

# Risk Assessment

Activity	Working in an Office/Shop/Kiosk/Park & Ride
Location	Various locations throughout Lothian Buses
Persons at Risk	Lothian Buses Employees
Name of Assessor	Stuart Rollo – Health and Safety Manager
Date	29/09/25

Ref No.	Description of Hazard	Risk Ranking (before controls)			Control Measures	Risk Ranking (after controls)		
		L	S	R		L	S	R
1. <b>Fire</b>	<ul style="list-style-type: none"> <li>If trapped staff could suffer fatal injuries from smoke inhalation/burns</li> </ul>	4	5	20	<ul style="list-style-type: none"> <li>During induction all staff are to be made aware of basic fire evacuation and activation procedures. For Shandwick driver's hub, all workers informed of the location of emergency evacuation exits and procedures (reviewed 30/08/2022)</li> <li>Regular fire drills to take place at all locations, across all shifts every 6 months</li> <li>Induction process should enquire if a personal emergency evacuation plan (PEEP) is required</li> <li>Fire Wardens are appointed for all areas</li> <li>Fire Risk assessments are undertaken for all premises</li> </ul>	1	5	5
2. <b>Slips, Trips &amp; Falls</b>	<ul style="list-style-type: none"> <li>Staff and visitors may be injured if they trip over objects or slip on spillages</li> </ul>	4	3	12	<ul style="list-style-type: none"> <li>Housekeeping will be of a high standard</li> <li>All areas will be well lit including stairs</li> <li>All trailing leads or cables will be stowed safely</li> <li>Staff will keep work areas clear e.g. no boxes left in gangways, deliveries stored immediately</li> <li>Offices will be cleaned every evening</li> <li>Better housekeeping may be required for kitchen and toilet facilities e.g. spills</li> <li>Any hazards such as torn carpets, defects to floor coverings, faulty lighting etc. should be reported immediately to the Line Manager or Facilities Manager</li> <li>During periods of cold weather main traffic routes and pedestrian walkways within the depot will be gritted</li> </ul>	2	3	6
3. <b>Workplace Transport</b>	<ul style="list-style-type: none"> <li>Collision between moving vehicles or vehicles and pedestrians</li> </ul>	4	5	20	<ul style="list-style-type: none"> <li>Reference shall be made to Workplace Transport Risk Assessment</li> <li>All staff are informed to use designated pedestrian walkways and crossing points at all times including traveling to and from work</li> <li>A strict 10 mph speed limit is in place across all Lothian Buses premises</li> <li>Any persons walking or working out with a designated pedestrian walkway must be wearing a hi-visibility vest or jacket</li> <li>When in areas where traffic movements are likely, mobile phones may only be used when inside a designated pedestrian walkway, pavement or a place of safety i.e. a building etc. Never drive any vehicle in any depot while using a hand held mobile phone. Wearing of earphones is not permitted within any traffic movement area</li> <li>A banks man has full authority over all transport and pedestrian movement when reversing a vehicle</li> </ul>	1	4	4

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		L	S	R		L	S	R
4. <b>Manual Handling</b>	<ul style="list-style-type: none"> <li>Staff risk injury or back pain from lifting heavy or bulky items</li> </ul>	4	4	16	<ul style="list-style-type: none"> <li>A risk assessment must be completed for lifting heavy and bulky loads that present a risk of injury.</li> <li>Mechanical aid i.e. trolley should be used to transport any large boxes or bulky items</li> <li>Only light objects shall be stored in high cupboards or shelving</li> <li>Any staff identified at being of risk from manual handling should receive basic manual handling training every 3 years</li> <li>Staff shall be reminded not to attempt to lift objects that look or appear too heavy to handle</li> <li>When lifting/opening notice board covers, ensure measures in place to prevent contact by passers-by (<i>revised 03/06/21</i>)</li> </ul>	2	3	6
5. <b>Hazardous Substances</b>	<ul style="list-style-type: none"> <li>Injury from chemical or biological hazards</li> </ul>	3	3	9	<ul style="list-style-type: none"> <li>A COSHH risk assessment must be completed for all substances that may present a hazard to health</li> <li>Staff are informed not to bring their own products into the workplace</li> </ul>	1	1	3
6. <b>Display Screen Equipment</b>	<ul style="list-style-type: none"> <li>Staff risk posture problems and pain, discomfort or injuries, e.g. to their hands/arms, from overuse or improper use or from poorly designed workstations or work environments. Headaches or sore eyes can also occur, e.g. if the lighting is poor.</li> </ul>	4	3	12	<ul style="list-style-type: none"> <li>DSE self-assessments of workstation shall be carried out by all new starters early on. Any actions required to be carried out ASAP</li> <li>Reassessment to be carried out at any change to work feature, e.g. equipment, furniture or the work environment such as lighting. Otherwise at 2 yearly intervals</li> <li>Shared workstations will be assessed for all users</li> <li>Work will be planned to include regular breaks or change of activity</li> <li>Lighting and temperature suitably controlled</li> <li>Noise levels controlled</li> <li>Eye tests provided for those who need them, duty holder to pay for basic spectacles specific for VDU use (or portion of cost in other cases)</li> <li>Laptop users trained to carry out own DSE assessment for use away from office. When used at office, laptop should be used with docking station, screen, keyboard and mouse</li> <li>Staff to be told that they are to inform their manager of any pain they have that may be linked to computer use</li> </ul>	2	3	6
7. <b>Working at Height</b>	<ul style="list-style-type: none"> <li>Placing items in high cupboards or shelving, putting up decorations etc.</li> </ul>	4	3	12	<ul style="list-style-type: none"> <li>An appropriate stepladder/stool will be bought and staff shown how to use it safely</li> </ul>	1	3	3
8. <b>Electrical</b>	<ul style="list-style-type: none"> <li>Staff could get electrical shocks or burns from using faulty electrical equipment. Electrical faults can also lead to fires</li> <li>Staff could get electrical shocks or burns from using faulty electrical equipment. Electrical faults can also lead to fires</li> </ul>	4	5	20	<ul style="list-style-type: none"> <li>Staff will be informed to report (to office manager/facilities) any defective plugs, discoloured sockets or damaged cable/equipment</li> <li>Staff told not to bring in their own appliances, toasters, fans etc.</li> <li>Defective equipment taken out of use safely and promptly replaced</li> <li>Portable appliance testing takes place at regular intervals</li> <li>Electrical equipment must always be operated in accordance with manufacturers' instructions</li> </ul>	1	5	5
9. <b>Impaired Performance</b>	<ul style="list-style-type: none"> <li>Influence of alcohol or drugs</li> </ul>	4	3	12	<ul style="list-style-type: none"> <li>The Company has implemented policies for the prevention and detection of impaired performance due to the effects of alcohol, and prescribed and illegal drugs which includes regular random testing</li> </ul>	1	3	3

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10. Stress	<ul style="list-style-type: none"> <li>All staff could be affected by factors such as lack of job control, bullying, not knowing their role etc.</li> </ul>	4	4	16	<ul style="list-style-type: none"> <li>Ensure staff understand what their duties and responsibilities are</li> <li>Ensure dignity at work policy is understood and displayed</li> <li>Remind staff that they can speak confidentially to manager or supervisors (on a no-blame basis!) if they are feeling unwell or ill at ease because of work</li> <li>Remind staff of the availability of counselling</li> </ul>	2	3	6
11 Lone Working	<ul style="list-style-type: none"> <li>Staff could suffer injury or ill health while working alone in an office e.g. when working at a park and ride or working late</li> </ul>	4	5	20	<ul style="list-style-type: none"> <li>Regular reporting in is required by all lone working staff</li> <li>Good communications will be in place at all times by phone/mobile phone or radio</li> <li>Staff must have the ability to take undisturbed meal and toilet breaks</li> <li>Basic first aid provision should be made for self-administration. With regard to Shandwick driver's hub, provision for an appointed person during office hours, reverting to Control duty manager during out of hours. Notices in place advising of emergency first aid procedures and contact number. Area monitored by 24-hour CCTV from Control (<i>reviewed 30/08/2022</i>)</li> </ul>	2	2	4
12. Anti-social behaviour	<ul style="list-style-type: none"> <li>Work-related violence (related to cash handling etc.)</li> </ul>	3	4	12	<ul style="list-style-type: none"> <li>Shops and Park &amp; Rides should be fitted with personal attack alarms to be used if staff feel threatened (if applicable)</li> <li>Any employee subjected to acts of violence will be informed of the availability of counselling</li> <li>Staff are informed not to try and be a hero in a robbery situation but to hand over cash if threatened and attempt to try and get a good description of the assailant</li> <li>During cashing up operations, two persons should be present at all times</li> <li>Staff operating the Airport Kiosk and Park and Rides must ensure access door to the staff only area is locked at all times</li> </ul>	2	3	6
13. Terrorism	<ul style="list-style-type: none"> <li>Terrorists with firearms &amp; weapons</li> </ul>	2	5	10	<ul style="list-style-type: none"> <li>Employees advised to adhere to the RUN – HIDE – TELL procedure <ul style="list-style-type: none"> <li>o RUN – if it is safe this is the best option</li> <li>o HIDE – if you can't run, hide</li> <li>o TELL – the police, when it is safe to do so by calling 999</li> </ul> </li> </ul>	1	5	5
	<ul style="list-style-type: none"> <li>Dealing with suspicious packages</li> </ul>	2	5	10	<ul style="list-style-type: none"> <li>Employees advised to adhere to the <b>HOT</b> procedure <ul style="list-style-type: none"> <li>o Is the item <b>H</b>idden – i.e. placed where it will not be seen or noticed as unusual</li> <li>o Is the item <b>O</b>bviously suspicious – e.g. by physical appearance or by placement</li> <li>o Is the item <b>T</b>ypical – i.e. is the item something you would expect to see in that place at that time of day?</li> </ul> </li> <li>If it is perceived that the item poses a threat: <ul style="list-style-type: none"> <li>o Do not touch the item and prevent others from touching it</li> <li>o Activate the nearest fire call point and evacuate the building in a safe and controlled manner</li> <li>o It may be necessary to move away from the fire evacuation point depending on the location of the item (Preferably 100m out of line of sight)</li> <li>o Make a call to the emergency services on 999 or the Anti-Terrorist hotline on 0800 789 321</li> </ul> </li> </ul>	1	5	5

Key: Risk Ranking = Likelihood x Severity

**Likelihood:**

- 1 = Very unlikely
- 2 = Unlikely
- 3 = Fairly unlikely
- 4 = Likely
- 5 = Certain

**Severity:**

- 1 = No injury or illness
- 2 = Minor injury or illness
- 3 = Up to 7 days absence
- 4 = Over 7 day absence
- 5 = Fatality

**Residual Risk (after controls):**

- 17-25** = Unacceptable Risk
- 10-16** = High Risk
- 5-9** = Medium Risk
- 1-4** = Low Risk

**Score 17-25 Unacceptable Risk**

Stop activity immediately and review controls

**Score 10-16 High Risk**

Implement existing controls and look to improve on them within specified timescale

**Score 5-9 Medium Risk**

Implement existing controls and look to improve

**Score 1-4 Low Risk**

No further action required ensure controls maintained

**This Risk Assessment (RA) must be read in conjunction with other relevant RA's or Safe Systems of Work (SSOW) as stated below**

RA - 04,07    SSOW - 34, 38, 44, 69, 71, 72, 73

**Are Any Additional Precautions Required?**

Managers of the location should add any additional precautions required at their location/garage to reflect any specific hazards not covered within this generic document (If Any)

**Sign off and Approval**

**Conducted by:**

**Names:** S Rollo

**Positions:** Health & Safety Manager

**Date:** 29/09/25

**Signatures:** \_\_\_\_\_

**Approved by:**

**Name:** Stuart Rollo

**Position:** Health & Safety Manager

**Date:** 29/09/25

**Signature:** Stuart Rollo

**Review period:** 1 year

**Next review date:** Sept 2026