

# Example risk assessment for drivers at a private hire operator with radio circuits

## Setting the scene

**Smith's Cars and Couriers provide private car hire services to corporate, public and private customers. These services include airport transfer, chauffeur-driven executive cars, school transport, couriers, minicabs and stretch limousines for parties etc. The company operates 24 hours a day, seven days a week, 365 days a year.**

**The company employs nine office staff, as telephonists, administrators and dispatchers, working a variety of shifts. It also employs five people who drive, clean and valet the vehicles owned by the company. These drivers do the corporate and contract jobs.**

**The company minicab service has 70 drivers on the books who are self-employed and use and maintain their own vehicles. These drivers are responsible for their own employment, including the hours that they work and their financial and tax arrangements. They are also responsible for their own health and safety and that of others who may be affected by their work.**

**The manager did the risk assessment for the company. For the risks to office staff, HSE's example risk assessment for an office was used as a guide.**

**The manager also did the risk assessment for the drivers employed by the company. Although not responsible for the self-employed drivers, the manager decided that there were sound legal and business reasons for making them aware of this risk assessment and encouraging them to manage risks effectively. Copies of the risk assessment were available to the self-employed drivers to encourage them to look after their own health and safety, and to give them information about how they could do so.**

## How was the risk assessment done?

The manager followed the guidance in *Five steps to risk assessment* ([www.hse.gov.uk/pubns/indg163.pdf](http://www.hse.gov.uk/pubns/indg163.pdf)).

- 1 To identify the hazards, the manager:
  - looked at HSE's small businesses web pages for free health and safety advice, and also at the web pages on work-related road safety and work-related violence;
  - used his knowledge and experience to consider the risks that drivers will be exposed to, taking HSE's guidance into consideration; and
  - talked to drivers to learn from their knowledge and experience, and listen to their concerns about health and safety issues.
- 2 The manager then wrote down who could be harmed by the hazards and how.
- 3 For each hazard, he wrote down what controls, if any, were in place to manage these hazards. These controls were then compared to the guidance provided on HSE's website. Where existing controls were not considered good enough, the manager wrote down what else was needed to control the risk.
- 4 The manager wrote down when the actions

that were needed would be done and who would do them. Each action was then ticked off as it was completed. The findings were discussed with the five 'company drivers', the risk assessment was displayed at the tea point and made part of the induction process for new staff.

- 5 The manager decided to review and update the risk assessment every year or straightaway if any major changes in the workplace happened.

### Important reminder

**This example risk assessment shows the kind of approach a small business might take. Use it as a guide to think through some of the hazards in your business and the steps you need to take to control the risks. Please note that it is not a generic risk assessment that you can just put your company name on and adopt wholesale without any thought. This would not satisfy the law – and would not be effective in protecting people.**

**Every business is different – you need to think through the hazards and controls required in your business for yourself.**

Company name: Smith's Cars and Couriers Date of risk assessment: 1/10/07

Risk assessment for drivers

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Lone working	Drivers may experience stress and/or injury from verbal abuse, and/or assault, from customers and others.	<ul style="list-style-type: none"> <li>■ Drivers give polite, high-quality service.</li> <li>■ All jobs pre-booked.</li> <li>■ Drivers are trained to be non-confrontational, eg not to react to abuse or resist a robbery.</li> <li>■ All cars have radios enabling communication with control room.</li> <li>■ Control staff trained in what to do in an emergency.</li> <li>■ Drivers carry a mobile phone and panic alarm.</li> <li>■ Company-owned vehicles tracked by GPS system and signage in cars states this.</li> <li>■ Drivers told to consider their safety before accepting potentially unsafe jobs.</li> </ul>	<ul style="list-style-type: none"> <li>■ Remind drivers that they can speak to the manager if they have any concerns about their safety and security.</li> </ul>	Manager	4/10/07	4/10/07
			<ul style="list-style-type: none"> <li>■ Remind staff that if their radio fails when on patrol, to return to the control room at once to replace it.</li> </ul>	Manager	4/10/07	4/10/07
Motor vehicle accidents	Drivers, customers and others risk potentially serious injury from road accidents.	<ul style="list-style-type: none"> <li>■ Drivers do basic daily vehicle tests on lights etc.</li> <li>■ Company policy that drivers always follow the Highway Code.</li> <li>■ Company has a conduct policy for drivers – not to drive under influence of drink, drugs or certain medication etc, to take regular breaks etc.</li> </ul>	<ul style="list-style-type: none"> <li>■ No further action needed at this stage.</li> </ul>	Manager	4/10/07	4/10/07
Musculoskeletal disorders	Drivers may suffer musculoskeletal disorders, eg back pain, from: <ul style="list-style-type: none"> <li>■ helping physically impaired passengers into/out of vehicles;</li> <li>■ handling heavy and/or bulky objects;</li> <li>■ too much driving.</li> </ul>	<ul style="list-style-type: none"> <li>■ Drivers trained in risks of back and other pain from driving, and know to adjust car seat/wheel etc to minimise risk of pain.</li> <li>■ Drivers trained in safe manual handling techniques, eg lifting suitcases from the boot of a car, assisting wheelchair users into vehicles etc.</li> </ul>	<ul style="list-style-type: none"> <li>■ Tell self-employed drivers that they can get advice on safe manual handling from <a href="http://www.hse.gov.uk/msd/index.htm">www.hse.gov.uk/msd/index.htm</a>.</li> </ul>	Manager	31/10/07	29/10/07

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
<b>Slips and trips</b>	Drivers risk injuries such as fractures and bruising, eg if they slip on icy surfaces or trip over objects.	<ul style="list-style-type: none"> <li>■ Drivers wear comfortable, strong shoes with a good grip.</li> <li>■ Notice at tea point reminding drivers to take care when exiting cars in icy and/or wet weather.</li> </ul>	<ul style="list-style-type: none"> <li>■ No further action necessary at this stage.</li> </ul>			
<b>Contact with cleaning chemicals</b>	Staff who valet cars risk skin problems such as dermatitis, and eye damage, from direct contact with cleaning chemicals. Vapour from cleaning products may cause breathing problems.	<ul style="list-style-type: none"> <li>■ All cleaning products stored in a secure, cool and dry area.</li> <li>■ Cars valeted in areas with good general ventilation.</li> <li>■ Cleaning products marked 'irritant' replaced with milder alternatives where possible.</li> <li>■ Staff are trained in safe storage, handling and use of products, eg use small quantities at a time, keep lid on containers, keep doors/sun roof open when working inside vehicles etc.</li> <li>■ Staff trained to clear up bodily fluids safely, eg vomit, urine.</li> <li>■ Staff wear the right personal protective equipment, as recommended by supplier.</li> </ul>	<ul style="list-style-type: none"> <li>■ Remind staff to read the safety information on the product before use, and to follow the instructions.</li> </ul>	Manager	4/10/07	4/10/07
			<ul style="list-style-type: none"> <li>■ Remind staff to report any health problems they think come from cleaning, and to check regularly for dry, red and itchy skin on their hands.</li> </ul>	Manager	4/10/07	4/10/07

**Assessment review date: 1/7/08**