



**2021 – Annual Review
of
Head Office Risk Assessment**

for

Lucas UK Group
Unit 11 Invicta Business Park
Wrotham
KENT
TN15 7RJ

Prepared by Nathalie Martens
Next Review Date: 14.03.2022

Hazard	Persons affected	Consequence	Pre-Control Risk			Control Measures	Residual Risk		
			P	S	R		P	S	R
Manual Handling – Receiving deliveries; carrying goods upstairs	Lucas Personnel Cleaning staff Others – personnel risk injuries from handling heavy objects e.g.: receiving deliveries of paper	Injury – fractures, dislocations, spinal disc compression, trapped nerves, cuts, abrasions, sprains etc.	3	3	9	• Appropriate PPE must be worn. • Use of teams and/or mechanical lifting from the floor. • Reduce twisting and stooping. • Push the load, do not pull. • Consider the load, individual capability, task, and environment to determine whether there is a risk of injury. • A risk assessment must be completed for lifting heavy and bulky loads that present a risk of injury. • All employees who carry out manual handling operations are to receive the appropriate training to enable them to carry out the task in a safe and healthy manner. • Manual handling techniques to be adopted. • Sack trolleys to be used to reduce heavy load lifting	1	3	3
Housekeeping and Good order	Lucas Personnel Cleaning staff Visitors	Injury	3	3	9	• Ensure the work area is sufficiently clear for access to works areas and that they are clean & safe. • Do not allow waste materials and spills to accumulate in working areas. • Maintain an ongoing program of waste disposal. • Clean up spills of grease, oil, or other liquids at once. If it is not possible, cover them with sand or some other absorbent material until they can be cleaned up. Spill kits to be used. • Empty office bins daily • Do not leave dirty dishes, cutlery and mugs lying around. Please put them in the dishwasher • Clean all spills using the appropriate absorbent material	1	3	3
Working at height	Lucas Personnel	Fractures, dislocations, spinal disc compression, trapped nerves, sprains & strains, crushing injuries.	3	3	9	• Chairs and desks must not be used for reaching heights, step stools must be used instead. • Should a step ladder be used, personnel should be briefed and shown in using the equipment safely. • To avoid falls from height, items should be stored at waist height. • High shelves for light items only	1	3	3

Hazard	Persons affected	Consequence	Pre-Control risk			Control measures	Residual Risk		
			P	S	R		P	S	R
Fire	Lucas Personnel Cleaning staff Visitors Those in the immediate vicinity	Internal or external burns, ventricular fibrillation, cardiac arrest, burns at contact points, smoke inhalation and/or death.	3	3	9	- Rubbish not allowed to over accumulate and good housekeeping to be maintained through regular checks. - Storage of empty cardboard boxes should be kept to an absolute minimum. - Equipment should be switched off when not in use for long periods. - All portable electrical equipment must be tested for electrical safety at the appropriate intervals. - Fire exits and stairwells to be kept clear at all times. - Follow the emergency procedures. - Flammable liquids to be stored in a suitable, sealed container away from ignition sources. - Provide all hazards with warning signs - Ensure suitable extinguishing media is available. - Safe storage of cylinders to be implemented. - Personnel to observe and acquaint themselves with the fire emergency plan and routes. - Smoking in designated area only. - Contractors/Visitors are to be familiarized with the building's emergency evacuation procedure. - Fire alarm system to be maintained and tested. - Fire risk assessments for the building to be carried out annually. - Do not allow waste materials and spills to accumulate in working areas. - Maintain an ongoing program of waste disposal. - Clean up spills of grease, oil, or other liquids at once. If it is not possible, cover them with sand or some other absorbent material until they can be cleaned up. Spill kits to be used. - Empty office bins daily <i>Fire Wardens: Nathalie Martens; Vici Hemming and Charlotte McCarthy</i>	1	3	3
Slips, trips, and falls	Lucas Personnel Cleaning Staff Visitors Others – may be injured if they trip over an object or slip on a spillage.	Sprains Fractures Broken bones Cuts, abrasions, and bruises	3	3	9	- Ensure the work area is clear of any item or article that could cause you to slip, trip or fall. - Clear up any spills immediately with the available spill kit. - Where spills occur, place warning signage, cordon the area off and then clean up. - Electrical leads to be kept tidy and away from walking routes. - Stairs to be kept clear and free at all times. - Areas to be well lit. - Any hazards such as torn carpets, trailing cables, defects to floor coverings, faulty lighting etc. must be reported immediately to Health and Safety or the Office Manager. - Office cleaned regularly - Bags and handbags, are not to be left in walkways - Stores and Materials, are not to be left in walkways	1	3	3

Hazard	Persons affected	Consequence	Pre-Control Risk			Control measures	Residual Risk		
			P	S	R		P	S	R
First Aid			3	4	12	• <i>Fire Aiders: Nathalie Martens; Vici Hemming</i> • Gloves and mask to be worn when administering first aid. • Adopt good hygiene methods before and after – wash your hands for 20 seconds with soap and water. • Suitably stocked First Aid box located in the cupboard near franking machine. • Contents of the first aid containers are examined frequently and restocked soon after use. • The items are disposed of safely once they reach their expiry date. • Sevenoaks Hospital located 7 miles away – Hospital Road, Sevenoaks TN13 3PG • All accidents/incidents are logged in the accident book and are to be reported to the SQE Director • AED (Automated External Defibrillator) is available in our workplace. • AED trained persons: Nathalie Martens, Victoria Hemming, Paul Baker • Information on how to use the AED is available on the AED device • During the coronavirus pandemic, should any person object to first aid being administered on them, this must be communicated to the first aiders immediately • Gloves and FFP3 masks to be worn when administering first aid both by the first aider and the injured person • Should basic life support be required, open airway and CPR only. No EAR (mouth to mouth). First Aiders are to always carry 2 spare masks on them.	1	4	4
Use of electrical equipment (office, kitchen)/ Electricity E.g.: Photocopier, extension leads, cables, plugs	Lucas Personnel Those in the immediate vicinity Cleaning staff	Injury/Death	2	2	4	• Ensure electrical equipment is suitable, maintained and guarded. • Persons using electrical appliances are to be competent and trained. • PA Testing to be carried out as per the HSG107 and The Electricity at Work Regulations 1989 and labelled with the date of test. • Regular Visual checks to be carried out by departmental managers • Defective equipment should be reported and taken out of service immediately. • Persons must never use defective or damaged equipment. • Users must be competent and ensure the equipment is suitable for the task. • Do not misuse, alter, or modify any equipment • Inspections, testing, and repairs to be carried out by a competent person • Common causes of electrical fires – Defect wiring, overloading of cables, poor connections, incorrect fuse rating, coiled extension leads, poor maintenance, unsafe modifications, poor working environment. • Electrical equipment must always be used in accordance with the manufacturers' instructions.	1	1	2

Hazard	Persons affected	Consequence	Pre-Control Risk			Control measures	Residual Risk		
			P	S	R		P	S	R
Lone Working / Out of Hours Working	Lucas personnel	Sudden Injury/Illness, personal threat	3	3	9	- Periods of lone working generally confined to normal working hours and when others in the vicinity. - Tasks being carried out are low risk - Means of summoning emergency assistance easily available – telephones within the office - Lone working assessment required when potential risks are increased e.g. expectant mothers and/or persons with medical/mobility issues and those with diabetes (this is not an exhaustive list) - Office park opens at 07h00 and closes at 19h00. - When lone working is unavoidable, the two-person rule must be adopted. - If you are left alone, you must immediately text ALONE and indicative time of departure. Texts to be sent to the Office Manager and Managing Director. - When you have safely locked up and physically got into your car to the top gate, text LOCKED before pulling away. Texts to be sent to the Office Manager and Managing Director.	1	3	3
Office equipment i.e., shredder, laminator	Lucas Personnel Cleaning staff	Physical Injury	2	2	4	- Equipment must be used in accordance with manufacturer's instructions. - Those using the equipment must be aware of how to safely use it (e.g., instruction, signage) do not use if you have not been trained in its use - Equipment to be periodically checked for safe condition and taken out of use if any damage found. - Loose clothing i.e., ties and long hair to be kept away from any moving parts.	1	2	2
Parking and Moving/ reversing vehicles	Lucas personnel/ visitors/ contractors /others	Injury Fracture Broken bones	4	4	16	- Keep parked vehicles out of the flow of traffic and people - Park in designated parking bays as per markings - Do not block access - Pedestrians to walk alongside buildings away from traffic route to other units within the business park. Do not walk on vehicle routes - Always remain vigilant and alert when walking between units - Adhere to the speed limit i.e., 20 miles - Take care when walking to the unit during wet weather i.e., do not run	1	2	2
Stress	Lucas personnel	Bullying; not knowing your role; lack of job control – depression, anxiety	4	4	16	- Personnel to understand what their duties and responsibilities are. - Staff can talk to their line manager if they are feeling unwell or uneasy about things at work - No bullying policy and - No blame culture - Mental Health First Aiders available	2	2	4

Hazard	Persons affected	Consequence	Pre-Control Risk			Control measures	Residual Risk		
			P	S	R		P	S	R
Display Screen Equipment	Lucas Personnel	Work related musculoskeletal disorders & Work-Related Upper limb disorders – neck, shoulder, back or arm pain, as well as headaches, fatigue, and eyestrain.	3	3	9	- Forearms should be approximately horizontal, and the user's eyes should be the same height as the top of the screen. - Make sure there is enough work to accommodate all documents or other equipment. - A document holder may assist to avoid awkward neck and eye movements. - Arrange the desk and screen to avoid glare, or bright reflections. - Make sure there is space under the desk for legs to move. - Avoid excess pressure from the edge of seats on the backs of legs and knees. - A footrest may be helpful. - Employees to be trained in using the Display Screen Equipment. - A DSE risk assessment must be carried out - Work to be planned to include regular breaks from the computer - Warm up stretching and stretch breaks to reduce the risk of musculoskeletal injuries. - Good posture at all times. - Lighting and temperature to be suitably controlled. - Adjust blinds at windows to control natural light on screen - Where laptops and notebooks are used as a significant part of day-to-day work, a risk assessment must be carried out.	2	2	4
Repetitive Strain Injury – Setting up your workstation Typing, mousing, and writing	Lucas Personnel	Physical stress ULD's Carpel Tunnel Syndrome	3	3	9	- Set your mouse to one side of your keyboard, so that you do not have to lean, stretch or hunch to work it. - Position your keyboard above your thighs, your shoulder to be able to reach the keys with your elbows at your side and bent at 90 degrees, and your forearms roughly parallel to the ground. If your elbows are more than a 90 angle, it will tire you out quickly. - Your monitor should be directly in front of you, such that your eye level is somewhere between the top of the screen and 20% from the top. The screen should be about 15-25 inches from your eyes. - Keep your wrists straight, this puts less strain on your tendons and nerves. - Let your hands float, do not rest your wrists on the desk, keyboard, or a wrist rest when you are typing. Let them hover over the keys. - Do not strain your fingers, when you need to press a hand to reach key, like CTRL, SHIFT, BACKSPACE, don't stretch out your pinky. Instead move your whole hand and use your index or middle finger to press the key. - Use two hands to type combination keystrokes such as those involving the SHIFT and CONTROL keys. - When writing, avoid gripping the writing utensil tightly.	2	2	4

Hazard	Persons affected	Consequence	Pre-Control Risk			Control measures	Residual Risk		
			P	S	R		P	S	R
Hazardous Substances	Lucas Personnel Cleaning staff	Injury	3	3	9	If hazardous substances e.g., solvents or solvent based glues are used within the office, a COSHH assessment must be completed and the controls measures communicated to those affected	1	3	3
Falling objects	Lucas personnel Cleaning Staff	Injuries	3	3	9	- To prevent injuries, heavy items must not be stored on upper shelves. These should be stored at waist height. - Do not overload shelves - Never stand on chairs or desks when reaching for height	1	3	3

Hazard	Persons affected	Consequence	Pre-Control Risk			Control measures	Residual Risk		
			P	S	R		P	S	R
Coronavirus	Lucas personnel/ cleaner/ visitor/ contractors	Illness that can affect your lungs and airways.	4	4	16	- No persons to work in the office if they or a household member is suspected of having any symptoms or has been confirmed with Covid-19 - If an employee becomes unwell in the workplace with coronavirus symptoms – a new or continuous cough, a high temperature (37.8 degrees Celsius or higher), Loss of sense of taste or smell, should be sent home and advised to follow Government advice to self-isolate. - All surfaces that person has come into contact with, must be cleaned and disinfected immediately. - PHE Track and Trace procedures to be instigated upon confirmation of a positive test - https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works - Follow the most up to date Government guidance provided regarding periods of isolation - Anyone identified as requiring to self-isolate will not be permitted to attend work	1	4	4
Coronavirus – Entering and moving around the offices	Lucas personnel/ cleaner/ Visitor/ contractors	Illness that can affect your lungs and airways.	4	4	16	- When entering and moving around the offices, Face Coverings are to be worn by non-resident Head Office Staff, the only exception is when personnel are seated at their desks or in a socially distanced meeting environment, this rule will apply to and include: - Visiting Directors / Senior Staff - Visiting Contracts and Site Managers - All Logistics staff - Any outside Visitors - Tradesmen / contractors	1	4	4
Coronavirus – Entering and leaving the building	Lucas personnel/ cleaner/ visitors/ contractors	Illness that can affect your lungs and airways. illness – bringing the virus into the office area and passing it on to others.	3	4	12	- All employees must use the hand sanitiser provided when entering and leaving the building and regularly throughout the day especially before and after touching common high touch points, e.g., door access code pads, panels and handles, kitchen equipment etc. - You are encouraged to follow good hygiene practice at all times whilst at work. - Visitors temperature to be taken when entering the office - Permanent employees to record temperature twice per day - All visitors/contractors/all other persons who are visiting/carrying out works at Lucas Head Office, who enter the unit/s MUST wear a face covering, (mask or shield) by no means is it acceptable to enter without one and all Lucas employees are reminded to encourage visitors/contractors/all other persons to wear a face covering at all times as well as to sanitize using the sanitizing station in reception at the front door before entering the area. - There are un-used masks available in the white cupboard in reception should your visitors/contractors not have one with them. - Online meetings are encouraged, this avoids face to face contact and reduces the risk of infection. If there is a meeting being held, please remind your visitor/s to keep to the 2m social distancing rule and to wear their face mask at all times. Please discourage handshaking	1	4	4

Hazard	Persons affected	Consequence	Pre-Control Risk			Control measures	Residual Risk		
			P	S	R		P	S	R
Coronavirus – Handling or Delivering packages/post	Lucas personnel/ delivery or postman	Illness – contact with other people	3	4	12	- Lucas personnel will maintain a strict 2m rule of social distancing while accepting and distributing parcels. - Post will be franked downstairs and placed at the post 'station' in the reception area.	1	4	4
Coronavirus – Kitchen area	Lucas personnel/ cleaner	Illness that can affect your lungs and airways. Illness – contact with contaminated food items/surfaces	3	4	12	- Employees must use hand sanitiser in kitchen before touching anything - Anti-bacterial spray provided in kitchen areas for employees to wipe all surfaces and used equipment/items - The microwave and kettle if used are to be cleaned after each use - All food stored in the fridge must be covered - All food kept in the fridge needs to be thrown away/taken home at the end of each week, no food is to be kept over the weekend. This will enable cleaners to clean the fridge thoroughly every week - Employees encouraged to bring their own crockery and cutlery - Teams to implement staggered lunch breaks - Only one person allowed into kitchen area at a time. - Kitchen roll is provided for employees to use. No tea towels are to be left at any time in kitchen area	1	4	4
Coronavirus – Toilet areas	Lucas personnel/ cleaner/ visitors/ contractors /others	Illness – contact with contaminated surfaces/ people – Compromise on complying with social distancing	3	4	12	- Maintain social distancing only one person at any one time. - In use/Vacant sign to be used as appropriate - Anti-bacterial spray available in the toilets for employees to wipe all surfaces used. - Adopt good hygiene, wash your hands with soap and water for 20 seconds before and after using the toilet. - Ensure that the toilet seat is closed prior to flushing - Suitable and sufficient disposable hand towel basket has been provided and is disposed of regularly. - Please enhance the cleaning regimes, particularly the door handle, surfaces, and toilet flush button by using the disinfectant provided. - Only one person in the toilet area at a time. Please use the 'in use, push button (which will light up) to the right-hand side of the door next to the stationary cupboard on the sanitising station. When you are finished please push the button, so it switches off and then sanitise your hands.	1	4	4

Hazard	Persons affected	Consequence	Pre-Control Risk			Control measures	Residual Risk		
			P	S	R		P	S	R
Coronavirus – Main office area	Lucas personnel/ cleaner	Illness that can affect your lungs and airways. Illness – contact with other people and contaminated surfaces such as door handles, keypads	4	4	16	• Inform your line manager if your doctor considers you are Clinically extremely vulnerable • Discuss extra measures with people of higher risk which include: ○ are older males ○ have a high body mass index (BMI) ○ have health conditions such as diabetes ○ are from some Black, Asian or minority ethnic (BAME) backgrounds • We will ensure that we do not discriminate, directly or indirectly, against anyone because of a protected characteristic such as age, sex, disability, race or ethnicity. • While not possible to introduce a one-way circuit, all employees are to be mindful of their movement and to remain social distant while moving around the office, ample space is provided to maintain acceptable distances by taking a polite and pragmatic approach • No passing is permitted on the staircase • Maintain the 2m distance at all times, where this is not possible, ensure mitigation measures are in place, such as: ○ the wearing of a face mask. ○ further increasing the frequency of hand washing and surface cleaning ○ reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others) ○ Limit the need to shout or raise voices • Avoid physical contact i.e., hugs, handshakes, and non-essential contact • Use side to side working rather than face to face wherever possible. • Employees must adhere to the clear desk policy which will allow our cleaner to clean workstations and areas effectively. • Each desk and the toilets have hand sanitizer bottle/s, please sanitize your hands regularly. • Ensure that the heat Plate exchange fresh air system is activated regularly throughout the day • Staff are encouraged to use the NHS QR Code (contact tracing helps track, report and isolate cases) has been printed and is available to scan on the front door should you or your visitor require to scan it. • Where required utilize office laptops and take advantage of the flexible workspace to socially distance, i.e., sofas stools window seating, kitchen bar, reception the VLS, theatre or the pod. • Provide Mental Health support to all employees including any that may need to isolate or work from home.	1	4	4

Hazard	Persons affected	Consequence	Pre-Control Risk			Control measures	Residual Risk		
			P	S	R		P	S	R
Coronavirus - Hygiene	Lucas personnel/ cleaner	Illness that can affect your lungs and airways. Illness – contact with other people	4	4	16	- Frequently clean your hands by using soap and water or hand sanitizer gel. - Avoid touching your eyes, nose, and mouth with unwashed hands - Cover your mouth and nose with a tissue when coughing or sneezing - Put used tissues in the bin straight away - Try to avoid close contact with people who are unwell or vulnerable	1	4	4
Coronavirus – accidents and incidents	Lucas personnel/ cleaner	Illness that can affect your lungs and airways. Illness – contact with other people and contaminated surfaces such as door handles, keypads	4	4	16	- Gloves and FFP3 masks to be worn when administering First Aid by both the First Aider and the injured person. - Should basic life support be required, open airway and CPR only, no EAR (Exhaled Air Resuscitation/mouth to mouth). - Adopt good hygiene measures – wash hands for 20 seconds with soap and water. - Our First Aiders are aware of and willing and able to deal with an injured person(s) where there is the possibility of COVID-19 - All First Aiders are to always carry 2 spare masks on them.	1	4	4
Coronavirus – general cleaning regime	Lucas personnel/ cleaner/ visitor/ contractors	Illness that can affect your lungs and airways.	4	4	16	To support the ongoing increased personnel hygiene and localised sanitation, cleaners will sanitise the offices daily with a focus on high touch points	1	4	4

KEY

					Residual Risk			
Accident Probability P		X	Accident Severity S		=	Score	Factor	Action
Very Likely	4		Very Serious	4		9 - 16	High	Unacceptable Risk.
Reasonably Likely	3		Reasonably Serious	3				Re-assess to eliminate/ reduce risk to Low/Med Factor
Reasonably Unlikely	2		Reasonably Moderate	2		5 - 8	Med	Consider further precautions to reduce risk to Low Factor.
Very Unlikely	1		Very Minor	1				Proceed with extra care if unable to reduce to Low Factor
					1 - 4	Low	No further action required	

Relevant Legislation:

- The Health & Safety at Work etc. Act 1974
- The Management of Health & Safety at Work Regulations 1999
- The Health & Safety (Display Screen Equipment) Regulations 1992
- Control of Substances Hazardous to Health 2002
- HSG107
- The Electricity at Work Regulations 1989
- The Health and Safety (First Aid) Regulations 1981
- Provision and Use of Workplace Equipment Regulations 1998 (PUWER)

Relevant Guidance

- [Offices and contact centres - Working safely during coronavirus \(COVID-19\) - Guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)