

Example risk assessment for a pub

Setting the scene

The manager carried out the risk assessment in this pub, which is located in a suburban, residential area.

This risk assessment only addresses liquid sales; a separate example covers the occupational health and safety aspects for food preparation: www.hse.gov.uk/risk/casestudies/foodprep.htm. (Also see www.hse.gov.uk/catering/index.htm.)

The manager and his partner live on the premises, they also employ eight other bar staff, four full-time who work lunchtime and evening shifts, five-days every week and four part-time staff at weekends and providing absence cover for the full-time staff.

The pub has a function room with dance floor for live-music events and discos with a bar. It is cleaned every morning by a cleaner, the manager and his partner cover when the cleaner is on holiday. The manager buys cleaning products from the wholesaler or from a rep who visits once a month.

The premises were built before 2000; the pub building was surveyed for asbestos when it was acquired by the owner. Asbestos-containing materials found in the survey have been recorded, a copy of the survey is kept at the pub and the owner holds a duplicate copy. A further, more detailed, survey can be arranged to send out to contractors when building works need to be done.

Example risk assessment: Pub

How was the risk assessment done?

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

- 1 To identify the hazards, the manager:
 - looked at HSE's web pages for small businesses www.hse.gov.uk/smallbusinesses/index.htm, and for the hospitality and catering industry www.hse.gov.uk/catering/index.htm, to learn where hazards can occur;
 - made clear who was responsible for what under the terms of the tenancy agreement. This was especially important for issues such as asbestos management, gas safety, pressurised equipment, replacement of carpets;
 - walked around the pub, noting things that might be dangerous and taking HSE's guidance into consideration;
 - talked to the staff (including the cleaner) about their work to learn from their knowledge and experience of areas and activities, and to listen to their opinions about health and safety issues in the workplace;
 - talked to his preferred suppliers of maintenance work, to ensure that their activities did not pose a risk to pub staff, and vice versa;
 - observed deliveries by his food and drink suppliers; and
 - looked at the accident book, to gain an understanding of previous incidents.
- 2 The manager then wrote down who could be harmed by the hazards and how.

Important reminder

This example risk assessment shows the kind of approach a pub 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.

- 3 For each hazard, the manager wrote down what controls, if any, were in place to manage these hazards. He then compared these controls to the good practice guidance provided on the HSE website. Where existing controls were not considered good enough, the manager wrote down what else needed to be done to control the risk.
- 4 Putting the risk assessment into practice, the manager decided and recorded who was responsible for implementing the actions identified as necessary and when they should be done. When each action was done, he ticked it off and noted the date. He also made it part of the induction process for new staff.
- 5 At the staff meeting, the manager discussed the findings of the risk assessment with staff and pinned up a copy in the staffroom. He decided to review and update the risk assessment every year, or straightaway if any major changes in the workplace happened.

Company name: The Smiths' Pub Date of risk assessment: 28/11/08

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
Slips, trips and falls	Staff and customers slipping/tripping/falling suffering fractures and bruising etc	<ul style="list-style-type: none"> ■ Staff clean up spillages immediately using suitable methods and leave the floor dry. ■ Bar floor areas only washed out of hours staff know about proper use of detergents, correct detergent rates to avoid residue – wash, leave, rinse etc. ■ Good housekeeping – work areas kept tidy, goods stored suitably etc. ■ Drainage channels and drip trays provided where spills likely. ■ Equipment maintained to prevent leaks onto floor. ■ Good lighting in all areas including steps outside or access to cellar areas. ■ Ensure door to cellar is kept locked and key controlled so only authorised staff can get access. ■ Ensure stairways are not obstructed. ■ Carpets firmly secured. ■ Doormats for wet weather. ■ No trailing cables or obstructions in walkways. ■ Cable covers used for all electrical cables, especially when hosting bands or DJs. 	<ul style="list-style-type: none"> ■ Repair damaged floor covering and check carpet grips. 	Manager with landlord/Pub managing company	12/12/08 (before Christmas custom increases)	
			<ul style="list-style-type: none"> ■ Ensure suitable footwear with good grip worn by staff 	Manager with landlord/Pub managing company	Before each shift	
			<ul style="list-style-type: none"> ■ Put up 'Authorised Persons Only' sign on cellar door. 	Manager with landlord/Pub managing company	5/12/08	
			<ul style="list-style-type: none"> ■ Reiterate message to staff that cellar door is to be locked when not needed for access by authorised staff, staff to report if cellar door left unlocked. 	Manager with landlord/Pub managing company	Before next shift	
Falls from height	Staff may suffer serious, possibly fatal, injuries if they fall from any height. For example staff doing cleaning/maintenance, might fall from ladders.	<ul style="list-style-type: none"> ■ Cellar hatches: <ul style="list-style-type: none"> – Check they have been closed after delivery. – Ensure other people are excluded from area while hatch open and in use. ■ Ladders to be suitable, regularly inspected, and used only for light work of short duration by trained staff. ■ All other work at height, such as above the roof light, is done by contractors under a permit to work system and using trained staff and appropriate equipment. 	<ul style="list-style-type: none"> ■ Speak with brewery about any problems with pedestrians walking by when pavement cellar hatches open and agree if signs, barriers or staff needed to direct pedestrians away from danger area. 	Manager	Immediately	

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
Violence	Staff and customers may suffer stress and/or physical injuries from aggressive customers.	<ul style="list-style-type: none"> ■ Staff adhere to legal requirement not to sell alcohol to intoxicated customers. ■ Staff trained in good, polite behaviour and how to avoid confrontation following violence policy when to call police etc. ■ Incident log kept and filled out as soon as possible after incident ■ Staff made aware of barred customers. ■ Information sharing scheme with police and other licensed premises in the area – member of local Pubwatch. ■ Regular glass collection – ‘glass policy’ implemented for very busy events or as appropriate. ■ Gaming machines emptied after closing. ■ Cashing up done after hours/out of customers’ sight. 	<ul style="list-style-type: none"> ■ Keep good liaison with local police and check latest advice. 	Manager	Ongoing items	
			<ul style="list-style-type: none"> ■ Manager to give talk to re-emphasise ‘coping with disputes’ training. 	Manager	Training to be carried out before Christmas busy period	
			<ul style="list-style-type: none"> ■ Ensure all incidents promptly investigated. 	Manager		
			<ul style="list-style-type: none"> ■ Consider if fitting panic alarm is practicable and will be of benefit. 	Manager to seek advice of police/pub company on best panic alarm.	8/12/08	
Transport	Staff may suffer serious injuries if struck by a vehicle, eg during deliveries.	<ul style="list-style-type: none"> ■ Reversing of vehicles to be supervised if other people in the area. ■ High-visibility waistcoat available. 	<ul style="list-style-type: none"> ■ Talk to the brewery, wholesaler and other suppliers about agreeing safe procedures for deliveries, to try to eliminate reversing, or ensuring staff available. 	Manager	3/1/09	
Manual handling	Staff receiving back, neck and limb injuries from lifting heavy loads (eg barrels), crates of bottles etc	<ul style="list-style-type: none"> ■ Behind the bar kegs/casks barrels rolled onto trolley and wheeled around. ■ Staff training in rolling and stillaging casks. ■ Sack trucks and trolleys available for beer and bottle crates etc. ■ Staff training in lifting techniques and posture for items behind the bar. 	<ul style="list-style-type: none"> ■ Consider siting and design of shelving for items behind bar to eliminate bending and reaching at next refurbishment. 	Manager	Next refurbishment due 2010	

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Gas	Staff and others risk injury from fire and explosion if equipment not properly maintained and used.	<ul style="list-style-type: none"> ■ Boiler checked and serviced annually by a registered contractor www.hse.gov.uk/gas/index.htm. ■ Staff trained to recognise and report defects. 	<ul style="list-style-type: none"> ■ No further action at this stage. 			
CO ₂ leakage	Staff may be overcome when charging CO ₂ while changing barrels and soft drinks dispenser in cellar	<ul style="list-style-type: none"> ■ Only staff trained by the brewery or pub company, manager, partner and named staff member, change barrels. ■ Safe working practice, in line with BBPA guidance. ■ Cellar well ventilated with adequate, low-level, ventilation. 	<ul style="list-style-type: none"> ■ Put forward another full-time member of staff for training to cover absences and weekends. 	Manager	3/1/09	
Pressurised equipment	Risk of explosion from over-pressurisation of beer pump systems, or faulty or damaged cylinders.	<p>Pressurised systems:</p> <ul style="list-style-type: none"> ■ designed, installed and maintained in line with BBPA's Code of Practice 2006, installation certificate obtained (copy at pub, owner holds original); ■ only trained staff – manager, partner and named member of staff who have undergone training to use the system; ■ cleaning containers suitable to accept system's maximum pressure and labelled to avoid confusion over detergents and flushing water; ■ system inspected by competent engineer every five years or to schedule produced by the competent engineer; ■ certificate displayed stating date of next inspection; and ■ any damage reported immediately. <p>Gas cylinders:</p> <ul style="list-style-type: none"> ■ only obtained from reputable suppliers; ■ numbers kept to absolute minimum; ■ moved and stored properly to prevent damage; ■ stored in cages, chained up or laid flat and chocked (with supplier's agreement) away from heat sources, in a dry area with the valves closed; and ■ used in an upright position in a safe, secure, dry place. 	<ul style="list-style-type: none"> ■ Put forward another full-time member of staff for training to cover absences. 	Manager	3/1/09	

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Noise	Staff suffering hearing damage from live and recorded music	<ul style="list-style-type: none"> ■ Bands' and DJs' speakers located in function room and focused on dance floor, away from seating areas and bars. ■ Staff allowed to take regular rest breaks in designated quiet area to reduce noise exposure. 	<ul style="list-style-type: none"> ■ Educate staff about noise and damage to hearing and assess whether health surveillance needed, establish if staff exposed to high noise levels in personal life, eg do they go clubbing? 	Manager	Ongoing. First talk by 8/12/08	
			<ul style="list-style-type: none"> ■ Check volume levels and consider need for volume limiters. 	Manager	8/12/08	
			<ul style="list-style-type: none"> ■ Consider acoustic screening for exposed bar areas. 	Manager	Within 2 weeks of establishing noise levels	
			<ul style="list-style-type: none"> ■ Make suitable ear plugs available for staff collecting glasses and serving in dance area, eg will staff still be able to hear drinks orders at bar. 	Manager	3/12/08	
Electricity	Staff and customers could get electric shocks from faulty/damaged wiring or electrical equipment	<ul style="list-style-type: none"> ■ Wiring checked every five years by a qualified electrician. ■ Regular PAT done by electrician. ■ Staff trained to spot damaged equipment, plugs, cable and fittings and take out of service. ■ Staff told where fuse box is to turn off electricity in the event of an emergency. ■ Fuse box/consumer unit kept accessible at all times. 	<ul style="list-style-type: none"> ■ Check to see if fuse box has 30 mA RCD protection. 	Manager	8/12/08	
			<ul style="list-style-type: none"> ■ RCD sockets and plugs to be fitted if protection not at consumer unit. 	Manager	1/6/09	
			<ul style="list-style-type: none"> ■ Ensure induction talk for any new staff or temporary staff includes how to turn off the electricity. 	Manager	8/12/08 (new Christmas staff)	
			<ul style="list-style-type: none"> ■ Speak to contractors to ensure that they will only use low-voltage (yellow) equipment. 	Manager	By next work planned for 2009	

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Hazardous substances	Staff can suffer chemical burns or develop dermatitis from contact with, or use of, cleaning chemicals	<ul style="list-style-type: none"> ■ All products' safety data sheets checked to see what gloves, eye protection is necessary for use with the chemicals. ■ Chemicals used reviewed with reps/supplier every six months to see if 'safer' alternative available. ■ Staff told about skin care when washing glasses, handling dishwasher chemicals etc. ■ Chemicals always kept in original labelled containers, any containers for decanted chemicals clearly marked. ■ PPE – gloves and eye protection available when using, decanting or diluting chemicals. 	<ul style="list-style-type: none"> ■ Tell cleaning product rep they should check for safer alternatives before next visit. 	Manager	3/1/09	
Asbestos-containing materials (ACMs) found in building	Staff and others carrying out normal activities at very low risk as asbestos only poses a risk if fibres are released into air and inhaled. Maintenance workers most at risk.	<ul style="list-style-type: none"> ■ Position of all ACMs surveyed – Type 1 survey by professional as no building works planned. ■ Position and condition of all ACMs marked, recorded and explained to manager and staff. ■ Manager and deputy given advice/training by surveyor or other provider about identifying ACMs and spotting signs of deterioration. ■ Arrangements made with pub company for: <ul style="list-style-type: none"> – Type 2 survey, for when non-major, routine building maintenance work; or – Type 3 survey when intrusive work planned. ■ Staff told to report any accidental damage immediately. 	<ul style="list-style-type: none"> ■ Reiterate to staff and contractors when they visit that asbestos must not be disturbed and to report immediately any accidental damage to the insulating boards. 	Manager	Ongoing. Next meeting 3/12/08 When contractors confirm date for February 2009 work	
Fire	If trapped staff could suffer from smoke inhalation/burns	<ul style="list-style-type: none"> ■ Fire risk assessment done, see www.fire.gov.uk/workplace+safety and necessary action taken. ■ Manager/senior staff member checks fire exits are clear. 	<ul style="list-style-type: none"> ■ Staff to check outside smoking area to check all smoking materials extinguished after closing 	Manager	Immediately	

Assessment review date: 28/11/09