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| Review record | Approved by:Prepared by: Ed Cook – Resource FuturesMarch 2017Next full review date:  |
| Name:Date:Signed: | Name:Date:Signed: | Name:Date:Signed: |  |
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| **IDENTIFIED HAZARD** | **Hazard Applies to:** | **Likelihood** | **Severity** | **Risk** | CONTROL PROCEDURES | **Revised Likelihood** | **Revised Severity** | **Revised Risk** |
| Hazards travelling to, and from the operational location |
| All risks associated with working alone | Staff | 3 | 5 | 10 | * Staff to use the Bristol lone working scheme for all lone work
 | 2 | 3 | 5 |
| Assault or injury while travelling to and from the working location where travelling constitutes working time. | Staff | 2 | 5 | 10 | * Staff must have access to a mobile phone (fully charged at the start of the day) and relevant emergency contact numbers.
* Staff should ensure that any valuable items (phones, PDAs etc.) are not on view.
* Personal security alarms to be provided to all staff.
* Staff to use the Bristol Lone Working System in all situations when working alone
* Staff to always act in a calm, unthreatening and polite way when travelling, even if other road users or travellers are acting unreasonably.
* Staff must always promptly leave a threatening situation, and move out of sight.
* Staff to attend BATHNES’ Lone Worker training when courses available.
* Promptly report any actual threats to our staff and the details of the aggressor to their Project Manager who will consider reporting the matter to the authorities. If the matter is serious enough, also report directly to the police.

**If travelling by car*** Staff must inform their Line Manager of any circumstances that may affect their ability to drive safely, including ill health.
* Drivers must ensure that the vehicle is in good working order and that there is sufficient fuel. In the case of using Council vehicles, staff must be trained in the appropriate vehicle management systems, complete a driving assessment and complete the paperwork as required
* Drivers must obey the Highway Code and all traffic regulations.
* If the driver is using a BATHNES vehicle, the Line Manager must ensure that emergency breakdown assistance numbers are supplied. The Emergency Council 24 Hour call out number of accidents, repairs and breakdowns is 07976 825566. Contact details are also held in the Exhibition vehicle.
* Staff must never use a mobile phone while driving.
* Luggage must be stored securely in the boot or on the floor when travelling. Never leave items on the ‘parcel shelf’.
* When shutting doors, look out for the presence of other people, especially children.
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| Injury caused by slipping or car accidents due to snow and iceOther injuries due to extreme weather conditions | Staff | 2 | 5 | 10 | * Staff must assess weather conditions and if they have any concerns, contact the Project Manager who should assess the risk of continuing operations and ensure that suitable new control procedures are put in place. Particular care must be made in assessing the risks of slipping on pavements/driveways/paths due to snow, sleet or ice.
* Staff must wear sturdy shoes or boots with a tread pattern with sufficient grip.
* Staff to use the Bristol Lone Working System in all situations when working alone.
 | 1 | 5 | 5 |
| **Hazards when conducting door-stepping operations (not including high rise properties)** |
| Injury from being hit by a moving vehicle | Staff | 2 | 5 | 10 | * Staff to wear fluorescent reflective jacket/waistcoat (to EN471) at all times.
* Staff to be told to stay alert to all other road users; they should not endanger themselves and others by exhibiting bad road sense.
* Staff to reduce the need to cross the road by working down one side of the road at a time where possible.
* When walking along country lanes, staff should always use the pavement or a grass verge; If using a grass verge, you will need to take extra care as they are often on rough ground. Watch-out for potholes, trip obstacles and sharp objects.
* Where a pavement or verge is not available then:
	+ Do not use these roads at times of low visibility (i.e. after dark, in low light, in rain or fog)
	+ Stay as close to the side of the road as possible
	+ Walk on the right-hand side of the road so that you can see the approaching vehicles in front of you
	+ Make eye contact with drivers
* If team members are in any doubt about being able to walk along the road safely then don’t.
* Staff to use the Bristol Lone Working System in all situations when working alone
 | 1 | 5 | 5 |
| Danger of attack in external areas  | Staff | 2 | 5 | 10 | * Line Managers must consider what equipment is necessary in conducting this work and staff must attempt to minimise the visibility of valuable equipment necessary to complete the work.
* Each member of staff must have access to a mobile phone (fully charged at the start of the day) and emergency call numbers.
* Personal security alarms to be provided to all staff and must be carried on their person at all times.
* Staff must not visit properties which have been marked by the Council as ‘no-go’.
* All staff to attend BATHNES’ Lone Worker training when courses available
* Staff to use the Bristol Lone Working System in all situations when working alone
* Staff must work in pairs on door to door operations in the hours after dusk

**Where staff are working in pairs the following procedures should be adhered to:*** Staff should travel with work colleagues or pre-arrange a time and place to meet up with them.
* Staff must keep each other informed as to which properties they will be working.
* Staff should endeavour to keep a line of sight with each other.
* Staff should endeavour to remain within shouting distance of each other.
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| Risks of assault from aggressive householders | Staff | 3 | 5 | 15 | Line Manager to tell staff:* To avoid entering the resident’s house as far as possible. If this is unavoidable, only do so when in pairs. If staff are on their own they will need to rearrange the visit and attend with a partner. Their visit should be recorded on their electronic diaries and the Bristol lone working system. The lone worker check in time should be adjusted for the duration of the visit and reset once the visit is complete.
* Not to enter blocks of flats alone, always work in pairs
* To always carry a letter of authority or council staff badge and produce it to a householder when requested or challenged.
* To always act in a calm, unthreatening and polite way to householders, even if the householder is acting unreasonably.
* Not to attempt to continue with house visit if a householder does not wish to engage.
* To always promptly leave a threatening situation, and move out of sight.
* To promptly report any actual threats to staff and the details of the aggressor to the Line Manager, who will consider reporting the matter to the authorities. Report as a ‘near miss’ on the on-line accident reporting form. If the matter is serious enough, also report to the police.
* All staff to attend Difficult Customers training when courses available
 | 1 | 5 | 5 |
| Increased risk of assault from aggressive householders when working alone | Staff | 3 | 5 | 15 | In cases where staff are working on their own:* Staff should use the Bristol Lone Working System for each house visit
* All staff to attend BATHNES’ Lone Worker training
* All tasks and visits to householders must be recorded on an electronic calendar that can be accessed by the Line Manager and other team members. For each task/visit, staff should record the time, address, and if known, the name of the householder.

**If the Bristol Lone Working System is not operational, the Line Manager to inform staff that:*** They must contact the Line Manager or another colleague at the start of work and inform them (or a deputy that has been appointed by the Line Manager) of where they are going and what time they expect to complete a set of tasks.
* The Lone worker must inform the Line Manager when they have completed the tasks for the day and are ceasing working.
* If at the designated time the staff member does not call the Line Manager, the Line manager should call the staff member. If there is no answer, the Line Manager should leave a message.
* If the worker has not responded within 30 minutes, then the Line Manager should attempt to contact them again. If they are unable to establish contact, they should attempt to contact the last householder(s) that have been visited, to help establish their whereabouts.
* If they are unable to ascertain the whereabouts of the staff member, they should report it to the Police, explaining where they were last seen and that the staff member may be at particular risk of assault or injury due to the potentially confrontational nature of their job.
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| Assault after dark in poorly lit parking areas and pedestrian walkways | Staff | 2 | 5 | 10 | * Line Managers should plan work so as to avoid door to door activities outside of daylight hours so far as is reasonably possible
* Because the risk of assault increases as the evening gets later all door to door operations must cease by 8 pm.
* Staff should use the Bristol Lone Working System for each house visit.
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| Risk of dog bite when entering gardens, driveways, private footpaths  | Staff | 2 | 5 | 10 | Line Manager to tell staff:* When approaching gated properties, our staff should consider the possibility that a loose dog is present.
* They should look for signs of a dog being present and if in doubt, to rattle the garden gate (if there is one), or make some noise which may make any dog present, respond by barking.
* If a dog is present and the householder cannot or will not bring the dog under control, then staff must not enter the property.
* If a dog is present that looks like a threat to safety, staff should not enter the property.
* If staff encounter a dog who appears threatening, they should leave the property at once without running.
* If staff are unable to leave the property, they should attempt to try placing a barrier between the dog and themselves, and attempt to summon help by calling out for the owner, colleague, neighbour or, as a last resort, telephoning the police
 | 1 | 5 | 5 |
| Any incidents requiring first aid treatment | Staff | 2 | 3 | 6 | * A first aid kit will be provided by the Council for each member of staff and will be checked regularly by staff. Staff must make sure they take these with them for all visits where there is a possibility they may be handling waste.
* It may not be practicable to provide a First Aid trained person for the team. Line Managers should ensure that first aid training will be considered as part of the staff training process and that provision of first aid training will be considered for staff employed on work that extends beyond 6 months.
 | 2 | 2 | 4 |
| External Site Dangers. Syringes, broken glass, trip hazards in external areas | Staff | 1 | 4 | 4 | Line Manager to tell staff:* To wear suitable robust walking shoes or boots - not sandals or other light footwear.
* To avoid crossing areas of rough grass.
 | 1 | 4 | 4 |
| Strains and sprains from carrying too much or carrying equipment in an inappropriate way | Staff | 2 | 4 | 8 | * Line Managers must consider how much equipment a member of staff is required to carry and then must consider an appropriate method for carrying these items.
* Staff to attend BATHNES Manual Handling training when a course is available.
* Staff to swap shoulder when carrying satchel-type bags at frequent intervals throughout the day to reduce strain on one shoulder
* Staff should refer to B&NES Manual Handling guidelines to help assess suitable bag weights and only to carry what they deem comfortable or the distance and terrain they will be covering. They should top up leaflets frequently rather than attempt to carry a heavy load.
* Shoulder straps should be padded to spread the weight of the load and surplus materials kept in the car.
* Hand held trolleys to be made available as needed to assist with carrying items
 | 1 | 4 | 4 |
| Dehydration, heat exhaustion, heat stroke & sunburn | Staff | 2 | 5 | 10 | * High factor sun cream should be made available to all staff working outdoors and its usage encouraged. Staff should frequently be made aware that this is available.
* Staff should be encouraged to wear light, loose fitting clothing (and sunglasses when walking between properties) to provide added protection. Caps/hats should be worn to keep the sun off staff member’s head’s and faces.
* Staff to carry sufficient drinking water for the day in the car. In hot conditions staff should carry approximately 500 ml on their person with a further two litres in the vehicle, and encouraged to rehydrate frequently with small sips.
* If the outside temperature exceeds 25°C, staff should aim to take regular, short breaks in the shade. The frequency will depend on the conditions.
 | 1 | 5 | 5 |
| Exposure and hypothermia | Staff | 2 | 3 | 6 | * Staff must assess weather conditions and if they have any concerns, contact the Project Manager who should assess the risk of continuing operations and ensure that suitable new control procedures are put in place. Particular care must be made in assessing the risks of slipping on pavements/driveways/paths due to snow, sleet or ice.
* Staff to dress appropriately for the predicted cold weather conditions and to carry a waterproof jacket, and additional layers of clothing if severe adverse weather conditions are expected.
 | 1 | 3 | 3 |
| **Hazards when conducting waste audits/waste investigations** |
| Cuts and puncture wounds from sharp objects in or protruding from bagged waste or within wheeled bins when investigating content. | Staff | 4 | 3 | 12 | Staff to wear appropriate PPE and carry appropriate equipment for all waste handling operations. This should include* Protective gloves that prevent needle stick injury yet also provide dexterity.
* Spare black bags to re-bag the waste if it cannot be retied
* A stick, spatula or ruler to move the waste about with rather than the hands
* Plastic bag to put the stick, spatula or ruler into between visits
* Staff must not reach down into unseen waste, but only carefully move visible items on top of the waste pile.
* Staff should ask the resident if there are likely to be any sharp, broken objects or needles in the rubbish. If the answer is yes, they should stop the investigation. Where there are significant quantities of unsanitary items (eg nappies, sanitary towels), staff may also decide whether they wish to continue investigating the bag or not.
* When investigating bags on the street, staff will on occasions be required to look through the bag for evidence and should use their judgement when deciding whether a bag is suitable to investigate. They should wear longer gloves and discontinue searching if they find needles and or sharp objects likely to cause harm. This also applies where there are significant quantities of unsanitary items (eg nappies, sanitary towels).
* If surgical sharps (i.e. needles) are found in the waste, staff should stop the investigation.
 | 3 | 3 | 9 |
| Infection and other injury due to cuts and needle stick puncture wounds | Staff | 2 | 5 | 10 | * If an injury does occur, the wound should be washed under running water and encouraged to bleed for about a minute. The wound should then be dressed.

**In the event of injury with a surgical sharp (including blood test lancets)*** Staff should leave for casualty immediately upon dressing the injury. It is **not** acceptable to delay attending hospital until the end of the visit.
* Try to identify the object which caused the injury
* In the event that the source of the injury cannot be found, wounds that could plausibly be the result of a needlestick injury (i.e. pinprick wounds when handling residual waste or dry recycling) should be treated as needlestick injuries.
 | 1 | 5 | 5 |
| Infection due to poor hygiene | Staff | 2 | 4 | 8 | * Staff to be trained in the need for a high standard of personal hygiene on induction and to be regularly re-briefed.
* Staff to have access to antibacterial hand gel at all times. Staff to be instructed that they should remove their gloves and disinfect their hands before eating, drinking, smoking or using the toilet.
 | 1 | 4 | 4 |
| **Additional hazards when delivering leaflets** (In addition to procedures outlined elsewhere in this document) |
| Injury to hands from nails, splinters, jagged letterbox flaps or dog bite while posting leaflets /cards | Staff | 3 | 3 | 9 | * Staff to listen for sounds of a dog present on the other side of the door and exercise caution if unsure.
 | 1 | 3 | 3 |
| **Additional hazards when working in communal properties** (In addition to procedures outlined elsewhere in this document) |
| Risk from fire in high rise housing blocks | Staff | 2 | 5 | 10 | * Staff should identify the fire exits on arrival to the building, bearing in mind that lifts should not be used during fires.
 | 1 | 5 | 5 |
| **Additional hazards when visiting sites such as MRC sites, Bin stores,** (In addition to procedures outlined elsewhere in this document) |
| Additional risk to personal safety when working in remote areas without telephone signal  | Staff  | 2 | 5 | 10 | * Staff should ensure that they use the Bristol Lone Working System prior to entering areas without telephone signal alone.
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| **Talks/events/community group or resident association meetings** (In addition to procedures outlined elsewhere in this document) |
| Additional risks associated with attending community group, talks and events | Staff | 2 | 5 | 10 | * Staff should be aware that ulterior motives may exist for inviting them to speak or attend because of the potentially confrontational nature of their work.

**They should take steps to verify the authenticity of each request / invite to ensure that:*** The event has been organised by a reputable group.
* That an invite has also been issued to other people and that they are not being lured.
* That it is taking place in a communal building and not in a residential property.
* The person taking the booking should take contact details of the event organiser and verify their authenticity.
* The event organiser should be asked in advance to remain at the event until the staff member has packed up their equipment (if applicable) and left the event venue.
 | 1 | 5 | 5 |
| Trip hazards from trailing wires or cables | Staff/Public | 3 | 3 | 9 | * The event location should be organised to minimise the distance between sockets and electrical equipment, so as to reduce the need for trailing electrical cables.
* Staff should ensure that any cables and wires that are required are properly enclosed and secured (e.g. taped to the floor and sides of the display area) so as not to present a trip hazard.
* For presenters wishing to point out things on slides, an electronic ‘pointer’ should be considered to avoid the need to walk between the projector and the screen.
 | 2 | 3 | 6 |
| Electric Shock/ Fire hazard | Staff/ Public | 2 | 5 | 10 | * All portable electrical and electronic equipment to be used by BATHNES staff at the event location must have a PAT certificate dated within three years of the test date.
* All electrical and electronic equipment will be subjected to a visual check during set-up, to ensure that there are no loose wires, cracked casings etc. Equipment that fails this inspection must not be used.
* Wherever possible, lighting on display stands should be by means of incandescent bulbs or LEDs rather than halogen spot lights, which become very hot. Electric bulbs should not be in direct contact with any flammable materials
* Sockets must not be over-loaded, and ideally (as a guide) no more than two plugs used per socket
* Electrical equipment should be turned off and un-plugged when not in use and at the end of the day/session
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| Fire in the building | Staff/ public | 2 | 5 | 10 | * Staff must familiarise themselves with the fire evacuation procedures as soon as they arrive at the venue; obtaining a briefing from the ‘duty holder’ on the premises on fire procedures. In particular, they must identify:
	+ Fire exits for all areas that they will occupy
	+ Manual fire alarm activation points
	+ The assembly point to head towards in the event of a fire
* Fire extinguishers may be provided at the venue to tackle small fires. Staff are instructed not to use them unless they have been trained – training is not provided by BATHNES, therefore the general advice to all staff is not to use fire extinguishers to tackle small fires unless life is being threatened by fire and the use of an extinguisher is the only means of providing an escape.
* If a fire is discovered, staff should:
	+ Sound the nearest fire alarm
	+ Close all doors leading to the area where the fire is if possible
	+ Move all staff and visitors away from the fire
	+ Evacuate the building /site by the nearest exit
	+ Maintain silence
		- Leave the building by the nearest available exit
		- Do not carry hot drinks
		- Do not stop to collect belongings
		- Do not attempt to pass others
		- First aiders should carry a first aid kit
		- Call the fire brigade by telephoning 999
 | 1 | 5 | 5 |
| **Additional risks when visiting the MOD building to access display and campaign equipment** (In addition to procedures outlined elsewhere in this document) |
| Slips, trips, falls or manual handling injury whilst working in the MOD building  | Staff | 2 | 4 | 8 | In addition to procedures outlined elsewhere in this document: * A sack truck is provided and should be used to move equipment in line with B&ANES manual handling guidance.
 | 1 | 4 | 4 |
| Risk to personal safety from non-council employees gaining access to Pixash Lane yard or MOD building either invited or not | Staff | 2 | 5 | 10 | In addition to procedures outlined elsewhere in this document: * If accessing the Pixash Lane Recycling Centre outside opening hours, staff should not enter the MOD building alone. Staff should return the following day to unload their vehicle.
* If in very exceptional circumstances staff need to access the MOD building alone when the Pixash Lane Recycling Centre is closed, then they should use the Bristol Lone Working System and ideally also inform a colleague that this is what they ae about to do.
* During opening hours, staff should ensure that they sign in and out at the Pixash Lane office.
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| **Additional risks identified (to be completed on site).** |
| **IDENTIFIED HAZARD** | **Applies to:** | **Likelihood** | **Severity** | **Risk** | **CONTROL PROCEDURES** | **Revised Likelihood** | **Revised Severity** | **Revised Risk** |
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