

## Generic Risk Assessment – Office Work

Possible Hazards Encountered During Works	Hazard	Who	Risk	Control Measures that may Reduce Risk or Hazard
Housekeeping	Falls	Office Staff	High	<ul style="list-style-type: none"> <li>➤ Only use step ladders to gain height, not furniture</li> <li>➤ Always work in pairs when working at height</li> <li>➤ Secure foot ladder when working on light fittings above stairwell</li> </ul>
	Slips or trips	Office Staff / Visitors	High	<ul style="list-style-type: none"> <li>➤ Passages not to be used for storage.</li> <li>➤ Power leads not to be left trailing on the floor.</li> <li>➤ Spillages should be dealt with immediately.</li> <li>➤ Boxes not to be stored on the floor.</li> <li>➤ Filing cabinet drawers to be kept closed following use.</li> <li>➤ Floors and passages to be kept tidy and swept.</li> </ul>
	Cuts	Office Staff	Moderate	<ul style="list-style-type: none"> <li>➤ Broken glass to be collected using dustpan and brush.</li> <li>➤ Knives to be stored in holder.</li> <li>➤ Staple extractors to be used.</li> </ul>
Possible Hazards Encountered During Works	Hazard	Who	Risk	Control Measures that may Reduce Risk or Hazard
Security	Accident	Staff	High	<ul style="list-style-type: none"> <li>➤ Lock windows and secure all doors where a lock and key is provided.</li> <li>➤ Remove keys and lock vehicles to prevent unauthorised entry and use.</li> </ul>
Possible Hazards Encountered During Works	Hazard	Who	Risk	Control Measures that may Reduce Risk or Hazard
Visitors	Accident	Staff / Visitors	Low	<ul style="list-style-type: none"> <li>➤ Visitors must report to reception and wait until the person they are to see is available.</li> <li>➤ Visitors should be made aware of fire procedures and location of facilities.</li> <li>➤ No unaccompanied visitors allowed upstairs.</li> <li>➤ Visitors remain the responsibility of the person they are visiting.</li> </ul>

Possible Hazards Encountered During Works	Hazard	Who	Risk	Control Measures that may Reduce Risk or Hazard
Office Equipment	Electrocution	Office Staff / Visitors	High	<ul style="list-style-type: none"> <li>➤ All appliances to be tested annually by a qualified electrician.</li> <li>➤ Employees to constantly check appliances for damage.</li> <li>➤ Register of Portable Appliance Testing to be maintained.</li> <li>➤ Any faults that cannot be immediately rectified by change of fuse etc. is taken straight out of use.</li> </ul>

Possible Hazards Encountered During Works	Hazard	Who	Risk	Control Measures that may Reduce Risk or Hazard
Lifting Injury	Strains	Office Staff	Moderate	<ul style="list-style-type: none"> <li>➤ Manual handling training to be provided.</li> <li>➤ Use mechanical means wherever practicable.</li> <li>➤ Avoid doing two-person jobs single handed.</li> <li>➤ Top and bottom shelves used for storage of light boxes and materials.</li> <li>➤ Middle shelves at around trunk height used for heavier items.</li> </ul>
	Manual Handling	Office Staff	Moderate	<ul style="list-style-type: none"> <li>➤ Staff should not try to lift objects that appear to be too heavy to handle.</li> </ul>

Possible Hazards Encountered During Works	Hazard	Who	Risk	Control Measures that may Reduce Risk or Hazard
Computers	Eye Strain	Office Staff	Moderate	<ul style="list-style-type: none"> <li>➤ Regular breaks from using computers and VDUs.</li> <li>➤ Regular eye tests by an optician.</li> <li>➤ Good lighting conditions.</li> <li>➤ Blinds provided to eliminate glare from sun on screen.</li> </ul>
	Limb pains	Office Staff	Moderate	<ul style="list-style-type: none"> <li>➤ Regular breaks from using any keyboard.</li> <li>➤ Good chairs provided.</li> <li>➤ Seat height adjustable in relation to desk height.</li> <li>➤ DSE self-assessment carried out within six weeks of starting work and repeated when there is a change to the workstation setup.</li> </ul>

Possible Hazards Encountered During Works	Hazard	Who	Risk	Control Measures that may Reduce Risk or Hazard
Filing / Storage	Tripping and overturning	Office Staff	Moderate	<ul style="list-style-type: none"> <li>➤ Load filing cabinets from bottom to top.</li> <li>➤ Only open one drawer at a time, close drawers between visits to cabinet.</li> <li>➤ Two persons present when storing on high shelves.</li> <li>➤ Use ladders or steps of correct length.</li> <li>➤ Any "old" filing cabinets that allow more than one drawer to be opened to be replaced.</li> </ul>

Possible Hazards Encountered During Works	Hazard	Who	Risk	Control Measures that may Reduce Risk or Hazard
Fixed Electrical Installation	Electrocution	Contractors / Clients	High	<ul style="list-style-type: none"> <li>➤ BI staff to be made aware of their responsibilities towards contractors and clients.</li> <li>➤ Only contractors that have been approved can be used.</li> <li>➤ Information on hazards should be passed on to contractor where applicable, especially if work on structure is required.</li> <li>➤ Where contractors are working at height, in confined spaces or with high voltage electricity, information must be provided on how they intend to work, usually in the form of a method statement.</li> <li>➤ Sites where new contractors are working must be monitored to ensure their quality and safety where appropriate.</li> </ul>

Possible Hazards Encountered During Works	Hazard	Who	Risk	Control Measures that may Reduce Risk or Hazard
Personal Hygiene	Infection	Office Staff / Visitors	Low	<ul style="list-style-type: none"> <li>➤ High levels of personal hygiene to be maintained.</li> <li>➤ First aid kit to be maintained.</li> <li>➤ All cuts and abrasions to be covered immediately.</li> </ul>

Possible Hazards Encountered During Works	Hazard	Who	Risk	Control Measures that may Reduce Risk or Hazard
Alcohol and Drugs	Unsafe work	Office staff	High	<ul style="list-style-type: none"> <li>➤ No alcohol or illegal drugs to be consumed at work.</li> <li>➤ No excessive consumption of alcohol prior to work days.</li> <li>➤ No one under the influence of drugs or alcohol will be allowed to stay at work.</li> </ul>

Possible Hazards Encountered During Works	Hazard	Who	Risk	Control Measures that may Reduce Risk or Hazard
Smoking	Fire	Office Staff / Visitors	High	<ul style="list-style-type: none"> <li>➤ Smoking by employees and visitors within the office and its surroundings is prohibited.</li> <li>➤ Fire risk assessment to be carried out and reviewed regularly.</li> </ul>

Possible Hazards Encountered During Works	Hazard	Who	Risk	Control Measures that may Reduce Risk or Hazard
Stress	Absence / Mental Illness	Office Staff	Moderate	<ul style="list-style-type: none"> <li>➤ Remind staff that they can speak confidentially to managers or supervisors (on a no-blame basis) if they feel unwell or are not at ease because of work.</li> <li>➤ Open door policy of senior managers means that staff can bypass line managers if necessary.</li> <li>➤ Stress policy in place.</li> <li>➤ Stress Awareness training.</li> </ul>

Possible Hazards Encountered During Works	Hazard	Who	Risk	Control Measures that may Reduce Risk or Hazard
Pregnant Women and New Mothers	Injury / Miscarriage / Zoonoses	Female Staff	Moderate	<ul style="list-style-type: none"> <li>➤ Department heads are to review risk assessments and working conditions for pregnant women and new mothers that breast feed.</li> <li>➤ Where specific hazards exist, that manager must adjust duties of affected women.</li> <li>➤ Hazards include sitting for long periods of time especially at DSE workstation, carrying heavy loads, exposure to infectious diseases, and long working hours.</li> <li>➤ If medical history of for example high blood pressure during pregnancy is an issue further adjustments should be made.</li> <li>➤ Risk assessment for new and expectant mothers to be carried out for all applicable staff.</li> </ul>

Possible Hazards Encountered During Works	Hazard	Who	Risk	Control Measures that may Reduce Risk or Hazard
Outbreak of Fire	Electrical Fault	Office Staff / Guests	Low	<ul style="list-style-type: none"> <li>➤ Portable appliances tested every 2-3 years by suitably qualified approved contractor.</li> <li>➤ Lighting and power supplies tested five-yearly.</li> </ul>
	Sparks / heat generated by process	Office Staff / Contractors	Moderate	<ul style="list-style-type: none"> <li>➤ Contractors to do own fire risk assessment on site.</li> <li>➤ Soldering of plumbing joints done by competent person.</li> <li>➤ Fire blankets used to protect walls etc.</li> <li>➤ Fire extinguisher on site at all times.</li> </ul>
	Gas faults	Office Staff / Guests	No	<ul style="list-style-type: none"> <li>➤ Gas boilers serviced annually by CORGI registered fitter.</li> <li>➤ Any faults found and the appliance must be turned off, reported and not used until fixed.</li> </ul>
	Arson	Office Staff	Low	<ul style="list-style-type: none"> <li>➤ Bins kept away from building exterior</li> </ul>
	Smoking	Office Staff / Visitors	Low	<ul style="list-style-type: none"> <li>➤ All offices are non-smoking.</li> <li>➤ Rubbish bins emptied weekly (minimum) by cleaning staff.</li> </ul>

Possible Hazards Encountered During Works	Hazard	Who	Risk	Control Measures that may Reduce Risk or Hazard
Fire	Undetected	Office Staff / Visitors	Low	<ul style="list-style-type: none"> <li>➤ Fire detection system must be put in place in all offices.</li> <li>➤ Systems tested weekly by staff and serviced regularly by competent staff.</li> </ul>
	Escape	Office Staff / Visitors	Moderate	<ul style="list-style-type: none"> <li>➤ Fire exits are known to staff/visitors through comprehensive induction and appropriate signage.</li> <li>➤ Emergency lighting in place and tested and serviced regularly.</li> <li>➤ Emergency exits lit and marked accordingly.</li> <li>➤ Fire notices in each office, assembly points known to almost all.</li> <li>➤ Fire drill carried out every six months (annually in English Offices)</li> </ul>

	Fighting	Office Staff	High	<ul style="list-style-type: none"> <li>➤ Staff instructed to evacuate if they spot a fire or alarm goes off and warn others.</li> <li>➤ Staff instructed on what types of fire different extinguishers can be used.</li> <li>➤ Fire Awareness Training (every 2 years)</li> </ul>
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Possible Hazards Encountered During Works	Hazard	Who	Risk	Control Measures that may Reduce Risk or Hazard
Biomass Boiler (Perth Office)	Carbon monoxide poisoning / Confined space	Staff / Contractors		<ul style="list-style-type: none"> <li>➤ Biomass installed and maintained by suitably qualified supplier</li> <li>➤ No personnel to enter the hopper/tank unless fully trained and competent in confined space entry procedures</li> <li>➤ Pellet feed mechanism serviced by a competent person as specified in manufacturer's instructions</li> <li>➤ If any problems are encountered with the unit, such as the system not heating correctly or flue gas is flowing into the boiler room, turn the unit off and contact the supplier and/or manufacturer and request assistance</li> <li>➤ Warning signs in place internally and externally</li> <li>➤ The room should be adequately ventilated and the door kept open when personnel are inside.</li> <li>➤ Filling procedures should be carried out accordance to the instructions of the heating installation company and the pellet suppliers.</li> <li>➤ Carbon monoxide monitor in place and tested regularly.</li> </ul>
Maintenance of the Biomass Boiler (including emptying the ash box) Perth Office Only	Dust	Staff / Contractors		<ul style="list-style-type: none"> <li>➤ Follow instructions as per maintenance manual</li> <li>➤ Wear mask at all times</li> <li>➤ Before emptying, switch off boiler, boiler will perform burnout which can take 30 mins</li> <li>➤ Only when draught fan is switched off &amp; boiler status "Switched off" is displayed, the burnout is complete &amp; the ash box can be removed</li> <li>➤ Door kept open when personnel are inside.</li> </ul>

Possible Hazards Encountered During Works	Hazard	Who	Risk	Control Measures that may Reduce Risk or Hazard
Asbestos	Asbestos related diseases, e.g. cancer of lung and chest	Staff / contractors		<ul style="list-style-type: none"> <li>➤ All offices pre-dating 2000 to have an asbestos survey carried out</li> <li>➤ Areas containing asbestos to be labelled</li> <li>➤ Staff to report any concerns or problems so defects can be remedied</li> <li>➤ Contractors working on the fabric of the building to be given a copy of the asbestos report</li> <li>➤ Any asbestos removal to be carried out by a licenced suitably trained and qualified approved contractor.</li> <li>➤ Asbestos management plan in place</li> <li>➤ Annual checks on areas containing asbestos</li> </ul>

## COVID-19 Risk Assessment

Hazards	Who might be harmed and how?	Risk	Control Measures	Risk After Control Measures
Getting or spreading coronavirus by not washing hands or not washing them adequately	Workers Customers Contractors Visitors	High	<ul style="list-style-type: none"> <li>• Provision of water, soap and drying facilities</li> <li>• Provision of information on how to wash hands properly and display posters</li> <li>• Provision of hand sanitiser for the occasions when people can't wash their hands</li> <li>• Signage to encourage regular, effective handwashing</li> <li>• <a href="#">Coronavirus Office Return Protocol Guidance</a></li> </ul>	Moderate / Low
Getting or spreading coronavirus in common use high traffic areas such as kitchen, corridors, rest rooms, toilet facilities, entry/exit points to facilities and other communal areas / Getting or spreading coronavirus by not cleaning surfaces, equipment and workstations	Workers Customers Visitors Contractors	High	<ul style="list-style-type: none"> <li>• <a href="#">Coronavirus - Office Return Protocol</a> Guidance on IMS</li> <li>• Office layouts will be revised to ensure people are a minimum of 2 metres apart. This includes ensuring that office equipment such as photocopiers and fax machines are also located away from workstations.</li> <li>• Workstations should not be shared, and hot desking is forbidden</li> <li>• Two metre safe zones should be marked on the floor for any visitors entering the office (hazard tape would be suitable). Office reception desks that have high numbers of visitors may require additional Perspex screens to protect staff members</li> <li>• Kitchen and toilet facilities will be shared by all staff and need particular care. Disposable wipes will be provided to clean surfaces and door handles and should be used after every visit.</li> <li>• Lunch breaks staggered to comply with social distancing guidance</li> <li>• Frequently clean and disinfect objects and surfaces that are touched regularly, including door handles, keyboards and desk surfaces using your usual cleaning products.</li> </ul>	Moderate / Low

			<ul style="list-style-type: none"> <li>• Provision of hand sanitiser and disposable gloves on request.</li> <li>• Provision of cleaning materials</li> <li>• Empty bins daily</li> <li>• Staff to continue to work from home wherever possible</li> <li>• Online meetings are preferred means of communication</li> <li>• Fire doors can be left open during the day to reduce the need to touch doors and to aid ventilation. FIRE DOORS MUST ALWAYS BE CLOSED DURING EXIT PROCEDURES.</li> <li>• One-way systems in corridors where social; distancing cannot be achieved</li> <li>• Daily cleaning</li> <li>• Near miss reporting system</li> </ul>	
Getting or spreading coronavirus through workers living together and/or travelling to work together	Workers	High	<ul style="list-style-type: none"> <li>• Identify workers who live together and group them into a cohort</li> <li>• Staff should travel to work in separate vehicles</li> </ul>	Moderate / Low
Mental health and wellbeing affected through isolation or anxiety about coronavirus	Workers	High	<ul style="list-style-type: none"> <li>• Stress Policy</li> <li>• Mental Health Awareness Training</li> <li>• Working from Home During COVID-19 Guidance</li> <li>• Monthly Wellbeing Bulletin</li> <li>• Return to work interviews for staff returning to work after being furloughed</li> <li>• Communication with employees</li> <li>• Keep in touch meetings with furloughed staff</li> <li>• Working Health Services facility</li> </ul>	Moderate / Low
Contracting or spreading the virus by not social distancing	Customers Contractors Visitors	High	<p>Use such measures as necessary to ensure minimum 2-meter preferred social distancing at all times including;</p> <ul style="list-style-type: none"> <li>• marker tape on the floor</li> <li>• one-way systems</li> <li>• holding meetings virtually rather than face-to-face</li> <li>• staggering start/end times</li> <li>• limiting the number of people on site at one time – promoting home working wherever possible</li> <li>• having allocated time slots for clients</li> <li>• rearrange work areas and tasks to allow people to meet social distancing rules</li> <li>• encourage people to walk or cycle to work</li> <li>• Provide signage and ways to communicate to non-employees what they need to do to maintain social distancing</li> <li>• Challenge unsafe behaviour</li> </ul>	Moderate / Low



			<ul style="list-style-type: none"> <li>Erect screens as high footfall areas e.g. reception</li> <li>Workers back to back or side to side where social distancing is not possible</li> <li>Improve ventilation through opening windows and keeping doors open</li> </ul>	
Musculoskeletal disorders as a result of using DSE at home for a long period of time	Workers	High	<ul style="list-style-type: none"> <li><a href="#">COVID-19 Working from Home Guidance</a></li> <li>DSE workstation assessments for staff working from home long term</li> <li>Guide to Working with VDUs</li> <li>Staff to report issues to line managers</li> </ul>	Moderate / Low
Poor workplace ventilation leading to risks of coronavirus spreading	Workers Clients Contractors	High	<ul style="list-style-type: none"> <li>Fresh air is the preferred way of ventilating the workplace so opening windows and doors (that are not fire doors) can help.</li> <li>Use of additional ventilation methods e.g. fans if needed</li> </ul>	Moderate / Low
Increased risk of infection and complications for vulnerable workers	Workers	High	<ul style="list-style-type: none"> <li>Identify who in each office work force fall into one of the following categories:               <ul style="list-style-type: none"> <li>&gt; Clinically extremely vulnerable</li> <li>&gt; People self-isolating</li> <li>&gt; People with symptoms of coronavirus</li> <li>&gt; Groups who may be at higher risk of poorer outcomes</li> </ul> </li> <li>Discuss with employees what their personal risks are and identify what we need to do in each case</li> <li>Identify how and where someone in one of these categories will work in line with current government guidance</li> <li>If they are coming into work identify how we will protect them through social distancing and hygiene procedures</li> </ul>	Moderate / Low