety measures that are already in place to control the risks* | **Risk rating score with existing controls** |
| --- | --- | --- | --- | --- |
| Manual handling | Sprain, strain, musculoskeletal, trapping, falling objects, slips, trips and falls | Staff and volunteers | Mechanical aids available (tail lift on van, sack barrow, furniture wheels, etc.)  Only lift within own capabilities  Staff trained on manual handling techniques (TILE) – assess furniture weight, size, shape, and route to van on collections  Drivers and drivers mate for collections to share lifting  Only collect / deliver furniture if safe to move once assessed – undertake dynamic risk assessment before undertaking any manual handling activities  Manual handling risk assessment and dynamic risk assessment for each property  Inform line manager / volunteer manager of any pre existing conditions, limitations for manual handling  All retail staff and volunteers to undertake i-Hasco e-Learning  PPE provided by Martin House – gloves and boots  Volunteer Mandatory Training Booklet | P2 x I3 = R6 |
| Use of step ladders | Falls from Height | Staff, volunteers and contractors | Only trained persons to use step ladders  Weekly inspection of step ladders  Pre use checks before using step ladders  Ladders conform to EN 131 – commercial use  Ladders are marked with safe working load  Ladders to be stored appropriately when not in use  NEVER use donated ladders  Maintain 3 points of contact at all times | P1 x I5 = R5 |
| Use of warehouse premises | Slips, trips falls | Staff, volunteers, contractors and customers | Floor kept dry and clean  Maintenance helpdesk for any defects  Any changes in level marked with hazard tape  Walkways marked / taped out  All furniture stored behind walkway lines  Suitable safety footwear worn my staff and volunteers  Waste and excess stock maintained  Safety inspections undertaken daily by Warehouse Manager or Assistant Manager  Good lighting levels  Lighting kept free from obstruction  Good lighting in external areas  Wet floor signs  Mop floors when closed  Weekly inspections  Dynamic risk assessment before entering properties | P1 x I3 = R3 |
| Use of work equipment | Defective equipment | Staff and volunteers | PAT testing schedule / Electrical testing schedule  Weekly PUWER inspections  Daily inspections of roller shutter door  Pre use inspections carried out  Maintenance helpdesk available to report defects  Take any defective equipment out of use and isolate ASAP. | P1 x I5 = R5 |
| Use of warehouse premises | Asbestos | Staff, volunteers, contractors and customers | Asbestos management plans  Asbestos awareness training  Asbestos declaration of understanding - signed by staff, volunteers and contractors  Asbestos surveys available on site  Re-inspection surveys undertaken  Asbestos declaration undertaken prior to works commencing  Asbestos risk assessment | P1 x I5 = R5 |
| Use of warehouse premises | Fire | Staff, volunteers, contractors and customers | Fire policy and procedure  Fire safety training  Fire marshal training  Fire alarm system  Fire alarm maintenance contract  Fire alarm monitoring contract  Emergency lighting  Portable firefighting equipment  Fire signage  Induction covers fire safety for new starters / contractors  Planned maintenance schedule  Fire exits and escape routes marked and kept clear at all times  Fire drill undertaken 6 monthly  Fire risk assessment  Premises built of fire resistant materials  Good housekeeping maintained | P1 x I5 = R5 |
| Welfare / work area | Poor hygiene | Staff, volunteers, contractors and customers | Heated rest area provided with hot and cold water.  Area kept clean  Toilets a short walk away, cleaned daily.  Drinking facilities available  Cleaning materials and guidelines  COSHH Risk assessments and SDS | P1 x I3 = R3 |
| Sorting donated stock | Injuries such as puncture wounds, e.g. from knives and needles, manual handling injuries from poor posture etc. (see below) when sorting donated bags of stock. | Staff and Volunteers | Good supply of suitable protective gloves available and staff always wear them when sorting.  Initial ‘look’ done to identify any sharp objects etc. that may pose a risk of injury.  Sorting tables available.  Staff / volunteers trained in safe systems of work when sorting, e.g. not to thrust hands into bags, to use the sorting table, do careful initial sift, bag rubbish safely, wash hands afterwards etc.  Not to overfill rubbish bags.  Remind staff / volunteers to speak to manager if they think of ways to sort more safely.  Manage influx of donations and have removal systems in place to get rid of unwanted items to asap.  Never put your hands into a bag always empty onto the sorting table gently to avoid breaking items.  Check condition and ensure, CE marked, PAT tested, etc.  Action any recalls / safety warnings immediately – communicate wider.  **Do not put glass into rubbish bags. Please wrap and put in the boxes provided.** | P1 x I3 = R3 |
| Falling objects | Suffer crush/impact injuries as a result of stock and other items falling from displays | Staff, Volunteers and Customers | Heavy items to be kept at low level, only small, lightweight items on upper shelves.  Shelves and displays to be secure – fixed to walls, stocked in correct way (see above) to ensure stability.  Manager to check shelves are secure on weekly basis.  Staff / volunteers to be shown how to stock shelves, including guidance to only put light objects on higher shelves, heavier items at the bottom.  Weekly inspections  Staff to lift higher items down for customers using safe methods  When carrying out deliveries and collections ensure there is nothing that could fall or be knocked causing a hazard to the delivery or collections  Dynamic RA and Manual handling RA | P1 x I5 = R5 |
| Violence and threatening behaviour | Suffer assaults, threats and abuse from members of the public. | Staff and Volunteers | Staff / volunteers trained not to resist a robbery.  Manager or deputy manager always on duty (so volunteers not left alone in the shop).  Staff and volunteers trained to provide good, polite service, e.g. not to confront customers.  Staff and volunteers to report any incidents of abuse etc. to manager for discussion/support.  Contact local police station to get advice on what else can be done, e.g. safe procedures for opening up and closing.  Zero tolerance policy  Driver and drivers mate to carry at least one mobile phone | P1 x I5 = R5 |
| First Aid | Inability for injured persons to receive immediate first aid when required | Staff, volunteers, customers, third-party contractors | First aid materials are available in sufficient quantities on the basis of one standard box to 20 people.    First aid kits are kept fully stocked and replenished promptly as materials are used.  Electronic incident reporting form.  Shop Manager has basic first aid training (refresher training to be undertaken when applicable).  Monthly first aid checklist | P1 x I3 = R3 |
| Cash handling  and cash pick ups | Creating the opportunity for planned or impulse theft of cash through lack of process / training | Staff and volunteers | Safe procedures for cashing up in shop away from view of public and in an office or back room.  Prepare for cash pick up, Have money ready in the cash pick up bags. Do not open safe in front of anyone not authorised.  Check cash pick up ID.  If any doubt do not hand over the money and call Area manager or HOR. | P2 x I3 = R6 |
| Disposal of unsuitable items to Waste Recycling Centre | Moving and handling  Driving at work  Potentially sharp objects  Slips, trips, falls | Staff | Waste carriers licence  Ensure safe load and stacking  Safe System of Work for loading and unloading / deliveries  Confirm parking and skip locations with staff at the recycling centre  Ensure waste recycled in to correct stream  Go early morning whilst quietest time  Gloves  Sanitiser and wipes  Tidy van out to ensure all glass, wood, debris clear for the next user.  Volunteer Mandatory Training Booklet | P1 x I4 = R4 |
| Use of Hand Tools to Breakdown Furniture (as designed) to Safely Remove from Property  E.g. sofa feet, table legs, dressers, wardrobe | Injuries caused by use of work equipment.  Upper limb disorder.  Foot injury (dropping heavy tools or work pieces).  Adverse/poor weather conditions.  Injury from contact with abrasive surfaces.  Slips, trips and falls.  Worn or damaged tools.  Falling tools (if working at height).  Broken handles  Leaving behind tools | Staff, volunteers, Customers | Manual handling trained operatives  Briefed on risk assessment and tools to the team  Disgard/replace defective tools  Tools stored in locked area in van  Inspect equipment before use  Tools to check weekly  Select the correct tools for the work with consideration to manufacturers instruction (if available)  Employees / volunteers not to misuse equipment  Martin House to provide adequate equipment  Use tools in a well lit, clean and tidy environment – include in Dynamic Risk Assessment. Protect flooring with sheets as per safe system of work  Liaise with customer for an agreed safe location  Rotate work between operatives  Secure work pieces and ensure stability  Collect all tools back in and check work area is left safe and tidy  Safe system of work and dynamic risk assessment  Do not bring own tools in. Only use ones provided by MH |  |
| Deliveries to the Warehouse | Traffic movement  Manual handling  Infection, prevention and control | Staff, volunteers, contractors and customers | Floor and traffic routes suitable for the vehicles using them.  Vehicle routes kept free of obstructions  Parking of cars and vans only allowed in marked spaces, well away from external delivery/dispatch areas.  Outside area gritted when frosty, snow cleared.  Sensible speed limits imposed and kept to – set by Trading Estate  Reversing of delivery vehicles avoided unless absolutely necessary.  Any reversing that is necessary should be overseen by a trained person  Visits are pre booked  Dynamic risk assessment before entering premises  Wherever possible collect furniture from outside premises  Gloves, sanitiser, wipes provided on the van  Tail lift and lifting aids available | P1 x I5 = R5 |
| Deliveries and Collections to external locations (e.g. Customers premises or donors) | Traffic movement  Entering unknown premises  Manual handling  Infection, prevention and control  Falling objects  Slips, trips and falls  Violence and aggression | Staff, volunteers, contractors and customers | Assess a safe and suitable place to park which also minimises manual handling.  Agree that the parking location is acceptable with the contact.  Reversing of delivery vehicles avoided unless absolutely necessary.  Any reversing that is necessary should be overseen by drivers mate.  Visits are pre booked.  Dynamic risk assessment before entering premises. Premises should not be entered if it is deemed unsafe to carry out the task.  Wherever possible collect and deliver furniture to/ from outside premises.  Face coverings, gloves, sanitiser, wipes provided on the van.  Tail lift and lifting aids available.  Customers are requested to inform the Warehouse if there is anyone self-isolating or has COVID symptoms in the premises. | P1 x I5 = R5 |
|  |  |  | Walk the delivery route before moving furniture. Measure doorways / opening and furniture where required. Assess, Task, Individual, Load and Environment (TILE).  Request that the customer removes any items where there is potential for damage.  Any accidents, incidents and near misses should be reported.  Customers should exit the room and open the windows or doors to promote ventilation.  If there are any concerns DO NOT complete the delivery or collection and continue to the next location or back to Warehouse.  Volunteer Mandatory Training Booklet |  |
| Deliveries and Collections to external locations (e.g. Customers premises or donors) | Bites / Injury caused by animals and pets | Staff & Volunteers | Dynamic Risk Assessment completed before delivery.  Ensure safe access and egress can be made prior to entering unknown premises  Ask about pets prior entering  Pets to be kept close to the owner or in separate room  If unsure about pets temprement do not enter the premises or withdraw from the premises if becoming to feel threatened | P1 x I4 = R4 |
| Driving at work | Traffic movement, other road user | Staff and volunteers | Driving at Martin House check booklet  Driving at work policy  Checks done by HR on points  Vehicles serviced, taxed and MOT’d  Any defects to vehicles reported and actioned immediately  Vehicles taken out of service until defects are resolved  Driving at work risk assessment  Training provided on vans before first use  Toolbox talk on van usage provided  Weekly van inspections recorded  Pre use checks by driver  Breakdown cover provided by the RAC and details provided in the vehicles | P2 x R5 = R10 |

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| **Action (Additional Controls)** | **Responsible person** | **Completion Date** | **Date Completed** |
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| PPE | | | | |  | | | | | |
| **PPE/RPE requirements**  **Specification**  **(Type)** | **Protection required (Include standard)** | | | | | | | | | |
| **Gloves**  **Hand** | **Ear**  **Hearing** | **Eye**  **Eye** | **face**  **Respiratory** | | Harness  **Fall** | **Overalls**  **Body** | **Boots**  **Foot** | **hi-viz**  **Hi-Viz** | **hat**  **Head** |
| **APPLICATION** | Where required |  |  |  | |  |  | Where required |  |  |