



Persimmon

Health, Safety
& Environment
Department

CUSTOMER CARE SAFETY MANUAL



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Westbury
partnerships

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1. INTRODUCTION

The purpose of this manual is to expand on the already comprehensive Group Health and Safety Policy and Construction Safety Manual, taking into consideration the exact control requirements relating to Customer Care work carried out on completed properties.

Specific work activities have been detailed on Group Customer Care Generic Work Risk Assessment forms, which are enclosed. You must follow these at all times and, where this is not possible, work activities must be ceased at once and your Manager must be informed immediately and further, specific risk assessments will be required. For any given work activity, several assessments may apply and knowledge of all will be needed e.g.: Stonemasonry at Height with the use of Abrasive Wheels. Further information can be found by referencing the Construction Manual.

2. PROIVSION AND USE OF WORK EQUIPMENT

All portable tools must be inspected on a regular basis specifically prior to use. A documented monthly check must be carried out on all tools other than hand tools. You are requested to complete the Customer Care Dept. checklist, noting any faults. Action will then be taken by the Manager to ensure actions are taken to service and maintain any defective equipment.

Abrasive Wheels

You must ensure that the maximum permissible operating speeds of the wheel or disc must not be exceeded and wheels must only mounted by trained, appointed competent persons. Training records will be kept of all competent personnel. Suitably designed, constructed and maintained protective devices MUST be used. If you as an operative have any doubts to the safety of the machine, do not use it and report this to your Manager. Wheels must be suitable for the intended use and have start/stop controls. It is the duty of the competent person mounting the wheel to ensure this.

Pneumatic Tools

You must check the hose and its connections and make sure the pressure gauges are working. Always shut off the air supply before changing or disconnecting a hose.

3. ELECTRICITY AT WORK

Power Tools

Under no circumstances must you carry out work on or near electrical wiring systems unless notified by your supervisor.

Only competent personnel are authorised to work on such systems.

All portable appliances shall be tested on a regular basis. If you discover an appliance in use with an out of date test certificate you must report this immediately to your Manager. It is permissible to power tools from a customer's property using a 240v protected circuit, otherwise you must always use a transformer when working to reduce the voltage to 110 maximum.

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4. WORK AT HEIGHT

Ladders and Stepladders

All ladders and stepladders to be used on site must be checked daily for defects and should only be used following an assessment of the type and duration of work to be carried out. If any faults are found the ladder must not be used and your Manager must be informed. You must ensure the ladder is:

- a) Securely fixed near the upper resting place. Where this is not practicable the ladder must be footed by a second person to prevent slipping when in use.
- b) Have a firm level footing and not rest on any loose surface.
- c) Be appropriately secured against undue swaying or sagging
- d) Be evenly and properly supported on each side or stile.

Ladders used must extend 1.05 metres above the stepping off point although this does not apply if there is another adequate handhold.

Access Tower Scaffold

Trained operatives may only erect access tower scaffold. When scaffold is in use it is your duty to report any structural faults immediately to your Manager and do not use the scaffold until authorised to do so. All working platforms must be fitted with handrails toe boards and or brickguards or intermediate rails. These may be removed only for the transfer of materials but must be replaced as soon as practicable.

MEWP's

Trained operatives may only use MEWP's. When MEWP's are in use it is the duty of the trained Customer Care Operative to report any faults immediately to your Manager and/or the supplier and do not use the MEWP until authorised to do so.

Refer to HSMS [standards](#) – Working at Height

5. MANUAL HANDLING REGS

You must make full and proper use of any work equipment, system and training introduced by the company in compliance with the above mentioned Regulations. The most common injuries are to the back but others include pulled muscles, trapped and crushed fingers, hands and feet, plus cuts and grazes.

Do not try to lift anything which is clearly too large or awkward. Get Help.

6. NOISE AT WORK

You must take all reasonable steps to ensure that the risk of hearing damage to yourself and others from a noisy environment is reduced to a minimum. If the equipment you use is fitted with silencing controls, ensure they are in place. Follow the manufacturer's recommendations on hearing protection when using noisy machinery. It is your duty to follow all rules regarding noise and hearing protection.

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7. PERSONAL PROTECTIVE EQUIPMENT (PPE)

You must wear the PPE provided and keep your general PPE in good order. Types of equipment provided includes hard hats, safety footwear, dust masks, safety goggles, ear defenders and gloves.

Refer to HSMS [standards](#) – Personal Protective Equipment

8. REPORTING INCIDENTS

An accident, incidents or near misses, however slight, must be reported to your Manager who will record the incident in the internal accident report form.

Refer to HSMS [standards](#) – Health and Safety Incident Reporting

9. FIRST AID

You will be provided with an emergency First Aid Kit which must be kept replenished at all times. You are required to complete the one day emergency at work first aid course.

10. CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

There are many materials, which can be a hazard to health that need to be controlled. The manufacturers must provide information on the correct precautions to be taken when using such materials. These instructions must be followed and use protective equipment wherever necessary. Refer to COSHH manual.

When carrying out cutting and mixing operations, these must be undertaken outside of properties to avoid the build-up of dust. The relevant respiratory equipment must be worn during these operations.

Refer to HSMS [standards](#) – Dust

11. MANNING LEVELS

Only work established as low risk should be allowed to be carried out by a single lone worker. Where the work involves working at height, excessive manual handling etc. then a further assessment of the correct manning levels should be carried out by Customer Care Management.

12. TRANSPORT

Should a van be provided, then the interior must be designed in order to carry tools and equipment safely giving due consideration to the security of the equipment in the way it is restrained. Passengers must only be carried where correctly fitted seats have been provided.

Should it be necessary to carry flammable materials and/or gases, then warning signs must be provided on the outside of the vehicle. When ladders are to be carried, ladder racks and clamps must be provided and used. A 2kg dry powder fire extinguisher must be provided in the van and be easily accessible.

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13. THIRD PARTY PROTECTION

It is essential that Customer Care personnel involved in this type of work appreciate the close proximity the work is likely to be to the general public. Those possibly affected could include children, home owners, family and visitors to the house as well as persons passing the location where work is taking place.

Consideration and care must be taken not to endanger these persons when involved in Customer Care or remedial works. Where possible 'isolate' the area. Discuss the work with the house owner and agree the isolation area. If necessary provide guards, fencing, barriers and/or a banksman to keep third parties out of the offending area. Provide adequate lighting. Where material has to be stored or where parts are removed and stored then ensure they are placed safely and protected in a lay down area. Do not lean door panels and other items on walls where they can be easily dislodged and fall.

14. GENERAL

It is essential that those involved in customer care operations conform to instructions contained in any job sheet requirements. Should the customer/client require other work to be completed, then due consideration must be given to the Health and Safety implications and, where necessary, further advice and resources must be requested by all Customer Care operatives.

There may be times when the following work activities are required, however these must only be authorised and undertaken when specific Risk Assessments have been carried out.

- Confined Spaces
- Road Works
- Roofwork

Generic Risk Assessments relating to these work activities can be also found in the Construction Manual.

15. SAFETY CONCERNS

If anyone has a safety concern, this can be reported via the safety concerns line – 01904 809590. Alternatively the person can email:

safetyconcerns@persimmonhomes.com

safetyconcerns@charleschurch.com

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CUSTOMER CARE WORK RISK ASSESSMENT FORM

Work activities covered by this assessment: USE OF ABRASIVE WHEELS

Personnel at risk: Operatives

The risk rating criteria is listed below:

High	Work activity has the potential severity to cause a fatal/major injury and is certain or more than likely to occur
Medium	Work activity could cause injury resulting in loss time disability and is reasonably likely to occur
Low	Work activity may cause other injury but is seldom unlikely to occur

Hazards:		Risk Rating	
		Without Controls	With Controls
1.	Burst wheel/disc	Medium	Low
2.	Contact/entanglement with wheel	Medium	Low
3.	Flying particles from fractured wheel	Medium	Low
4.	Flying particles from materials being cut	Medium	Low
5.	Noise	Medium	Low
Work activities require use of Sub-Contractor;- Yes/ NO	Name & Address:		Method Statement Obtained Yes/NO
Controls	<ul style="list-style-type: none"> The occupants of properties being worked on must be informed of the activities prior to them being undertaken Only trained and authorised persons to use this equipment or change the wheel or disc. The correct wheel must be chosen for the task. Ensure the machine and the wheels are compatible. The maximum speed of the wheel must not be less than the maximum speed of the machine spindle Guards must be in position and properly adjusted Dust suppression must be used All necessary PPE must be worn at all times <p>Note; See Also Generic Risk Assessment 4 and general guidance detailed in the Construction & COSHH Manuals.</p>		
Training;-	Abrasive wheel training including PUWER 1998 and Safety in the Use of Abrasive Wheels HS (G) 17, records of appointed persons will be kept in the register (F. 2346) CITB grant funded one day safety awareness course for operatives		
Work Equipment;-	All cutting machines and discs must be inspected prior to use and a documented inspection report (for machines) must be undertaken on a monthly basis. Any defects noted on the visual or written inspection must be reported immediately to your Manager. In this instance the machine or discs must not be used.		
Personal Protective Equipment;-	Hard Hat, Safety Footwear, suitable eye protection, suitable ear defenders. If respiratory equipment is necessary a further assessment must be undertaken.		
Other;-			



CUSTOMER CARE WORK RISK ASSESSMENT FORM

Work activities covered by this assessment: BRICKWORK/BLOCKWORK AT GROUND LEVEL

Personnel at risk: Operatives, other workers in the area, members of the public in close proximity

The risk rating criteria is listed below:

High	Work activity has the potential severity to cause a fatal/major injury and is certain or more than likely to occur
Medium	Work activity could cause injury resulting in loss time disability and is reasonably likely to occur
Low	Work activity may cause other injury but is seldom unlikely to occur

Hazards:		Risk Rating	
		Without Controls	With Controls
1. Manual Handling		Medium	Low
2. Slips, Trips		Medium	Low
3. Collapse of brick/blockwork		Medium	Low
4. Machinery entanglement		Medium	Low
5. Contact with mortar		Medium	Low
6. Cuts		Low	Low
Work activities require use of Sub-Contractor;- Yes/ NO	Name & Address: To be specified		Method Statement Obtained Yes/ NO
Controls	<ul style="list-style-type: none"> The occupants of properties being worked on must be informed of the activities prior to them being undertaken Cement bags must not exceed 25Kg in weight Following an assessment of the load to be lifted do not try to lift anything which is clearly too heavy, too large or too awkward. Get Help! Ensure all work areas are maintained in a clean and tidy condition All materials must be stacked on a level base to avoid toppling Wash hands at regular intervals Ensure all guards are in place when using machinery All necessary PPE must be worn at all times <p>Note: See Also Generic Risk Assessment 5 and general guidance detailed in the Construction & COSHH Manuals.</p>		
Training;-	CITB grant funded one day safety awareness course for operatives Relevant CSCS Card		
Work Equipment;-	All cement mixers must be inspected prior to use and a documented inspection report must be undertaken on a monthly basis. Any defects noted on the visual or written inspection must be reported immediately to your Manager. In this instance the machinery must not be used.		
Personal Protective Equipment;-	Hard Hat, Safety Footwear, Gloves		
Other;-	Requests must be made to the occupants of the properties worked on for hand and arm wash facilities if these are not available in a site compound		



CUSTOMER CARE WORK RISK ASSESSMENT FORM

Work activities covered by this assessment: CARPENTRY & JOINERY

Personnel at risk: Operatives and clients

The risk rating criteria is listed below:

High	Work activity has the potential severity to cause a fatal/major injury and is certain or more than likely to occur
Medium	Work activity could cause injury resulting in loss time disability and is reasonably likely to occur
Low	Work activity may cause other injury but is seldom unlikely to occur

Hazards:		Risk Rating	
		Without Controls	With Controls
1. Slip/trips		Medium	Low
2. Struck by flying materials		Medium	Low
Work activities require use of Sub-Contractor;- Yes/NO	Name & Address:		Method Statement Obtained Yes/NO
Controls	<ul style="list-style-type: none"> The occupants of properties being worked on must be informed of the activities prior to them being undertaken Ensure all work areas are maintained in a clean and tidy condition All hand tools, i.e. hammers, chisels etc, are replaced in tool box/bag when not in use. All necessary PPE must be worn at all times <p>Note; See Also Generic Risk Assessment 40 and general guidance detailed in the Construction & COSHH Manuals.</p>		
Training;-	CITB grant funded one day safety awareness course for operatives Relevant CSCS Card		
Work Equipment;-	All work equipment must be inspected prior to use and, where applicable for power tools, a documented inspection report must be undertaken on a monthly basis. Any defects noted on the visual or written inspection must be reported immediately to your Manager. In this instance tools must not be used.		
Personal Protective Equipment;-	Safety footwear, goggles, gloves, ear defenders (where applicable)		
Other;-			



CUSTOMER CARE WORK RISK ASSESSMENT FORM

Work activities covered by this assessment: DRY LINING

Personnel at risk: Operatives, persons in the vicinity

The risk rating criteria is listed below:

High	Work activity has the potential severity to cause a fatal/major injury and is certain or more than likely to occur
Medium	Work activity could cause injury resulting in loss time disability and is reasonably likely to occur
Low	Work activity may cause other injury but is seldom unlikely to occur

Hazards:		Risk Rating	
		Without Controls	With Controls
1. Slips, trips, falls		High	Low
2. Cuts		High	Low
3. Handling of wet/dry materials		Medium	Low
4. Dust		Medium	Low
Work activities require use of Sub-Contractor;- Yes/ NO	Name & Address:		Method Statement Obtained Yes/ NO
Controls	<ul style="list-style-type: none"> The occupants of properties being worked on must be informed of the activities prior to them being undertaken All cutting and mixing operations must be undertaken outside of occupied properties Two persons must be in attendance for lifting full sheets Keep hands and arms covered during operations to avoid skin irritants Ensure all work areas are maintained in a clean and tidy condition All cutting tools must be replaced in tool box/bag when not in use All necessary PPE must be worn at all times Wash hands at regular intervals <p>Note; See Also Generic Risk Assessment 10, 31, 40, and general guidance detailed in the Construction & COSHH Manuals.</p>		
Training;-	CITB grant funded one day safety awareness course for operatives Relevant CSCS Card		
Work Equipment;-	All work equipment must be inspected prior to use and, where applicable for power tools, a documented inspection report must be undertaken on a monthly basis. Any defects noted on the visual or written inspection must be reported immediately to your Manager. In this instance tools must not be used.		
Personal Protective Equipment;-	Gloves, safety footwear, goggles, ear defenders (where applicable)		
Other;-	Requests must be made to the occupants of the properties worked on for hand and arm wash facilities if these are not available in a site compound		



CUSTOMER CARE WORK RISK ASSESSMENT FORM

Work activities covered by this assessment: EXCAVATIONS/UNDERGROUND SERVICES

Personnel at risk: Operatives, other workers in the area, members of the public in close proximity

The risk rating criteria is listed below:

High	Work activity has the potential severity to cause a fatal/major injury and is certain or more than likely to occur
Medium	Work activity could cause injury resulting in loss time disability and is reasonably likely to occur
Low	Work activity may cause other injury but is seldom unlikely to occur

Hazards:		Risk Rating	
		Without Controls	With Controls
1. Striking underground cables, resulting in electric shock, explosion, gas leak		High	Low
2. Machine overturning		High	Low
3. Fall of men		High	Low
4. Fall of materials		High	Low
5. Persons being struck by machine		High	Low
Work activities require use of Sub-Contractor;- YES/No	Name & Address: To be specified		Method Statement Obtained YES/No
Controls	<ul style="list-style-type: none"> The occupants of properties being worked on must be informed of the activities prior to them being undertaken Existing site plans must be consulted and cable/metal location equipment must be used. Existing cables must be marked out prior to excavating Hand digging methods must be used with 0.5 metres of any known cable/pipe Where necessary, the work area must be fenced off with appropriate warning signs in place to restrict access All necessary PPE must be worn at all times <p>Note; See Also Generic Risk Assessment 7 & 8 and general guidance detailed in the Construction Manual.</p>		
Training;-	All plant operators must hold a current CPCS certificate CITB grant funded one day safety awareness course for operatives Relevant CSCS Card		
Work Equipment;-	All hired machinery must be accompanied with up to date examination certificates and inspection reports. Prior to the return of this machine, or every seven days, the Persimmon operative must complete the weekly checklist provided. This must be initialled by his Manager. All other equipment must be inspected prior to use and a documented report must be undertaken on a monthly basis. Any defects noted must be reported immediately to your Manager. In this instance the ladder must not be used.		
Personal Protective Equipment;-	Hard hats, safety footwear, ear defenders, suitable eye protection (where applicable)		
Other;-	All excavation activities other than the use of mini 360 excavator for shallow (less than 1m deep) work will be carried out by a sub-contractor employed through the normal Quantity Surveyor channels.		



CUSTOMER CARE WORK RISK ASSESSMENT FORM

Work activities covered by this assessment: GLAZING

Personnel at risk: Operatives, other workers in the vicinity, members of the public

The risk rating criteria is listed below:

High	Work activity has the potential severity to cause a fatal/major injury and is certain or more than likely to occur
Medium	Work activity could cause injury resulting in loss time disability and is reasonably likely to occur
Low	Work activity may cause other injury but is seldom unlikely to occur

Hazards:		Risk Rating	
		Without Controls	With Controls
1. Handling panels at height		High	Low
2. Falls of men		High	Low
3. Falls of materials		High	Low
4. Cuts		High	Low
Work activities require use of Sub-Contractor;- Yes/ NO	Name & Address: To be specified		Method Statement Obtained Yes/ NO
Controls	<ul style="list-style-type: none"> The occupants of properties being worked on must be informed of the activities prior to them being undertaken Glass panels must be tightly secured during transit Only one panel at a time must be transferred for installation using suitable carrying and fitting equipment Panels must not be stored on clients properties All breakage's must be swept and cleaned up immediately All necessary controls must be in place for carrying out glazing at height (see working at height assessments) All necessary PPE must be worn at all times <p>Note; See Also Generic Risk Assessment 25 and general guidance detailed in the Construction Manual.</p>		
Training;-	CITB grant funded one day safety awareness course for operatives		
Work Equipment;-			
Personal Protective Equipment;-	Rubber faced gloves, safety footwear, hard hats, goggles		
Other;-			



CUSTOMER CARE WORK RISK ASSESSMENT FORM

Work activities covered by this assessment: HAND TOOLS

Personnel at risk: Operatives, occupants

The risk rating criteria is listed below:

- High Work activity has the potential severity to cause a fatal/major injury and is certain or more than likely to occur
Medium Work activity could cause injury resulting in loss time disability and is reasonably likely to occur
Low Work activity may cause other injury but is seldom unlikely to occur

Hazards:		Risk Rating	
		Without Controls	With Controls
1. Misuse of hand tools		Medium	Low
2. Flying objects		Medium	Low
3. Cuts		Medium	Low
4. Faulty hand tools		Medium	Low
Work activities require use of Sub-Contractor;- Yes/NO	Name & Address:		Method Statement Obtained Yes/NO
Controls	<ul style="list-style-type: none"> The occupants of properties being worked on must be informed of the activities prior to them being undertaken All hand tools must be inspected prior to use Hand tools must only be used for their intended purpose All hand tools, i.e. hammers, chisels etc, are replaced in tool box/bag when not in use All necessary PPE must be worn at all times <p>Note; See Also Generic Risk Assessment 40</p>		
Training;-	CITB grant funded one day safety awareness course for operatives Specific hand tool training as is necessary		
Work Equipment;-	All hand tools must be visually inspected prior to use. If any defects are found they must be reported and replacement tools obtained.		
Personal Protective Equipment;-	Goggles, gloves, safety footwear		
Other;-			



CUSTOMER CARE WORK RISK ASSESSMENT FORM

Work activities covered by this assessment: HYDRAULIC/PNEUMATIC TOOLS

Personnel at risk: Operatives, other persons in the immediate vicinity

The risk rating criteria is listed below:

High	Work activity has the potential severity to cause a fatal/major injury and is certain or more than likely to occur
Medium	Work activity could cause injury resulting in loss time disability and is reasonably likely to occur
Low	Work activity may cause other injury but is seldom unlikely to occur

Hazards:		Risk Rating	
		Without Controls	With Controls
1. Flying particles		High	Low
2. Noise		High	Low
3. Hand Arm Vibration		High	Low
4. Equipment failure		Medium	Low
Work activities require use of Sub-Contractor;- Yes/NO	Name & Address:		Method Statement Obtained Yes/NO
Controls	<ul style="list-style-type: none"> The occupants of properties being worked on must be informed of the activities prior to them being undertaken Where necessary, the work area must be fenced off with appropriate warning signs in place The occupants of properties being worked on must be informed of the activities prior to them being undertaken Check that all connections are free from grease and oil. Place barriers around work areas. All necessary PPE must be worn at all times <p>Note; See Also Generic Risk Assessment 12, and general guidance detailed in the Construction Manual.</p>		
Training;-	CITB grant funded one day safety awareness course for operatives Specific equipment training as is necessary, including the wearing of suitable PPE		
Work Equipment;-	All hydraulic/pneumatic equipment must be visually inspected prior to use. A documented inspection report of all equipment must be undertaken monthly. Any defects found on the visual or written inspection must be reported immediately to your Manager. In this instance the equipment must not be used.		
Personal Protective Equipment;-	Safety footwear, ear defenders, goggles, prescribed gloves, hard hat		
Other;-			



CUSTOMER CARE WORK RISK ASSESSMENT FORM

Work activities covered by this assessment: LEADWORK

Personnel at risk: Operatives

The risk rating criteria is listed below:

- High Work activity has the potential severity to cause a fatal/major injury and is certain or more than likely to occur
- Medium Work activity could cause injury resulting in loss time disability and is reasonably likely to occur
- Low Work activity may cause other injury but is seldom unlikely to occur

Hazards:		Risk Rating	
		Without Controls	With Controls
1. Ingestion, inhalation, absorption		High	Low
2. Manual handling of lead		Medium	Low
Work activities require use of Sub-Contractor;- Yes/ NO	Name & Address:		Method Statement Obtained Yes/ NO
Controls	<ul style="list-style-type: none"> The occupants of properties being worked on must be informed of the activities prior to them being undertaken All cutting operations must be undertaken outside of occupied properties Two persons must be in attendance for lifting heavy loads Keep hands and arms covered during operations to avoid lead contact Ensure all work areas are maintained in a clean and tidy condition All necessary PPE must be worn at all times Wash hands at regular intervals <p>Note: See Also general guidance detailed in the Construction & COSHH Manuals.</p>		
Training;-	CITB grant funded one day safety awareness course for operatives		
Work Equipment;-			
Personal Protective Equipment;-	Gloves, respiratory equipment, safety footwear		
Other;-	Requests must be made to the occupants of the properties worked on for hand and arm wash facilities if these are not available in a site compound		



CUSTOMER CARE WORK RISK ASSESSMENT FORM

Work activities covered by this assessment: WORKING AT HEIGHT – MOBILE ELEVATED WORKING PLATFORM

Personnel at risk: Operatives, persons working below the area, persons passing the work activity

The risk rating criteria is listed below:

High	Work activity has the potential severity to cause a fatal/major injury and is certain or more than likely to occur
Medium	Work activity could cause injury resulting in loss time disability and is reasonably likely to occur
Low	Work activity may cause other injury but is seldom unlikely to occur

Hazards:		Risk Rating	
		Without Controls	With Controls
1. Falls from height of operatives		High	Low
2. Fall of materials		High	Low
3. Adverse weather conditions		High	Low
Work activities require use of Sub-Contractor;- YES/No	Name & Address: To be specified		Method Statement Obtained YES/No
Controls;-	<ul style="list-style-type: none"> The occupants of properties being worked on must be informed of the activities prior to them being undertaken <p>These controls relate primarily to “cherry pickers”. However, the advice is also relevant to scissor-type MEWPs if the operator is at risk of falling, e.g. as a result of leaning over the guard rail.</p> <p>Precautions for safe work from MEWP include:</p> <ol style="list-style-type: none"> guard rails round the edge of the basket to stop the user falling toe-boards around the edge of the platform use of stability devices, e.g. outriggers, provided to make the machine stable locking-out controls (other than those in the basket) to prevent inadvertent operation a safe system of work which includes: <ol style="list-style-type: none"> planning the job (the lifting operations and lifting operations regulations 1998 reg.8) use of trained/experienced operator(s) instructions when to enter/leave the basket e.g. when basket is fully lowered instructions in emergency procedures such as evacuation, should the power be lost instruction in the use, where necessary, of fall restraint or, in high risk situations, fall arrest equipment Barriers to be placed around work area to restrict public access. <p>High risk activities requiring fall arrest equipment are where:</p> <ol style="list-style-type: none"> there are protruding features which could trap the basket nearby vehicles or mobile plant could foreseeable collide with, or make accidental contact with, the MEWP. Situations include work, in the vicinity of very wet or slippery road surfaces, and where the MEWP may intrude into the safety zone of a traffic management section rapid movement of the machine is possible the nature of the work being done from the basket may mean operators are more likely to lean out. <p>This may happen, for example when operators:</p> <ol style="list-style-type: none"> inadvertently, or for reasons of speed and convenience, overreach or stretch from the basket and may overbalance are handling awkward work pieces which may move unexpectedly <ul style="list-style-type: none"> All operatives must be supplied with the correct safety harness. When confirming the use of MEWP's, documented emergency procedures, including rescue plans must be detailed as an assertion to this risk assessment. 		

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	Note; See Also Generic Risk Assessment 44 and general guidance detailed in the Construction Manual. Cont./..
Training;-	CITB grant funded one day safety awareness course for operatives CPCS/IPAF Trained in the correct use of safety harnesses
Work Equipment;-	Must be inspected in line with suppliers requirements
Personal Protective Equipment;-	Hard Hat, Safety Footwear, Hi-Viz clothing
Other;-	



CUSTOMER CARE WORK RISK ASSESSMENT FORM

Work activities covered by this assessment: INTERNAL PAINTWORK

Personnel at risk: Operatives, Occupants

The risk rating criteria is listed below:

High	Work activity has the potential severity to cause a fatal/major injury and is certain or more than likely to occur
Medium	Work activity could cause injury resulting in loss time disability and is reasonably likely to occur
Low	Work activity may cause other injury but is seldom unlikely to occur

Hazards:		Risk Rating	
		Without Controls	With Controls
1. Paint inhalation, absorption or ingestion		Medium	
2. Spillage's			
3. Fire			
Work activities require use of Sub-Contractor;- YES/NO	Name & Address:		Method Statement Obtained YES/NO
Controls	<ul style="list-style-type: none"> The occupants of properties being worked on must be informed of the activities prior to them being undertaken All mixing operations must be undertaken outside of occupied properties Dust sheets must be used Keep arms and hands covered during operations to avoid skin irritants Ensure all work areas are maintained in a clean and tidy condition Spillages must be cleaned immediately and mop up materials must be disposed in a safe manner. Materials not in use must be stored in your vehicle at all times All necessary PPE must be worn at all times Wash hands at regular intervals <p>Note: See Also Generic Risk Assessment 40 and general guidance detailed in the Construction & COSHH Manuals.</p>		
Training;-	CITB grant funded one day safety awareness course for operatives		
Work Equipment;-	<p>All work equipment must be inspected prior to use and, where applicable for power tools, a documented inspection report must be undertaken on a monthly basis. Any defects noted on the visual or written inspection must be reported immediately to your Manager. In this instance tools must not be used.</p> <p>Necessary fire extinguishers must be provided and serviced at regular intervals.</p>		
Personal Protective Equipment;-	Hard hat, gloves, safety footwear, goggles, ear defenders (where applicable)		
Other;-	Requests must be made to the occupants of the properties worked on for hand and arm wash facilities if these are not available in a site compound		



CUSTOMER CARE WORK RISK ASSESSMENT FORM

Work activities covered by this assessment: INTERNAL PLASTERING

Personnel at risk: Operatives, Occupants

The risk rating criteria is listed below:

High	Work activity has the potential severity to cause a fatal/major injury and is certain or more than likely to occur
Medium	Work activity could cause injury resulting in loss time disability and is reasonably likely to occur
Low	Work activity may cause other injury but is seldom unlikely to occur

Hazards:		Risk Rating	
		Without Controls	With Controls
1. Manual Handling		Medium	Low
2. Skin contact with mortar		Medium	Low
3. Fall of materials		Medium	Low
4. Falls		Medium	Low
Work activities require use of Sub-Contractor;- YES/NO	Name & Address:		Method Statement Obtained YES/NO
Controls	<ul style="list-style-type: none"> The occupants of properties being worked on must be informed of the activities prior to them being undertaken All mixing operations must be undertaken outside of occupied properties Dust sheets must be used Keep arms covered during operations to avoid skin irritants Ensure all work areas are maintained in a clean and tidy condition Spillage's must be cleaned immediately All necessary PPE must be worn at all times Wash hands at regular intervals <p>Note: See Also Generic Risk Assessment 10 and general guidance detailed in the Construction & COSHH Manuals.</p>		
Training;-	CITB grant funded one day safety awareness course for operatives		
Work Equipment;-	All work equipment must be inspected prior to use and, where applicable for power tools, a documented inspection report must be undertaken on a monthly basis. Any defects noted on the visual or written inspection must be reported immediately to your Manager. In this instance tools must not be used.		
Personal Protective Equipment;-	Hard hat, gloves, safety footwear, goggles, ear defenders (where applicable)		
Other;-	Requests must be made to the occupants of the properties worked on for hand and arm wash facilities if these are not available in a site compound		



CUSTOMER CARE WORK RISK ASSESSMENT FORM

Work activities covered by this assessment: USE OF ELECTRICAL TOOLS

Personnel at risk: Operatives, Occupants

The risk rating criteria is listed below:

- High Work activity has the potential severity to cause a fatal/major injury and is certain or more than likely to occur
- Medium Work activity could cause injury resulting in loss time disability and is reasonably likely to occur
- Low Work activity may cause other injury but is seldom unlikely to occur

Hazards:		Risk Rating	
		Without Controls	With Controls
1. Electric shock		High	Low
2. Cuts		High	Low
3. Hit by flying particles		High	Low
4. Trips from cables		Medium	Low
5. Noise		Medium	Low
Work activities require use of Sub-Contractor;- YES/No	Name & Address:		Method Statement Obtained YES/No
Controls	<ul style="list-style-type: none"> The occupants of properties being worked on must be informed of the activities prior to them being undertaken Ensure all power tools work off 110v only Power tools must be unplugged and isolated when not in use Where possible avoid running cable great distances The occupants of properties being worked on must be informed of the activities prior to them being undertaken All necessary PPE must be worn at all times <p>Note: See Also Generic Risk Assessment 30 and general guidance detailed in the Construction & COSHH Manuals.</p>		
Training:-	CITB grant funded one day safety awareness course for operatives Operatives must follow all manufacturers recommended safe operation methods		
Work Equipment:-	All power tools must have a current PAT certificate and be visually inspected prior to use. A documented inspection report of all equipment must be undertaken monthly. Any defects found on the visual or written inspection must be reported immediately to your Manager. In this instance the power tool must not be used.		
Personal Protective Equipment:-	Where applicable;- Gloves, goggles, ear defenders, dust masks		
Other:-			



CUSTOMER CARE WORK RISK ASSESSMENT FORM

Work activities covered by this assessment: SMALL WORKS STONEMASONRY

Personnel at risk: Operatives, people in close vicinity

The risk rating criteria is listed below:

High	Work activity has the potential severity to cause a fatal/major injury and is certain or more than likely to occur
Medium	Work activity could cause injury resulting in loss time disability and is reasonably likely to occur
Low	Work activity may cause other injury but is seldom unlikely to occur

Hazards:		Risk Rating	
		Without Controls	With Controls
1. Dust exposure		High	
2. Flying Particles		High	
3. Manual Handling		Medium	
4. Contact with mortar		Medium	
5. Noise		Medium	
Work activities require use of Sub-Contractor;- YES/NO	Name & Address:		Method Statement Obtained YES/NO
Controls	<ul style="list-style-type: none"> The occupants of properties being worked on must be informed of the activities prior to them being undertaken Cement bags must not exceed 25Kg in weight Following an assessment of the load to be lifted do not try to lift anything which is clearly too heavy, too large or too awkward. Get Help! Ensure all work areas are maintained in a clean and tidy condition All materials must be stacked on a level base to avoid toppling Wash hands at regular intervals (use of barrier creams) Ensure eye protection is worn All other necessary PPE must be worn at all times <p>Note: See Also Generic Risk Assessment 4, 5, 10, 19, 31 and general guidance detailed in the Construction & COSHH Manuals.</p>		
Training;-	CITB grant funded one day safety awareness course for operatives		
Work Equipment;-	All work equipment must be inspected prior to use and, where applicable for power tools, a documented inspection report must be undertaken on a monthly basis. Any defects noted on the visual or written inspection must be reported immediately to your Manager. In this instance tools must not be used.		
Personal Protective Equipment;-	Goggles, hard hat, gloves, safety footwear, ear defenders (where applicable). Suitable Face/Respiratory equipment must be provided for cutting operations.		
Other;-	Requests must be made to the occupants of the properties worked on for hand and arm wash facilities if these are not available in a site compound		



CUSTOMER CARE WORK RISK ASSESSMENT FORM

Work activities covered by this assessment: USE OF CUSTOMER CARE SERVICE VEHICLES

Personnel at risk: **Operatives, general road users**

The risk rating criteria is listed below:

High	Work activity has the potential severity to cause a fatal/major injury and is certain or more than likely to occur
Medium	Work activity could cause injury resulting in loss time disability and is reasonably likely to occur
Low	Work activity may cause other injury but is seldom unlikely to occur

Hazards:		Risk Rating	
		Without Controls	With Controls
1. Failure of vehicle		High	Low
2. Overturning of vehicle		High	Low
Work activities require use of Sub-Contractor;- YES/NO	Name & Address:		Method Statement Obtained YES/NO
Controls	<ul style="list-style-type: none"> All vehicles will display the un-laden vehicle weight. All vehicles will display the normal laden vehicle weight. Where drivers of vehicles are unsure of the weight of the loaded they are carrying, they must ensure the vehicle is weighed at one of the weigh-bridges registered on the list held in every vehicle. <p>Note: See Also Generic Risk Assessment 38 and general guidance detailed in the Construction & COSHH Manuals.</p>		
Training;-	All vehicle drivers must hold current, relevant driving licences issued by the Driver Vehicle Licensing Centre. All drivers have been instructed to ensure the weight limit on all vehicles is not broken. If they are unsure, a list of weigh-bridges throughout the region should be held within each vehicle, and must be used to check vehicle weight when unsure.		
Work Equipment;-	All vehicles must hold current MOT Certificates, be fully licensed		
Personal Protective Equipment;-	Hi-Viz Warning Cone/Triangle		
Other;-			



CUSTOMER CARE WORK RISK ASSESSMENT FORM

Work activities covered by this assessment: WORKING AT HEIGHT – LADDERS

Personnel at risk: Operatives, persons working below the area, persons passing the work activity

The risk rating criteria is listed below:

High	Work activity has the potential severity to cause a fatal/major injury and is certain or more than likely to occur
Medium	Work activity could cause injury resulting in loss time disability and is reasonably likely to occur
Low	Work activity may cause other injury but is seldom unlikely to occur

Hazards:		Risk Rating	
		Without Controls	With Controls
1. Falls from height of operatives		High	Low
2. Fall of materials		High	Low
3. Adverse weather conditions		High	Low
Work activities require use of Sub-Contractor;- Yes/ NO	Name & Address:		Method Statement Obtained Yes/ NO
Controls;-	<ul style="list-style-type: none"> The occupants of properties being worked on must be informed of the activities prior to them being undertaken A ladder must only be used where a risk assessment has been completed which demonstrates that the use of more suitable work equipment is not reasonably practicable. Ensure the ladder can be securely fixed against slipping outwards or sideways- secure the stiles at or near their upper ends. Check the conditions on the site (eg exposure, weather, movement of persons or vehicles) ensure they are taken into account. Ensure that the user has a safe handhold and is close enough to the work. Ensure that the ladder is not so long or so flexible that sway and vibration could cause loss of balance. Check the ability, training and experience of the users. Check the strength, the surface condition and the type of structure against which the ladder is to rest. Check the nature of the work and the type of tools required and the weight of article to be fixed. Check the ladder is in good condition. Check the ladder is of suitable quality for industrial use. Check the ladder is fitted with non-slip feet; or other effective stability device including being footed by a competent person. Check the inclination of the ladder conforms with the one-in-four rule. <p>Note; See Also Generic Risk Assessment 34 and general guidance detailed in the Construction Manual.</p>		



Training;-	CITB grant funded one day safety awareness course for operatives
Work Equipment;-	All ladders must be inspected prior to use and a documented inspection report must be undertaken on a monthly basis. Any defects noted on the visual or written inspection must be reported immediately to your Manager. In this instance the ladder must not be used.
Personal Protective Equipment;-	Hard Hat Safety Footwear
Other;-	



CUSTOMER CARE WORK RISK ASSESSMENT FORM

**Work activities covered by this assessment: WORKING AT HEIGHT – ACCESS TOWER
SCAFFOLD**

Personnel at risk: Operatives, persons working below the area, persons passing the work activity

The risk rating criteria is listed below:

- High Work activity has the potential severity to cause a fatal/major injury and is certain or more than likely to occur
- Medium Work activity could cause injury resulting in loss time disability and is reasonably likely to occur
- Low Work activity may cause other injury but is seldom unlikely to occur

Hazards:		Risk Rating	
		Without Controls	With Controls
1. Falls from height of operatives		High	Low
2. Fall of materials		High	Low
3. Adverse weather conditions		High	Low
Work activities require use of Sub-Contractor;- YES/No	Name & Address: To be specified		Method Statement Obtained YES/No
Controls;-	<ul style="list-style-type: none"> The occupants of properties being worked on must be informed of the activities prior to them being undertaken Ensure the base is not on soft and uneven spots, the supporting ground should be made solid or be bridged. Where it is appropriate to use sole plates or base plates, they should be checked to see that they are properly installed. The foundation should be checked to see that there is no possibility of undermining. Ensure that castors/wheels are restrained in the tower frame, and any adjustable legs should be checked for correct seating. While the tower is in use the wheels should be braked. For tube and fitting towers, standards and ledgers should be checked to ensure that they are vertical and level, respectively: similar checks should be carried out for systems and prefabricated towers. Damaged or grossly corroded tubes should be replaced or reinforced with sound members. Bracing and other members on prefabricated towers should be checked to ensure that latching hooks are seated properly and functioning correctly. Joints should be inspected for damage to tubes, welds or connections, or looseness of fit. Any damaged couplers on tube and fitting towers should be replaced, and loose or incorrectly fitted ones should be rectified. Sleeve couplers should always be used for connecting members end to end. A check should be made that there is the correct number of boards in the width of the scaffold, and that they are adequately supported. Boards should be examined for excessive damage, and any faulty boards replaced as necessary. Platform boards should be (950mm) checked for the correct operation of any trap doors. The height of the guard rail should be checked and any loose, defective or missing items corrected. Check for plan and facade bracing, depending on the type of tower scaffold and manufacturer's instructions. Missing braces should be replaced and loose braces tightened. The attachment and positioning of stabilisers or outriggers should be checked. On mobile towers the eight to base ratio or the manufacturer's recommended maximum height should not be exceeded. On static towers, ties, when required, must be fixed and maintained. <p>Note: See Also Generic Risk Assessment 39 and general guidance detailed in the Construction & COSHH Manuals.</p>		
Training;-	CITB grant funded one day safety awareness course for operatives PASMA Training		



Work Equipment;-	All access tower scaffold provided must be handed over to the Persimmon operative by the supplier prior to first use If the scaffold is left unattended overnight it must be checked prior to use on any subsequent days. Any defects noted must be reported immediately to your Manager. The scaffold must not be used
Personal Protective Equipment;-	Hard Hat, Safety Footwear
Other;-	