

# Example risk assessment for an off licence

## Setting the scene

**The shop manager did the risk assessment in this off licence, which is located on a busy street. The shop is open every day from 10:00 am to 10:00 pm. Six people work there doing a variety of shifts.**

**At the rear of the shop is a staff-only area with a toilet/bathroom, a kitchen where hot drinks and food can be prepared, and a stockroom.**

### Important reminder

**This example risk assessment shows the kind of approach a small business might take. It can be used 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.**

## 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 website, to learn where hazards can occur, including the pages for small businesses;
- walked around the shop and all other areas, noting potential risks and taking into account what was learnt from HSE's guidance. Occasional activities, such as changing promotional displays or changing light bulbs, were also considered;
- talked to members of staff to learn from their knowledge and experience, and listen to their concerns and opinions about health and safety issues in the shop;
- looked at the accident book, to understand what has previously resulted in incidents.

**2** The manager then wrote down who could be harmed by the hazards and how.

- 3** For each hazard, the manager wrote down what controls, if any, were in place to manage these hazards. They then compared these controls to the good practice guidance on HSE's website. Where existing controls were not considered good enough, the manager wrote down what else needed to be done to control the risk.
- 4** The manager discussed the findings with staff and pinned the risk assessment up in the staff room for everyone to see. The necessary improvements that the risk assessment identified were put into practice.
- 5** The manager decided to review and update the risk assessment every year, or straightaway if major changes in the workplace happened.

Company name: **Smith's Off Licence** Date of risk assessment: **1/7/07**

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>Violence, threatening behaviour, verbal abuse, shoplifting</b>	Staff may suffer assaults, threats and abuse from members of the public, eg when refusing underage sales.	<ul style="list-style-type: none"> <li>■ Staff trained not to resist a robbery.</li> <li>■ CCTV installed and clearly visible.</li> <li>■ Time-delay safe used.</li> <li>■ Signs displayed stating that staff have no access to the safe.</li> <li>■ Plastic till guards fitted.</li> <li>■ Staff provide good, polite service and are told not to confront customers.</li> <li>■ Staff trained in how to refuse underage sales.</li> <li>■ Procedures in place to stop cash piling up in the till, and ensure that cashing up is done out of public view.</li> </ul>	<ul style="list-style-type: none"> <li>■ Contact local police station to get advice on what else can be done (eg safe procedures for opening up and closing).</li> </ul>	Manager and staff	7/7/07	6/7/07
			<ul style="list-style-type: none"> <li>■ Manager to remind staff about how best to cope with incidents such as shoplifting, age-restricted sales and difficult customers.</li> </ul>	Manager		
<b>Slips and trips</b> At doorways (rain), spillages, stock on floor, uneven surfaces.	Staff and customers may suffer sprains, fractures or bruising if they trip over objects, such as stock, or slip on spillages, and fall.	<ul style="list-style-type: none"> <li>■ Staff 'clean as they go', spillages and breakages cleared promptly and the floor cleaned to dry.</li> <li>■ Shop floor is only mopped when shop is closed.</li> <li>■ Doormats placed at entrance in wet weather.</li> <li>■ Floor in good condition.</li> <li>■ Good lighting in all areas.</li> </ul>	<ul style="list-style-type: none"> <li>■ Remind staff stocking shelves to try not to leave boxes of stock in aisles, if suddenly called to help on the till.</li> </ul>	All staff	20/7/07	19/7/07
			<ul style="list-style-type: none"> <li>■ Check floor around entrance in wet weather and use a dry mop on the floor if water is trailed in.</li> </ul>	Manager		
<b>Manual handling</b> Deliveries, stacking shelves.	Staff risk injuries or back pain from handling heavy and bulky objects.	<ul style="list-style-type: none"> <li>■ All staff are trained how to lift properly.</li> <li>■ High shelves are for light goods only.</li> <li>■ Single-deck trolley available for moving stock, and staff trained to use it safely.</li> <li>■ Slabs of beer stacked to sensible heights, allowing individual slabs to be removed safely.</li> </ul>	<ul style="list-style-type: none"> <li>■ Remind staff that stock (except for stock that can be very easily carried) should always be moved using the trolley.</li> </ul>	Manager	20/7/07	18/7/07
			<ul style="list-style-type: none"> <li>■ Consider overstocking when ordering – is there sufficient space to store stock safely?</li> </ul>			
<b>Working at height</b> Changing light bulbs, stacking shelves.	Falls from any height can cause bruising and fractures.	<ul style="list-style-type: none"> <li>■ Appropriate stepladder in good condition provided and staff know how to use it safely.</li> <li>■ Staff wear sensible shoes.</li> </ul>	<ul style="list-style-type: none"> <li>■ Manager to regularly check the condition of stepladder, according to manufacturers' instructions.</li> </ul>	Manager	20/7/07	

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>Breakages</b>	Staff risk cuts from broken glass from clearing up after breakages.	<ul style="list-style-type: none"> <li>■ Breakages are cleared up using dustpan and brush kept behind counter, with staff wearing thick gloves.</li> <li>■ Staff told not to pick up broken glass with hands.</li> <li>■ Debris put in cardboard box to reduce risk to refuse collectors.</li> </ul>	<ul style="list-style-type: none"> <li>■ No further action necessary.</li> </ul>			
<b>Contact with bleach and other cleaning chemicals</b>	Staff doing cleaning risk skin irritation or eye damage from direct contact with cleaning chemicals. Vapour may cause breathing problems.	<ul style="list-style-type: none"> <li>■ Mops, brushes and strong rubber gloves are provided and used.</li> <li>■ Staff shown how to use cleaning products safely, eg follow instructions on the label, dilute properly and never transfer to an unmarked container.</li> </ul>	<ul style="list-style-type: none"> <li>■ Replace 'irritant' chemicals with milder alternatives, where possible.</li> </ul>	Manager	20/7/07	20/7/07
			<ul style="list-style-type: none"> <li>■ Staff reminded to check for dry, red or itchy skin on their hands.</li> </ul>	Manager	20/7/07	20/7/07
			<ul style="list-style-type: none"> <li>■ Staff reminded to wash gloves before taking them off and to remove them carefully.</li> </ul>	Manager	20/7/07	20/7/07
<b>Electrical</b> Faulty building wiring, faulty electrical appliances.	Staff could get electrical shocks or burns from faulty electrics, including portable electrical equipment – heaters, fans etc.	<ul style="list-style-type: none"> <li>■ Staff trained to spot and report any defective plugs, discoloured sockets, damaged cable and on/off switches and to take defective equipment out of use.</li> <li>■ Staff know how to safely turn the electricity off in an emergency.</li> <li>■ Clear access to the fuse box.</li> <li>■ Qualified electrician does safety check of building electrics every five years.</li> </ul>	<ul style="list-style-type: none"> <li>■ Manager to do regular visual checks of plugs, sockets, cables and on/off switches.</li> </ul>	Manager	20/7/07	First check done on 18/7/07
<b>Fire</b> Examples: Smoking, faulty electrics, arson	If trapped, staff could suffer from smoke inhalation/ burns.	<ul style="list-style-type: none"> <li>■ Fire risk assessment done, see <a href="http://www.communities.gov.uk/fire">www.communities.gov.uk/fire</a> and necessary action taken.</li> </ul>	<ul style="list-style-type: none"> <li>■ None.</li> </ul>			

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