

Example risk assessment for a motor vehicle showroom

Setting the scene

The company sells motor vehicles from a small showroom and forecourt on a high street. Opening hours are 10.00 am to 6.00 pm, 7 days a week.

Ten staff work at the company, five full-time and five part-time. Apart from the showroom and forecourt, there are two offices (one for closing sales and completing documentation, one for the manager and company secretary), a designated car wash/valet area behind the showroom, a small kitchen, toilet and washing facilities. Vehicle servicing and repair is done off-site, by a different company.

The premises are cleaned every day, between 5.30 pm and 6.30 pm, by staff from a contract cleaning company. The same company also cleans the showroom and office windows, and supplies staff for car valeting and washing.

The premises were built in 2003 and do not contain any asbestos.

The owner carried out the risk assessment.

How was the risk assessment done?

The owner first looked at the relevant guidance on the HSE website including:

- The health and safety toolbox: How to control risks at work (www.hse.gov.uk/toolbox/index.htm)
- Health and safety in the motor vehicle repair (MVR) industry (www.hse.gov.uk/mvr/index.htm)

He then identified the hazards in the showroom. He did this by:

- walking around the premises noting things that might cause harm, and taking into consideration what was learnt from HSE's guidance
- talking to staff to learn from their knowledge and experience and listen to their concerns and opinions about health and safety issues
- talking to the cleaning staff, and the manager of the contract cleaning company, to ensure that their work did not pose a risk to others
- looking at the accident book to learn what had previously resulted in accidents or near misses.

As he identified the hazards, he also thought about who could be harmed by them and how accidents might happen.

He noted what was already being done to control the risks and considered whether he needed to do anything more. He then recorded any further actions required.

How to use this example

This example risk assessment shows a wide range of hazards that might be present in this type of small business. It can be used as a guide to help you think through some of the hazards in your business and the steps you need to take to control the risks.

However, this is not a generic risk assessment. Every business is different. To satisfy the law you must identify and assess the hazards your business poses, think through the controls required to provide effective protection to people who may be affected by them, and record the significant findings from your risk assessment of your business.

Putting the risk assessment into practice, the manager set out what actions needed to be taken, who would do them and by when. The owner displayed the risk assessment in the kitchen and the findings were discussed with all staff and the cleaners.

The owner decided to review the risk assessment whenever there were any significant changes such as new work equipment, work activities or staff.

Company name: Smith's Motor Sales

Date of risk assessment: 01/05/12

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Slips and trips Spillages, stairs or uneven surfaces	Staff and customers may be injured if they trip over objects or slip on spillages.	<ul style="list-style-type: none"> ■ Staff clean up spillages promptly and when necessary use 'wet floor' signs ■ Showroom floor is machine cleaned and polished after the showroom is closed ■ Good lighting in all areas ■ Floor surfaces, inside and out, in good condition ■ Trailing leads or cables are secured ■ Door mats are placed at the entrance in wet weather 	<ul style="list-style-type: none"> ■ Remind staff to put warning cones around spillages during cleaning and drying 	Manager	05/05/12	03/05/12
Vehicle movements Moving of cars or deliveries	Staff and others risk potentially serious injury if struck by a moving vehicle.	<ul style="list-style-type: none"> ■ Staff cars are parked at the back, away from customer area ■ All staff expected to move vehicles hold a full driving licence ■ Staff ensure that cars being manually pushed always have a person seated at the wheel, to keep the vehicle under control 	<ul style="list-style-type: none"> ■ Only authorised staff allowed to move vehicles 	Manager	08/05/12	02/05/12
Contact with cleaning chemicals, eg car valeting	Valeting staff may suffer skin soreness, itching, rashes, blistering and eye damage from contact with chemicals. Some products can also cause asthma.	<ul style="list-style-type: none"> ■ All cleaning products stored in a secure, cool and dry area ■ Staff are trained in safe storage, handling and use of products, eg only use small quantities at a time, keep lid on containers, keep doors/sun roof open when working inside vehicles, spills procedure, etc ■ Staff wear the right personal protective equipment, as recommended by supplier (gloves and masks) as required ■ Staff instructed to dry their hands thoroughly after washing cars, and to use skin cream provided, as necessary 	<ul style="list-style-type: none"> ■ Investigate replacing 'irritant' cleaning products and those that can cause asthma with less hazardous alternatives 	Company secretary	30/05/12	30/05/12
			<ul style="list-style-type: none"> ■ Remind staff to read the safety information on the product before use, and to follow the instructions 	Manager	04/05/12	04/05/12
			<ul style="list-style-type: none"> ■ Remind staff to report any health problems they think may come from cleaning, and to regularly check for dry, red and itchy skin on their hands 	Manager	04/05/12	04/05/12
			<ul style="list-style-type: none"> ■ Manager to appoint someone to regularly check skin on hands of valeting staff and investigate problems 	Manager	04/05/12	04/05/12
Manual handling Moving cars, handling office equipment etc.	Staff risk injuries or back pain from handling heavy/bulky objects or moving cars.	<ul style="list-style-type: none"> ■ Staff trained in how to safely push cars, eg ensure sufficient people available to do so etc ■ Trolley used to transport boxes of paper and other heavy items when collecting deliveries etc ■ High shelves for storing light items only 	<ul style="list-style-type: none"> ■ Remind staff not to try to lift objects that appear too heavy to handle 	Manager	30/05/12	05/05/12

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Computers, laptops and similar equipment	Staff risk posture problems and pain, discomfort or injuries, (eg to hands/arms), from overuse, improper use or from poorly designed workstations or work environments. Headaches or sore eyes can also occur if lighting is poor.	<ul style="list-style-type: none"> ■ Workstations are assessed, risks reduced and information and training are provided ■ Assessment reviewed upon change of user or equipment ■ work activities planned to include a change of activity or regular breaks ■ Eye tests for display screen equipment users and basic spectacles for visual display unit use (or portion of cost in other cases) are paid for 	<ul style="list-style-type: none"> ■ Manager to ensure that any actions arising from the assessments are implemented 	Manager	30/05/12	25/05/12
			<ul style="list-style-type: none"> ■ Remind staff to tell the company secretary if they have any pain that may be linked to computer use 	Manager	30/05/12	05/05/12
Electrical Heaters, fans, sockets	Staff could get electrical shocks or burns from using faulty electrical equipment, such as pressure washers, or a faulty installation. Electrical faults can also lead to fires.	<ul style="list-style-type: none"> ■ Residual current device (RCD) built into main switchboard ■ Before using the pressure washer, valeting staff test RCD by use of the safety button ■ Staff trained in safe use of pressure washer ■ Staff are told to report to office administrator any defective plugs, discoloured sockets or damaged cable/equipment ■ Faulty equipment taken out of use promptly and replaced 	<ul style="list-style-type: none"> ■ Ask landlord when the next safety check of the electrical installation will be done 	Company secretary	30/05/12	20/05/12
			<ul style="list-style-type: none"> ■ Confirm with landlord the system for making safe any damage to building installation electrics, eg broken light switches or sockets 	Company secretary	30/05/12	20/05/12
Work at height Changing light bulbs; putting up a display	Falls from any height can cause bruising and fractures and potentially serious injuries.	<ul style="list-style-type: none"> ■ A suitable ladder is provided for short duration, low risk tasks ■ The ladder is secure and stable ■ Staff know how to use the ladder safely ■ Staff are aware of HSEs guidance on putting up displays (www.hse.gov.uk/falls/display.htm) 	<ul style="list-style-type: none"> ■ No 			
Plate glass	Staff and customers risk injury from walking into plate glass windows.	<ul style="list-style-type: none"> ■ Safety glass used ■ Promotional displays and other markings on showroom windows to show it is glass 	<ul style="list-style-type: none"> ■ No 			
Fire Faulty electrics, arson	If trapped staff and customers could suffer fatal injuries from smoke inhalation/burns.	<ul style="list-style-type: none"> ■ Fire risk assessment done and any necessary action taken, see www.gov.uk/workplace-fire-safety-your-responsibilities. ■ Manager to check fire exits are clear 	<ul style="list-style-type: none"> ■ Remind staff to check outside smoking area and make sure all smoking materials are extinguished after closing 	Manager	From now	

Assessment review date: 01/05/12