Full manual handling risk assessment: Examples of assessment checklists

1 A suitable and sufficient risk assessment is required when hazardous manual handling cannot be avoided. The assessment should identify where the risk of injury lies and identify appropriate ways to reduce that risk. A checklist can help with this process by helping you to systematically examine all the possible risk elements. Involving employees and safety representatives in the risk assessment process is a highly effective way of identifying hazards and developing solutions that work. The Appendix in L23 *Manual handling* includes more information on choosing the right level of detail for your manual handling risk assessment – you may not need to carry out a full risk assessment.

2 Using the checklists for lifting and carrying and for pushing and pulling will help to highlight the overall level of risk involved and identify how the job may be modified to reduce the risk of injury and make it easier to do. This will also help to prioritise the remedial actions needed. The checklists may be downloaded freely or may be used to help design your own assessment checklist. They are not interactive, but can be printed out and completed.

3 Work through the three sections of the appropriate checklist:

Section A – Preliminary

- Describe the task you are assessing. You may also find it helpful to include diagrams or photographs to illustrate the tasks.

Section B – More detailed assessment

- Work through the list of factors and tick the level of risk you believe to be associated with each of the items. Note down the precise nature of the problem and include suggestions about the remedial action that may be taken. It may also help to write down the names of those you need to consult about implementing the remedial steps, eg managers, trainers, maintenance personnel or engineers and employees or their representatives.
- If you are assessing a lifting, carrying or team-handling operation, you can use the MAC tool (www.hse.gov.uk/pubns/indg383.htm) to help you decide the risk levels to be entered in Section B. For pushing and pulling operations, you can use the RAPP tool (www.hse.gov.uk/pubns/indg478.htm) to help you.
- Some tasks may involve more than one operator, each with a different level of risk, depending on what they do. Either note the differences on one checklist or use a separate one for each operator.
- Return to the end of Section A and decide whether the overall risk of injury is Low, Medium or High. This will help to prioritise remedial action if you have a large number of risk assessments to carry out. Ring the appropriate word at the bottom of Section A after you have completed Section B.

Section C – Remedial action to be taken

- Summarise the remedial steps that should be taken, in order of priority. Record the assessor's name, the name of the person responsible for carrying out any remedial action and the date by which it should be completed. Only complete the final column once this action has been taken. It may also be useful to enter the target date for reassessment if appropriate.

4 When all the manual handling tasks have been assessed, the completed checklists can be compared to help prioritise the most urgent actions. However, there are likely to be several ways to reduce the risks identified and some will be more effective than others. Do not delay action on those that can be implemented easily and quickly simply because they may be less effective than others.

5 Check at a later date to make sure that the remedial action to remove or reduce the risk of injury has been effective.

6 The checklists will help bring out a range of ideas on how the risks identified can be avoided or reduced by making modifications to the load, the task, and the working environment. Many suggestions for reducing risks in particular situations are given in L23 (www.hse.gov.uk/pubns/books/123.htm). Worked examples of risk assessments are included as well as the blank checklists to show how they might be used in practice.

Assessment checklist for lifting and carrying

Section A: Preliminary

Task name: Task description: Load weight: Frequency of lift: Carry distances (if applicable): Are other manual handling tasks carried out by these operators? Assessment discussed with employees/safety representatives:	Is an assessment needed? (An assessment will be needed if there is a potential risk of injury, eg if the task falls outside the guidelines in the L23 Appendix.) Yes/No* **If 'Yes' continue. If 'No' the assessment need go no further**. *Circle as appropriate

Operations covered by this assessment (detailed description): Locations: Personnel involved: Date of assessment:	Diagrams (other information including existing control measures):

Overall assessment of the risk of injury? *Circle as appropriate Make your overall assessment **after** you have completed Section B**.**	Low/Medium/High*

Section B: Lifting and carrying – More detailed assessment, where necessary

Questions to consider:	If 'Yes', tick appropriate level of risk				Problems occurring from the task. (Make rough notes in this column in preparation for the possible remedial action to be taken.)	Possible remedial action, eg changes that need to be made to the task, load, working environment etc. Who needs to be involved in implementing the changes?
	Low	Med	High	N/A		
Do **the tasks** involve:						
■ holding loads away from torso?						
■ twisting?						
■ stooping?						
■ reaching upwards?						
■ large vertical movement?						
■ long carrying distances?						
■ strenuous pushing or pulling?						
■ unpredictable movement of loads?						
■ frequent or prolonged physical effort?						
■ insufficient rest or recovery?						
■ a work rate imposed by a process?						
Are **the loads:**						
■ heavy?						
■ bulky or unwieldy?						
■ difficult to grasp?						
■ unstable or unpredictable?						
■ intrinsically harmful (eg sharp/hot)?						

Section B: Lifting and carrying – More detailed assessment, where necessary

Questions to consider:	If 'Yes', tick appropriate level of risk				Problems occurring from the task. (Make rough notes in this column in preparation for the possible remedial action to be taken.)	Possible remedial action, eg changes that need to be made to the task, load, working environment etc. Who needs to be involved in implementing the changes?
	Low	Med	High	N/A		
Consider **the working environment** Are there:						
■ constraints on posture?						
■ poor floors?						
■ variations in levels?						
■ hot/cold/humid conditions?						
■ strong air movements?						
■ poor lighting conditions?						
Consider **individual capability** Does the job:						
■ require unusual capability?						
■ pose a risk to those with a health problem or a physical or learning difficulty?						
■ pose a risk to those who are pregnant?						
■ pose a risk to new workers/young people?						
■ require special information/training?						

Section B: Lifting and carrying – More detailed assessment, where necessary

Questions to consider:	Yes/No	Problems occurring from the task. (Make rough notes in this column in preparation for the possible remedial action to be taken.)	Possible remedial action, eg changes that need to be made to the task, load, working environment etc. Who needs to be involved in implementing the changes?
Other factors to consider			
Protective clothing			
■ Is movement or posture hindered by clothing or personal protective equipment?	Yes/No		
■ Is there an absence of the correct/suitable PPE being worn?	Yes/No		
Work organisation (psychosocial factors)			
■ Do workers feel that there has been a lack of consideration given to the planning and scheduling of tasks/rest breaks?	Yes/No		
■ Do workers feel that there is poor communication between managers and employees (eg not involved in risk assessments or decisions on changes in workstation design)?	Yes/No		
■ Are there sudden changes in workload, or seasonal changes in volume without mechanisms for dealing with the change?	Yes/No		
■ Do workers feel they have not been given enough training and information to carry out the task successfully?	Yes/No		

Section C: Lifting and carrying – Remedial action to be taken

Remedial steps that should be taken, in order of priority:	Person responsible for implementing controls	Target implementation date	Completed Y/N
1			
2			
3			
4			
5			
6			
7			
8			
9			
Date by which actions should be completed:			
Date for review of assessment:			
Assessor's name:	Signature:		

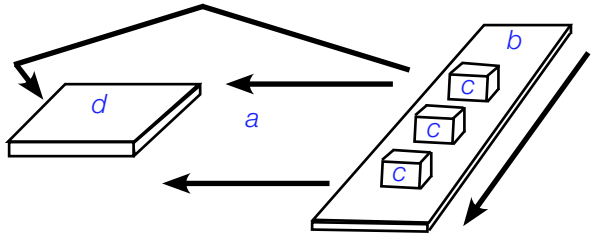
TAKE ACTION... AND CHECK THAT IT HAS THE DESIRED EFFECT

Assessment checklist for lifting and carrying – Worked example

Health and Safety Executive

Section A: Preliminary

Task name: *Conveyor/pallet loading.* Task description: *Pallet loading: boxes containing coiled wire. Remove from conveyor onto pallet.* Load weight: *45 kg* Frequency of lift: *15 lifts/hour* Carry distances (if applicable): *3 m* Are other manual handling tasks carried out by these operators? *No* Assessment discussed with employees/safety representatives: *Yes*	Is an assessment needed? (An assessment will be needed if there is a potential risk of injury, eg if the task falls outside the guidelines in the L23 Appendix.) (Yes)/No* **If 'Yes' continue. If 'No' the assessment need go no further.** *Circle as appropriate

Operations covered by this assessment (detailed description): *Operator lifts box, with hook grip, from conveyor, which is 50 cm above the ground, turns, walks 3 m and lowers box onto a pallet on the ground. Boxes are piled six high on pallet.* Locations: *Wire factory only* Personnel involved: *One operator* Date of assessment: *24 June 2015*	Diagrams (other information including existing control measures): *(a) Worker* *(b) Conveyor* *(c) 45 kg boxes of wire* *(d) Pallet*  *Arrows show direction of conveyor belt and worker movements between conveyor and pallet.*

Overall assessment of the risk of injury? *Circle as appropriate Make your overall assessment **after** you have completed Section B.	Low/Medium/(High)*

Section B: Lifting and carrying – More detailed assessment, where necessary

Questions to consider:	If 'Yes', tick appropriate level of risk				Problems occurring from the task. (Make rough notes in this column in preparation for the possible remedial action to be taken.)	Possible remedial action, eg changes that need to be made to the task, load, working environment etc. Who needs to be involved in implementing the changes?
	Low	Med	High	N/A		
Do **the tasks** involve:						
■ holding loads away from torso?			✓			
■ twisting?		✓			1 *Sometimes extended reaching when placing boxes on pallet.*	*Review mechanical handling equipment to eliminate manual lifting.*
■ stooping?			✓			
■ reaching upwards?	✓				2 *Twisting when putting down the box.*	*Remind operator of the need to move feet.*
■ large vertical movement?	✓				3 *Stooping when placing box on pallet and stooping when picking box up from the conveyor.*	*Adjust pallet height – Review availability of rotating, height adjusting equipment and raise height of conveyor.*
■ long carrying distances?	✓					
■ strenuous pushing or pulling?				✓		*Provide better information and instruction.*
■ unpredictable movement of loads?	✓					
■ frequent or prolonged physical effort?	✓					
■ insufficient rest or recovery?	✓					
■ a work rate imposed by a process?	✓					
Are **the loads:**						
■ heavy?			✓		4 *Load too heavy. Is the weight of the load a problem for customers too?*	*Review product and customer needs with a view to improving product design.*
■ bulky or unwieldy?	✓					
■ difficult to grasp?		✓			5 *Smooth cardboard boxes are difficult to grasp.*	*Provide boxes with hand grips.*
■ unstable or unpredictable?	✓					
■ intrinsically harmful (eg sharp/hot)?	✓					

Section B: Lifting and carrying – More detailed assessment, where necessary

Questions to consider:	If 'Yes', tick appropriate level of risk				Problems occurring from the task. (Make rough notes in this column in preparation for the possible remedial action to be taken.)	Possible remedial action, eg changes that need to be made to the task, load, working environment etc. Who needs to be involved in implementing the changes?
	Low	Med	High	N/A		
Consider **the working environment** Are there:						
■ constraints on posture?		✓			6 *Bad postures encouraged by obstructions when full pallets are not removed.*	*Introduce system to ensure full pallets removed promptly – Speak to Operations Manager.*
■ poor floors?	✓					
■ variations in levels?	✓					
■ hot/cold/humid conditions?	✓					
■ strong air movements?	✓					
■ poor lighting conditions?	✓					
Consider **individual capability** Does the job:						
■ require unusual capability?			✓		7 *Operator has no history of back pain problems but clear signs of sweating and straining.*	*Consider job enlargement to introduce variety and allow for recovery time. Monitor to ensure no rushing. Speak to trainer about manual handling course.*
■ pose a risk to those with a health problem or a physical or learning difficulty?			✓			
■ pose a risk to those who are pregnant?			✓			
■ pose a risk to new workers/young people?			✓			
■ require special information/training?		✓				

Section B: Lifting and carrying – More detailed assessment, where necessary

Questions to consider:	Yes/No	Problems occurring from the task. (Make rough notes in this column in preparation for the possible remedial action to be taken.)	Possible remedial action, eg changes that need to be made to the task, load, working environment etc. Who needs to be involved in implementing the changes?
Other factors to consider			
Protective clothing			
■ Is movement or posture hindered by clothing or personal protective equipment?	Yes/No		
■ Is there an absence of the correct/suitable PPE being worn?	Yes/No		
Work organisation (psychosocial factors)			
■ Do workers feel that there has been a lack of consideration given to the planning and scheduling of tasks/rest breaks?	Yes/No	*8 Boxes delivered at pre-set rate.*	*Look at varying delivery rate.*
■ Do workers feel that there is poor communication between managers and employees (eg not involved in risk assessments or decisions on changes in workstation design)?	Yes/No	*9 Employees not directly involved in risk assessment process.*	*Discussions to be held with safety representatives and other workers during identification and when solutions are decided.*
■ Are there sudden changes in workload, or seasonal changes in volume without mechanisms for dealing with the change?	Yes/No		
■ Do workers feel they have not been given enough training and information to carry out the task successfully?	Yes/No		

Section C: Lifting and carrying – Remedial action to be taken

Remedial steps that should be taken, in order of priority:	Person responsible for implementing controls	Target implementation date	Completed Y/N
1 *Safety representatives and employees to be involved in risk assessment process and workstation design.*	*A N Onymous*	*ASAP*	*Yes*
2 *Review product design to reduce weight of load and improve grip.*	*A N Onymous*	*July 2015*	*Yes*
3 *Review process in light of changes agreed in (1), particularly on customer requirements and transportation.*	*A N Onymous*	*Aug 2015*	*Yes*
4 *Seek funding for magnetic lifting aid to help with transfer from conveyor to pallet.*	*A N Onymous*	*Aug 2015*	*Yes*
5 *Seek funding for pallet rotating/height adjustment equipment.*	*A N Onymous*	*Aug 2015*	*Yes*
6 *Operator to attend manual handling training.*	*A N Onymous*	*Sept 2015*	*Yes*
7 *Raise conveyor height by 25 cm.*	*A N Onymous*	*Sept 2015*	*Yes*
8 *Ensure full pallets are removed by pallet truck promptly*.	*A N Onymous*	*Ongoing*	*Yes*
9 *Operations manager to ensure no rushing on this job.*	*A N Onymous*	*Ongoing*	*Yes*
Date by which actions should be completed: *30 Nov 2015*			
Date for review of assessment: *15 April 2016*			
Assessor's name: *A N Onymous*	Signature: *A N Onymous*		

TAKE ACTION... AND CHECK THAT IT HAS THE DESIRED EFFECT

Assessment checklist for pushing and pulling

Section A: Preliminary

Task name: Task description: Load weight: Frequency of operation: Push/pull distances: Are other push/pull tasks carried out by these operators? Assessment discussed with employees/safety representatives:	Is an assessment needed? (An assessment will be needed if there is a potential risk of injury, eg if the task falls outside the guidelines in the L23 Appendix.) Yes/No* **If 'Yes' continue. If 'No' the assessment need go no further.** *Circle as appropriate

Operations covered by this assessment (detailed description): Locations: Personnel involved: Date of assessment:	Diagrams (other information including existing control measures):

Overall assessment of the risk of injury? *Circle as appropriate Make your overall assessment **after** you have completed Section B.	Low/Medium/High*

Section B: Pushing and pulling – More detailed assessment, where necessary

Questions to consider:	If 'Yes', tick appropriate level of risk				Problems occurring from the task. (Make rough notes in this column in preparation for the possible remedial action to be taken.)	Possible remedial action, eg changes that need to be made to the task, load, working environment etc. Who needs to be involved in implementing the changes?
	Low	Med	High	N/A		
Do **the tasks** involve:						
■ high initial forces to get the load moving?						
■ high forces to keep the load in motion?						
■ sudden movements to start, stop or manoeuvre the load?						
■ twisting/manoeuvring of the load into position or around obstacles?						
■ one-handed operations?						
■ the hands below the waist or above shoulder height?						
■ movement at high speed?						
■ movement over long distances?						
■ repetitive pushing/pulling?						
The **load or object** to be moved:						
■ does it lack good handholds?						
■ is it unstable/unpredictable?						
■ is it sharp/hot?						
■ is vision over/around it restricted?						
If on wheels/castors, are they:						
■ unsuitable for the type of load?						
■ unsuitable for the floor surface/work environment?						
■ difficult to steer?						
■ easily damaged or defective?						
■ without brakes or difficult to stop?						
■ with brakes, but the brakes are poor/ineffective?						
■ without a planned inspection and maintenance regime based on a frequency that keeps them in working order?						

Section B: Pushing and pulling – More detailed assessment, where necessary

Questions to consider:	If 'Yes', tick appropriate level of risk				Problems occurring from the task. (Make rough notes in this column in preparation for the possible remedial action to be taken.)	Possible remedial action, eg changes that need to be made to the task, load, working environment etc. Who needs to be involved in implementing the changes?
	Low	Med	High	N/A		
Consider **the working environment** Are there:						
■ constraints on body posture/ positioning?						
■ confined spaces/narrow doorways?						
■ surfaces or edges to cause cuts/ abrasions/burns to hands or body?						
■ rutted/damaged/slippery floors?						
■ ramps/slopes/uneven surfaces?						
■ trapping or tripping hazards?						
■ poor lighting conditions?						
■ hot/cold/humid conditions?						
■ strong air movements?						
Consider **individual capability** Does the job:						
■ require unusual capability?						
■ pose a risk to those with a health problem or a physical or learning difficulty?						
■ pose a risk to those who are pregnant?						
■ pose a risk to new workers/young people?						
■ require special information/training?						

Section B: Pushing and pulling – More detailed assessment, where necessary

Questions to consider:	Yes/No	Problems occurring from the task. (Make rough notes in this column in preparation for the possible remedial action to be taken.)	Possible remedial action, eg changes that need to be made to the task, load, working environment etc. Who needs to be involved in implementing the changes?
Other factors to consider			
Equipment			
■ Is movement or posture hindered by clothing or personal protective equipment?	Yes/No		
■ Is there an absence of the correct/suitable PPE being worn?	Yes/No		
■ Are trolleys/carts/floor surfaces poorly maintained/cleaned/repaired?	Yes/No		
■ Is there a lack of regular maintenance procedures for the equipment?	Yes/No		
Work organisation			
■ Do workers feel that there has been a lack of consideration given to the planning and scheduling of tasks/rest breaks?	Yes/No		
■ Do workers feel that there is poor communication between users of equipment and others (eg managers, purchasers etc)?	Yes/No		
■ Are there sudden changes in workload, or seasonal changes in volume without mechanisms for dealing with the change?	Yes/No		
■ Do workers feel they have not been given enough training and information to carry out the task successfully?	Yes/No		

Section C: Pushing and pulling – Remedial action to be taken

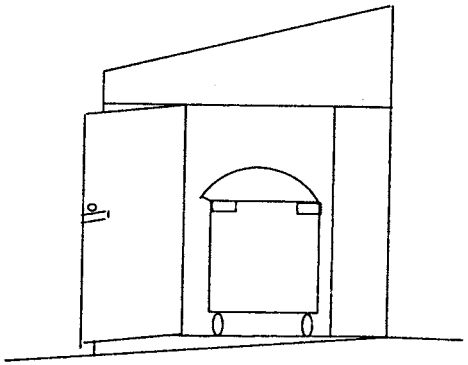
Remedial steps that should be taken, in order of priority:	Person responsible for implementing controls	Target implementation date	Completed Y/N
1			
2			
3			
4			
5			
6			
7			
8			
9			
Date by which actions should be completed:			
Date for review of assessment:			
Assessor's name:	Signature:		

TAKE ACTION... AND CHECK THAT IT HAS THE DESIRED EFFECT

Assessment checklist for pushing and pulling – Worked example

Section A: Preliminary

Task name: *Collecting bins* Task description: *Collecting waste paper from computer company using industrial refuse bins* Load weight: *Can exceed 100 kg* Frequency of operation: *1 push/pull every 5–10 mins* Push/pull distances: *Between 2–15 m depending on the location of the vehicle* Are other push/pull tasks carried out by these operators? *No* Assessment discussed with employees/safety representatives: *Yes*	Is an assessment needed? (An assessment will be needed if there is a potential risk of injury, eg if the task falls outside the guidelines in the L23 Appendix.) (Yes)/No* **If 'Yes' continue. If 'No' the assessment need go no further.** *Circle as appropriate

Operations covered by this assessment (detailed description): *Operator leaves vehicle and walks to bin storage area. Operator must then pull fully laden bin from storage area and push/pull load around vehicles parked in car park outside storage area. Once contents have been removed, bin is pushed/pulled back into storage area.* Locations: *Storage bin area* Personnel involved: *One operator* Date of assessment: *23 Jan 2015*	Diagrams (other information including existing control measures): 

Overall assessment of the risk of injury? *Circle as appropriate Make your overall assessment **after** you have completed Section B.	Low/(Medium)/High*

Section B: Pushing and pulling – More detailed assessment, where necessary

Questions to consider:	If 'Yes', tick appropriate level of risk				Problems occurring from the task. (Make rough notes in this column in preparation for the possible remedial action to be taken.)	Possible remedial action, eg changes that need to be made to the task, load, working environment etc. Who needs to be involved in implementing the changes?
	Low	Med	High	N/A		
Do **the tasks** involve:						
■ high initial forces to get the load moving?			✓		1 *Initially the wheels are often difficult to move as they may be inappropriately aligned, the refuse bin may have been unattended for some time, and debris builds up around wheels.*	*Remind operators to check position and alignment of wheels, and whether there is debris or obstructions which may inhibit their movement. Assess suitability of bin/wheels for the type of location. Inform customers.*
■ high forces to keep the load in motion?		✓				
■ sudden movements to start, stop or manoeuvre the load?			✓			
■ twisting/manoeuvring of the load into position or around obstacles?			✓			
■ one-handed operations?	✓					
■ the hands below the waist or above shoulder height?	✓				2 *Close parking of cars near refuse bins and restricted space in storage areas leads to pushing/pulling with twisted postures.*	*Remind operators of importance of clearing suitable path for bin. Review instructions and training on manual handling techniques.*
■ movement at high speed?	✓					
■ movement over long distances?			✓			
■ repetitive pushing/pulling?		✓				
The **load or object** to be moved:						
■ does it lack good handholds?		✓			3 *Difficulties of parking the collection vehicle close to refuse bins.*	*Review scheduling of collection rounds and information supplied to customers on the positioning of bins.*
■ is it unstable/unpredictable?		✓				
■ is it sharp/hot?				✓	4 *Bins are often overfilled. Compact/dense material (eg computer paper) leads to heavy loads.*	*Discuss with customers the reasons for bins being overfilled and examine feasibility of providing additional bins.*
■ is vision over/around it restricted?		✓				
If on wheels/castors, are they:						
■ unsuitable for the type of load?	✓				5 *Overfilled bins can restrict visibility.*	*Instruct operators to remove excess contents (but warn not to lift awkward or heavy objects) and/or seek assistance when moving bins.*
■ unsuitable for the floor surface/work environment?	✓					
■ difficult to steer?			✓			
■ easily damaged or defective?		✓				
■ without brakes or difficult to stop?		✓			6 *The four swivel castors make the bin difficult to handle on sloping ground and when moving over long distances.*	*Review the suitability and practicality of fitting castors with a swivel locking mechanism. Assess design of bins/ handles/wheel brakes. Ensure handle heights are appropriate.*
■ with brakes, but the brakes are poor/ineffective?				✓		
■ without a planned inspection and maintenance regime based on a frequency that keeps them in working order?		✓				

Section B: Pushing and pulling – More detailed assessment, where necessary

Questions to consider:	If 'Yes', tick appropriate level of risk				Problems occurring from the task. (Make rough notes in this column in preparation for the possible remedial action to be taken.)	Possible remedial action, eg changes that need to be made to the task, load, working environment etc. Who needs to be involved in implementing the changes?
	Low	Med	High	N/A		
Consider **the working environment** Are there:						
■ constraints on body posture/ positioning?		✓			*7 Storage areas, waste material and obstructions often inhibit the ease with which the bin can be moved.*	*Review storage area facilities to ensure clear access to bins during pickups.*
■ confined spaces/narrow doorways?		✓				
■ surfaces or edges to cause cuts/ abrasions/burns to hands or body?		✓				
■ rutted/damaged/slippery floors?		✓			*8 A marked step between doorway frame and the ground outside the store room. Terrain uneven and noticeable camber.*	*Make customers aware of difficulties and seek to improve access, particularly outside the store room.*
■ ramps/slopes/uneven surfaces?			✓			
■ trapping or tripping hazards?		✓				
■ poor lighting conditions?		✓				
■ hot/cold/humid conditions?		✓			*9 Variable weather conditions and hazardous terrain. Special problems during snow/ice.*	*Ensure operators have appropriate footwear and protective equipment/ clothing, particularly for adverse weather conditions.*
■ strong air movements?		✓				
Consider **individual capability** Does the job:						
■ require unusual capability?		✓			*10 Those suffering from musculoskeletal and respiratory complaints are likely to encounter difficulties when they carry out the work.*	*Review training to ensure that operators are aware of the risks. Ensure employees are given suitable induction training and appropriate systems for reporting complaints are in place. Review procedures for return to work following health problems.*
■ pose a risk to those with a health problem or a physical or learning difficulty?			✓			
■ pose a risk to those who are pregnant?			✓			
■ pose a risk to new workers/young people?			✓			
■ require special information/training?		✓				

Section B: Pushing and pulling – More detailed assessment, where necessary

Questions to consider:	Yes/No	Problems occurring from the task. (Make rough notes in this column in preparation for the possible remedial action to be taken.)	Possible remedial action, eg changes that need to be made to the task, load, working environment etc. Who needs to be involved in implementing the changes?
Other factors to consider			
Equipment			
■ Is movement or posture hindered by clothing or personal protective equipment?	Yes/No		
■ Is there an absence of the correct/suitable PPE being worn?	Yes/No		
■ Are trolleys/carts/floor surfaces poorly maintained/cleaned/repaired?	Yes/No	*11 Refuse collectors have a tendency not to report problems.*	*Review reporting procedures to actively encourage the reporting of breakage/failure of refuse bins.*
■ Is there a lack of regular maintenance procedures for the equipment?	Yes/No	*12 When a problem is reported, it is not always apparent that action is taken.*	*Implement a formal method to document problems and review maintenance procedures.*
Work organisation			
■ Do workers feel that there has been a lack of consideration given to the planning and scheduling of tasks/rest breaks?	Yes/No		
■ Do workers feel that there is poor communication between users of equipment and others (eg managers, purchasers etc)?	Yes/No	*13 Refuse collectors feel that they are not consulted about good features of bin design that aid handling tasks.*	*Review procedures for facilitating discussions between user and equipment purchasers.*
■ Are there sudden changes in workload, or seasonal changes in volume without mechanisms for dealing with the change?	Yes/No		
■ Do workers feel they have not been given enough training and information to carry out the task successfully?	Yes/No		

Section C: Pushing and pulling – Remedial action to be taken

Remedial steps that should be taken, in order of priority:	Person responsible for implementing controls	Target implementation date	Completed Y/N
1 *Discuss and agree with customers improvements to ground directly outside storage area.*	*A N Onymous*	*20 Feb 2015*	*Yes*
2 *Discuss and agree with customers appropriate steps to prevent overfilling of bins – review its effectiveness.*	*A N Onymous*	*25 Feb 2015*	*Yes*
3 *Review storage facilities to improve ease of access to bins and discuss with customers arrangements for good housekeeping practices.*	*A N Onymous*	*28 Feb 2015*	*Yes*
4 *Operator to attend relevant manual handling training course.*	*A N Onymous*	*25 March 2015*	*Yes*
5 *Instigate a reporting procedure to encourage workers to report problems. Ensure that a system of work is in place to address and monitor these problems.*	*A N Onymous*	*30 March 2015*	*Yes*
6 *Review refuse bin design to ensure that it is most suited to customer needs and handling requirements, eg size and shape in view of waste contents, wheel/castor design characteristics. Seek funding to replace/modify bin design, if required.*	*A N Onymous*	*25 April 2015*	*Yes*
7 *Ensure the provision of suitable clothing and footwear.*	*A N Onymous*	*30 April 2015*	*Yes*
8			
9			
Date by which actions should be completed: *31 May 2015*			
Date for review of assessment: *15 December 2015*			
Assessor's name: *A N Onymous*	Signature: *A N Onymous*		

TAKE ACTION... AND CHECK THAT IT HAS THE DESIRED EFFECT