

Risk assessment for Atlantic Bathrooms & Kitchens Ltd

21-23 Waterloo Road, Norwich, Norfolk, NR3 1EH

The company has 6 staff, one of which primarily operates from a separate premise covered by separate assessment. The showroom contains various display areas with kitchen displays on the ground floor and bathroom / tiling displays on the landing and upstairs. There are four offices, two upstairs and two downstairs a storage cupboard under the stairs and a storeroom on the first floor. There is a kitchen where staff can make drinks and heat food – toilet and washing facilities are available on ground and first floors. All touch points and areas of the showroom are cleaned frequently on a rotation basis by staff, cleaning equipment is stored in the staff kitchen cupboard under the sink in staff room.

The manager followed the advice at www.hse.gov.uk/simple-health-safety/risk/. To identify the hazards, they:

- Walked around the showroom, staff areas, storage areas, offices and all other areas, noting what might pose a risk, especially to lone workers;
- Checked the HSE advice on employees with disabilities: www.hse.gov.uk/disability/;
- Talked to staff to learn from their knowledge and experience, and listen to their concerns and opinions about health and safety issues;
- Discussed cleaning procedures, and when and how these should take place so as to not pose a risk to staff or visiting customers;
- Looked at the accident book to see how previous accidents had occurred.

They noted what was already being done to control the risks and recorded any further actions required. They pinned a copy of the findings on a noticeboard in the tearoom to encourage staff to help put the actions into practice.

The manager will review the risk assessment whenever there are any significant changes such as new work equipment, work activities or workers.

Risk assessment

Company name: Atlantic Bathrooms & Kitchens Ltd

Assessment carried out by: Lewis Valori

Date assessment carried out: 24/09/20

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Slips and trips Doorways (rain), spillages, stock on floor, uneven surfaces.	Staff and customers may suffer sprains, fractures or bruising if they trip over objects, such as stock, or slip on spillages and fall.	<ul style="list-style-type: none"> • Staff 'clean as they go'. • Door mats at entrances in wet weather. • Floors in good condition. • Staff wear sensible shoes. • General good housekeeping. • All areas well lit, PIR sensors active additional lighting, for example on main staircase treads • No trailing leads or cables. • Staff keep work areas clear, eg no boxes left in walkways, deliveries stored immediately • When cleaning takes place, signage to be displayed to indicate possible slippery surfaces • Steps into office and rear staircase have dark contrasting treads to ensure better visibility of steps • Handrails provided at both stairways • Unified floor levels downstairs to ensure better wheelchair access and remove risk of tripping on steps • Increased head height in main kitchen showroom to reduce risk of banging head • Increased lintel height/ door height into offices to reduce risk of banging 	Better housekeeping in staff kitchen needed, boxes of brochures & loose sample tiles to be put away	All staff	2/10/20	24/09/20
			Old CCTV equipment in office needs disposing/recycling	Manager to discuss with Warehouse Operative		

		<p>head on entry</p> <ul style="list-style-type: none"> • Customer collection orders to be stored in under stairs cupboard to ensure showroom kept tidy 				
Violence and threatening behavior	Staff may suffer assaults, threats and abuse from members of the public.	<ul style="list-style-type: none"> • Staff trained not to resist a robbery. • CCTV installed and clearly visible. • Usually always two staff on duty. • Staff provide good, polite service and are told not to confront customers. • Staff report incidents of abuse etc and manager discusses with them (on a no-blame basis). 		All Staff	From now on	
Working at height, changing light bulbs and promo displays	Falls from any height can cause bruising and fractures.	<ul style="list-style-type: none"> • Strong stepladder, in good condition, provided. • Staff shown by the manager how to use stepladder safely, eg not to overreach, not to work on uneven floor etc. • Staff wear sensible shoes with good grip. 	Remind staff to always use the stepladder when working at height and not to stand on chairs.	Manager	24/09/20	24/09/20
			Check the condition of the stepladder before use	All staff	From now on	
Deliveries / Customers Arriving	Staff or members of the public could be injured by being struck by a vehicle.	<ul style="list-style-type: none"> • Staff to monitor CCTV for arriving deliveries / customers • Staff arriving in vehicles to slow down speed when entering the premises • Caution to be taken when leaving the building to ensure that cars aren't arriving on forecourt or driving up lane 	Organize deliveries to go warehouse facility or direct to site to reduce traffic and risk at showroom	All staff	From now on	
Chemicals	Staff doing cleaning risk damage from direct contact	Always use products safely, eg follow instructions on the label, dilute properly and never transfer to an unmarked container.	Staff reminded to check for dry, red or itchy skin on their hands.	Manager	24/09/20	24/09/20

	with cleaning chemicals. Vapour may cause breathing problems. Skin & irritation possible		Staff reminded to wash hands before and after handling cleaning products	Manager	24/09/20	24/09/20
Manual handling Deliveries of office stationary / brochures & collection/ delivery of customer orders etc.	Staff risk injuries or back pain from handling heavy/bulky objects, eg. deliveries of brochures / paper	<ul style="list-style-type: none"> • All staff are trained how to lift properly. • Stairs and corridors kept clear. • Customer collection orders to be stored on ground floor 	Remind staff that they should not try to lift objects that look or appear too heavy to handle.	Manager	From now on	
			Source Trolley to be used to transport boxes of paper and other heavy items when collecting deliveries etc.	Manager	2/10/20	

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Display screen equipment	Staff risk posture problems and pain, discomfort or injuries, eg to their hands/ arms, from overuse or improper use or from poorly designed workstations or work environments. Headaches or sore eyes can also occur, eg if the lighting is poor.	<ul style="list-style-type: none"> • DSE training and assessments of workstation carried out by all new starters. Actions carried out asap. • Reassessment to be carried out at any change to work feature, eg equipment, furniture or the work environment such as lighting. • Workstation and equipment set to ensure good posture and to avoid glare and reflections on the screen. • Shared workstations are assessed for all users. • Work planned to include regular breaks or change of activity. • Lighting and temperature suitably controlled. • Adjustable blinds at window to control natural light on screen • Noise levels controlled. • Eye tests provided when needed, dutyholder to pay for basic spectacles specific for regular users of visual displays.. • Laptop users trained to carry out own DSE assessment for use away from office. When used at office, laptop should be used with docking station, screen, keyboard and mouse. 	Management to monitor to ensure staff continue to get breaks away from the computer.	Manager	4/10/19	4/10/19
			Check that identified actions from self-assessments are followed up ASAP.	Manager	21/10/19	4/10/19
			Tell staff that they are to inform their manager of any pain they have that may be linked to computer use.	All staff	21/10/19	21/10/19
			Monitor Screen resolution noted as being lower for one staff member plans to source replacement higher resolution screen	Manager	5/10/20	24/09/20
			Remind laptop users to carry out regular DSE assessment to avoid problems and identify any issues.	Manager	4/10/19	4/10/19

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Stress	All staff could be affected by factors such as lack of job control, bullying, external factors outside of the workplace	<ul style="list-style-type: none"> • Staff understand what their duties and responsibilities are. • Staff can talk to supervisors or manager if they are feeling unwell or at ease about things at work. • 'No bullying' policy. 	Remind staff they can speak confidentially to their manager or supervisors if they are feeling unwell or ill at ease because of work.	Manager	2/10/20	24/09/20
Electrical	Staff could get electrical shocks or burns from using faulty electrical equipment. Electrical faults can also lead to fires.	<ul style="list-style-type: none"> • Staff trained to spot and report (to management) any defective plugs, discoloured sockets or damaged cable/equipment. • Defective equipment taken out of use safely and promptly replaced. • Staff told not to bring in their own appliances, toasters, fans etc. 	<ul style="list-style-type: none"> • Organise electrical installation safety check 	Manager	21/12/20	
Hot Water Scolding risk of burns	Kitchen mixer tap in staff kitchen can dispense boiling hot water - skin could be scolded or burned if contact is made with hot water	<ul style="list-style-type: none"> • Staff demonstrated how kitchen hot tap operates; caution to be taken when using tap, ensure spout is directed into sink bowl and hands are away from water outlet • Area is closed off to members of the public 	<ul style="list-style-type: none"> • If staff are unsure about how to operate tap, they should speak to management for further training or avoid using the faucet 	All staff	24/09/20	24/09/20

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Fire Faulty electrics / appliances, arson, accident	If trapped, staff could suffer fatal injuries from smoke inhalation/ burns.	Regular maintenance / servicing taken care of by independent contractor 1st Class Fire Protection Ltd Electrical appliances checked for signs of wear and tear and replaced / repaired where necessary	<ul style="list-style-type: none"> • Ensure the actions identified as necessary by the fire risk assessment are done. 	Manager	From now on	
			<ul style="list-style-type: none"> • Ensure that appliances are switched off and unplugged when not in use • Staff reminded to lock gate when closing 	All Staff		
Lone working	Staff could suffer injury or ill health while out of office, eg visiting clients' offices, or while working alone in the office.	<ul style="list-style-type: none"> • Staff to record visit details in Outlook calendar and ensure a contact number is taken. • Staff not returning to the office after a visit call in to report this. 	Whereabouts of staff 'out of the office' to be monitored by office-based staff.	All Staff	From now on	
COVID-19 coronavirus	Staff could suffer ill health including respiratory problems which could prove fatal if they contract COVID-19 Transmission of the virus could happen by surface contamination or	<ul style="list-style-type: none"> • All staff required to wash hands thoroughly for 20 seconds on arrival at showroom. • After hand washing, hands should be sanitized, and once completed staff are required to record their temperature in the daily log using the infrared thermometer • Showroom open on an appointment only basis to manage social distancing 	From 24 th September implementing NHS track and trace. QR code to be scanned on entry to the building by all visitors.	Manager	24/9/20	24/9/20

	by droplet spread from an infected person through for example coughing or sneezing	<ul style="list-style-type: none"> • Customers/representatives visiting the showroom must wear a face covering. On arrival hands must be sanitized • Where possible meetings with representatives are encouraged to take place over telephone/video call as opposed to face to face at the showroom • Staff to avoid sharing equipment where possible, and to ensure that their desk, computer keyboard, monitor, mouse and telephone are cleaned thoroughly at the end of every day with appropriate cleaning equipment • Where possible staff are encouraged to use email and the telephone intercom system to communicate with other members of staff to avoid unnecessary face to face communication • Limit of one person in staff room at any one time • Staff to wear face coverings when serving customers • Social distancing of 2m at all times between staff and customers required • Signage – A frame, floor stickers, wall posters are in place throughout the showroom to reinforce the message and importance of social distancing & cleaning hands • Website updated to include a dedicated COVID-19 page, with advice to customers including links to download the new NHS track 	<p>Staff to continue to wear a face covering whilst serving customers – This is now a mandatory requirement, and no longer a recommendation</p> <p>Ensure that Staff are regularly washing face coverings and adhering to the latest NHS & government advice</p> <p>Reinforce the message to staff that if they are feeling unwell, or show any symptoms of Coronavirus that they MUST NOT attend work, and call management</p>	All Staff	24/9/20	24/9/20
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		<p>and trace app</p> <ul style="list-style-type: none">• Follow procedural advice, and ensure that when revisions are implemented that staff are advised of changes via email				
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