

# Receptionist RA 046

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Risk Assessment:	046 Receptionist
Assessors Name:	Gabriela Balint
Signature:	<i>Balint</i>
Date:	January 2022
Review:	January 2023

Hazard	Who can be harmed & how	Risk Rating			Control measures in place	Residual Risk		
		L	C	R		L	C	R
Dealing with the public/tenants/visitors	Potential for violence, aggression, assault. Person being unfamiliar with site	2	3	6	Employee should not aggravate situation, if possible, try to defuse the situation: and keep calm Mobile phone to be taken and available at all times Phone emergency services where issues arise – <b>999 if possible</b> Keep radio contact with security team and police if possible Access controlled security doors installed where possible If possible have two staff/buddy system if dealing with aggressive members of the public/tenants/visitors. Employees carry a mobile phone at all times. Personal alarms available to staff and carried when they feel necessary Emergency procedure/information signage provided for members of the public Keep in contact with Line Manager on site regularly. All incidents/accidents, near misses to be reported as soon as possible	3	1	3
Liaison with contractors for construction/refurbishment works	Access to site by unauthorised persons; unsafe working activities; hazardous substances brought to site without prior knowledge; persons unfamiliar with site. Failure to evacuate in an emergency or to call assistance if required	2	3	6	All contractors to be vetted and approved Building Manager to make sure all contractors are signed contractors rules to indicate they have read and understood the rules The Building Manager to conduct with all contractors site induction All contractors are required to sign in/out Building Manager to ensure all contractors are informed of emergency evacuation and accident reporting procedures on arrival All staff are aware that they should report any activities of contractors on site Employees to ensure contractors employ suitable control measures where appropriate i.e. cordon off area Staff are aware that they should report any activities of contractors on site which they consider unsafe to the person in control of the site Employees are aware that they have the authority to stop activities of contractors on site if they are concerned for health and safety reasons All incidents and accidents and near misses to be reported as soon as possible following company procedure	3	1	3

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General duties including daily walk rounds and security patrol	Lighting risks Risk to injury, trips, slips, fall	3	2	4	Where areas of poor lighting are identified exit the building by emergency exit Keep to set routes pathways and walkways Building Manager to make sure regular maintenance and inspection carried out Bulbs replaced as required by appointed contractor Reports of bad lighting investigated and action taken	4	1	2
	Lone working & Violence. No other persons available to assist in the event of accident, ill health or attack	2	3	6	Mobile phone to be available at all times and personal alarm if requested. All staff aware of lone working policy Employees are recommended not to use lift when working alone Employees aware of building emergency procedures Employees have access to first aid materials either on site, on their person or in their vehicle All incidents/accidents and near misses to be reported as soon as possible following company procedure	3	1	3
	Use of office equipment – electrical, moving parts, sharp edges, light sources, stress	2	2	4	Office equipment maintained and regular PAT regime in place Regular safety inspections by a responsible person Employees aware of defect reporting procedure Faulty equipment is to be taken out of service and marked “do not use” Training provided for office equipment where appropriate Drawers, cabinets are to be kept closed, other than when in use Distribute stored items evenly to prevent cabinets being unstable. Heaviest items stored at waist height Equipment is positioned in a safe working environment Staff aware of occupational health procedures Good housekeeping regime kept in place. Staff aware of the need to keep drinks away from electrical equipment	4	1	2

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	Electrical hazards – live and unsecured services	3	4	12	Any exposed or loose cabling should not be touched and should be reported No electrical work to be carried out by employees Contractors appointed to carry out inspection and maintenance works Employees are competent and experienced with professional qualifications	3	1	4
	Personal phobias e.g. vertigo, claustrophobia Potential to impair judgement	2	3	6	Employee to familiarise themselves with information relating to the site. Areas of concern should be reported to their manager or HR Should not enter an area that seems dangerous Employee should inform line manager of any phobias that might affect working activities	3	1	3
	Stress	2	4	8	Staff understand what their duties and responsibilities are through on job training and induction carried out by their line manager. Any issues with stress, high workload is communicated to line management or HR who decide whether adjustments can be made. Confidential helpline available to all staff if required contact HR representative	3	1	4
	Infections, incorrect treatment, unable to provide first aid treatment	3	3	9	Generic first aid risk assessment undertaken, applied locally Relevant number of staff trained as required All sites to have access to a first aid box Any first aid boxes provided are checked monthly Locations in busy towns and cities in easy reach of hospitals All staff have forms of communication via radio or phone to assist quickly in the case of emergency	3	1	3

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Use of IT comprising of: Using PC, laptop, tablet	<b>Musculoskeletal disorders</b> <b>Stress</b>	2	3	6	All new staff receive training and assessment undertaken within two months of working for the company High risk recommendations are actioned in a timely manner Relevant standard equipment provided including chairs and desks Adjustable blinds at windows to reduce glare on screens All staff(who require) are provided with docking stations and separate keyboard and mouse for use in the office Employee work patterns currently allow for natural work breaks away from DSE All employees aware of the Company policy on eye and eyesight tests and assistance with the cost of spectacles for DSE work DSE checked regularly and kept in a condition that does not cause harm Employee aware to refer to Health & Safety for guidance i.e. working with computers Staff are aware to notify their line manager of any changes to workstation layout or health conditions	3	1	3
		3	3	9		3	1	3
Manual Handling Taking deliveries Moving paper Moving office furniture Dealing with post	<b>Injuries</b> <b>Musculoskeletal problems</b>	3	3	9	Employees not to carry out any repetitive manual handling tasks unless suitably trained Manual handling risks are reduced as far as possible Specific manual handling risk assessment to be carried out where manual handling activities are identified Assistance available for manual operations e.g. colleague or equipment (trolley) Employees aware of manual handling risk			

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Dealing with emergency procedures	Lack of knowledge of fire procedures-failure to evacuate in the event of a fire	3	4	12	All staff must familiarise themselves with the local fire evacuation procedures All staff have been shown how to activate the fire alarm and fire action notices are posted next to all call points All staff know what the fire alarm sounds like and the meaning of the intermittent and phased system All staff have been shown all relevant fire exit routes and assembly points 6 monthly fire drills to be held at the site to practice fire evacuation procedure Signage in place to highlight escape routes	3	1	3
	Suspicious packaging	2	4	8	Cordon off the area where the package is found Follow suspicious package procedure Contact the police who will advise further and provide assistance	3	1	4
	Responding to loss of power, flood, fire etc	3	3	9	Staff reminded never to put themselves at risk via email and verbal instruction Never enter a property unless it has been confirmed that it is safe to do so Always follow emergency services advise Never attempt to override safety features of plant or equipment Building Manager to employ approved specialist contractors for the removal of waste or cleaning of the property after flooding Building Manager to employ approved specialist contractors to isolate plant and equipment in an emergency Building Manager trained in principles of risk assessment which can be applied dynamically to any particular situation Building Manager provided with emergency communication (mobile phone) and are remotely supervised by line management employees Building Managers have access to EMEA HSSE Team for advice as required	3	1	3