

Take one task or area at a time, with the people who do the work. Write down each hazard you find, who it could harm and what you'll do about it.

1. Pick one site and one area or task, and walk it during a normal busy shift.
2. Ask the people who work there what went wrong or nearly did, and list every hazard.
3. For each hazard, write who could be hurt and when, then rate it Low, Medium or High.
4. Note what you already do and decide what more is needed, starting with the High ones.
5. Copy every action onto the action plan with one name, a due date and who checks it.
6. Tell every shift what changes, and set a date to look at it again.

[illegible]

Every action you can't take straight away goes here, with an owner and a date. Check afterwards that it worked.

Every employer must make a suitable and sufficient assessment of the risks. With five or more employees, you must record the significant findings and any group of employees identified as especially at risk (Management of Health and Safety at Work Regulations 1999, reg. 3). The law sets no format or scale: Low, Medium and High is our suggestion. Fire risk assessment is a separate duty.

Examples from restaurants, hotels and shops

This is how the rows can look. Your hazards and your ratings will be your own.

HAZARD	WHO AND WHEN	RATING	ACTION
Wet floor at the pot wash	Kitchen porters and chefs, worst in the evening rush	High	Non-slip mat, mop kept at the station, spills cleaned at once, shoes with grip
Hot oil when changing the fryer	Chefs, at close while the oil is still hot	High	Change the oil only once it has cooled, trained staff only, fire blanket in reach
Knives and the meat slicer	Prep chefs and new or young starters, during prep	Medium	Guard always on, trained before first use, never a new starter alone
Kegs and the cellar steps	Bar staff, during service and at close	Medium	Handrail and lighting fixed, keg trolley, no carrying kegs on the steps
Stripping beds and pushing linen trolleys	Room attendants, during mid-morning checkouts	Medium	Lighter trolleys, beds pulled out on wheels, heavy rooms shared out fairly
Night porter alone at reception	Night porter, from midnight to the morning shift	Medium	Panic alarm, front door locked at night, check-in call with the duty manager
Abusive customer at the till	Shop staff, in the evening and when refusing a sale	High	Never challenge alone, conflict training, report every incident
Roll cages and heavy deliveries	Shop staff, at delivery and on the shop floor	Medium	Push not pull, one cage at a time, gloves and safety shoes, shown on day one

More hazards

HAZARD	WHO MIGHT BE HARMED, AND HOW	RATING	ACTION

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