

Risk Assessment Template



Assessment Name	Repair and recovery operations	Responsible Manager's Name:	<i>Insert name here</i>	Review Due Date:	<i>Insert date here</i>	Revision:	<i>Draft</i>
------------------------	---------------------------------------	------------------------------------	-------------------------	-------------------------	-------------------------	------------------	--------------

Task Description		Location:	
Motor vehicle repair and or recovery from a public highway			
		List Persons / Groups at Risk	
This risk assessment should be undertaken in conjunction with PAS43 and SURVIVE best practice guidelines	Employees		
	Customers		
	Third parties		
	Contractors		
Activity Overall Risk Rating:	<i>Insert risk rating here</i>		Members of the Public

Identify Hazard	Existing Controls	Additional Controls Required	Risk level with controls	Owner & Due Date
<p><u>Work Equipment</u></p> <p>Lack of maintenance / servicing</p> <p>Incorrect / unsuitable equipment used</p> <p>Defective / lack of guarding (if appropriate)</p> <p>Security of vehicle</p>	<p>Equipment is purchased with health and safety considerations as part of the tender process. All work equipment complies to UK standards and legislation and, is fit for purpose. Due diligence checks are completed to ensure all new work equipment purchased meets any appropriate standards, including appropriate markings (such as CE).</p> <p>All work equipment procured is fit for purpose.</p> <p>Work equipment is maintained in accordance with manufacturers recommendations and where applicable inspected in line with current legislation, records are maintained and available for inspection.</p> <p>Internal inspection regimes are in place with records kept.</p> <p>All employees are trained in the use of issued work equipment as required and regular refresher training/ Coaching is undertaken.</p> <p>Training records are maintained and available for inspection.</p> <p>Vehicles are stored and locked in secure storage facilities</p>		L	

Risk Assessment Template

Identify Hazard	Existing Controls	Additional Controls Required	Risk level with controls	Owner & Due Date
<p>Incident trends</p> <p>Lack of training / information</p> <p>Hand tools</p> <p>Fleet design/maintenance</p> <p>Mobile phones</p>	<p>Technicians are instructed not to use equipment unless they have been trained to do so.</p> <p>Technicians will be trained to ensure that customers are placed in a safe waiting area away from work equipment so far as is reasonably practicable.</p> <p>A regular review of accident/near miss data takes place to establish trends.</p> <p>Information and instruction should be made available to Technicians for training and reference</p> <p>Supplied service vehicles are designed so as to comply with all relevant legislation.</p> <p>Appropriate tools and equipment will be used for the task.</p> <p>Technicians undertake regular checks on their vehicle to ensure it is roadworthy.</p> <p>Vehicle maintenance will be undertaken in line with manufacturers recommendations. Vehicles will only be used for their intended purpose</p> <p>Hand held use of Mobile phones whilst driving is not permitted</p>			
<p><u>Lack of Personal Protective Equipment (PPE):</u></p> <p>Hazards identified; Chemical - dust particles, rust particles, Gas, Vapour. Slipping, cuts, falling objects:</p> <p>Struck by moving vehicle</p>	<p>All Personal Protective Equipment (PPE) is selected and maintained so that it is suitable for the purpose for which it is to be used.</p> <p>Due diligence checks are undertaken on PPE equipment to ensure they are suitably marked (CE) and of the correct standard and are tested as fit for purpose.</p> <p>PPE will be included as part of the Provision and Use of Work Equipment Regulations (PUWER) checking process.</p> <p>A Technician will wear PPE at all times where it is required</p> <p>PPE is inspected regularly by the technician and replacement will be made readily available where required.</p>		L	

Risk Assessment Template



Identify Hazard	Existing Controls	Additional Controls Required	Risk level with controls	Owner & Due Date
<p>Storage of PPE</p> <p>Instructions for use</p>	<p>Suitable storage facilities (including bags for small items such as eye and ear protection) are provided so the PPE can be stored in a suitable manner by the Technician when not in use which protect the PPE from contamination and damage.</p> <p>Manufacturer's maintenance schedule (including recommended replacement periods and shelf lives) are followed.</p> <p>Recovery technicians are provided with instructions and training to maintain PPE in an efficient state. (this includes replacing or cleaning as required), in working order.</p> <p>Users are trained at induction in the correct use of the PPE.</p>			
<p><u>Lifting Equipment & Operations (LOLER)</u></p> <p>Lack of stability</p> <p>Lack of training / information</p> <p>Lack of maintenance / servicing</p> <p>No thorough examination</p>	<p>The Spec frame lifting equipment complies with current UK legislative requirements. It is thoroughly examined where required by a competent person, to ensure it is fit for purpose. Records of examination are held for inspection.</p> <p>Incident reporting procedures are in place to highlight any failure or misuse so as to comply with the requirements of Reporting Injuries, Dangerous Occurrence and Diseases Regulations (RIDDOR).</p> <p>Technicians are trained in the use of lifting equipment and records of training are maintained and available for inspection.</p> <p>Technicians are instructed not to use equipment unless they have been trained to do so.</p> <p>Dynamic risk assessment of lifting operations is in place and carried out by Technicians. For any work equipment that falls under LOLER please refer to the specific LOLER regulations. https://www.hse.gov.uk/work-equipment-machinery/lofer.htm</p> <p>Recovery technicians are instructed not to tilt vehicle cabs at any time unless they are trained to do so.</p>		L	

Risk Assessment Template

Identify Hazard	Existing Controls	Additional Controls Required	Risk level with controls	Owner & Due Date
<p>Electricity</p> <p>Lack of maintenance</p> <p>Lack of testing regime</p> <p>Lack of training / information</p> <p>Hybrid/Electric vehicles</p> <p>Exposure to Magnetic Fields/Street lighting furniture/substations</p> <p>National network contact</p> <p>High voltage overhead cables - Isolation or making dead to allow Recovery service loading casualty vehicle</p>	<p>Particular attention to High Tension (HT) voltage is paid in training and induction.</p> <p>Awareness training is in place for Hybrid vehicles online training undertaken with assessment for all technicians and they have access to the Hybrid information booklet.</p> <p>Where 240v supply is encountered on vehicles and trailers the supply must be isolated prior to working. If in any doubt guidance must be sought or another competent repairer utilised.</p> <p>Technicians are instructed not to tamper or interfere with high voltage components on hybrid/electric vehicles.</p> <p>RTC damage hybrid/electric vehicles must be approached with caution before commencing any work activity.</p> <p>When attending Recoveries where high voltage cables/street light furniture has been damaged technicians to dynamically assess/ the work area before commencing Recovery.</p> <p>Technicians to dynamically assess the height of the power cables to the casualty vehicle before loading.</p> <p>Technician to contact national contact number (105) to report incidents or for up to date advice. Technician to call 105 to report incident to contact supply network to clarify safe to continue.</p> <p>Technician to wait for power supply company to isolate electrical supply and 'confirm dead' or 'confirm earthed'</p> <p>The words dead, isolated and earthed have specific defined meanings, these are:</p> <p><i>Dead: At or about zero voltage and disconnected from any live system. This can only be declared when specifically tested by supply Network Engineer.</i></p>		<p>L</p> <p>L</p>	

Risk Assessment Template



Identify Hazard	Existing Controls	Additional Controls Required	Risk level with controls	Owner & Due Date
	<p>Isolated: Disconnected from associated plant, apparatus and conductors by an isolating device in the isolating position, or by adequate physical separation or sufficient gap as stated by the network engineer.</p> <p>Earthed: The plant, equipment or piece of system must be connected to earth to discharge any stored energy and protect against inadvertent re energisation</p>			
Noise	The only anticipated loud noise Technicians will be exposed to is vehicle alarms and technicians are provided with hearing protection for such occasions. Exposure will be of short duration.		L	
<p>Diseases (Bacteria / viruses)</p> <p>Lack of PPE Lack of training / information</p> <p>Pandemic crisis i.e. Covid 19</p>	<p>The risk of infection from a biological source is minimal however, hand cleaning facilities are supplied.</p> <p>Relevant PPE will be worn for the task</p> <p>Business to adhere to World Health Organisation (WHO)/Public Health England (PHE) /National Health Service (NHS) recommendations and supporting guidance. Technician to maintain social distancing and wear appropriate PPE clothing and face covering to prevent the spread of contaminants.</p>		L	
<p>Extremes of Temperature (e.g. burns)</p> <p>Lack of PPE Lack of training / information Lack of procedures</p>	<p>Customer is given guidance at the point of call not to remove radiator caps</p> <p>Technician trained in safe use of cooling system diagnosis.</p> <p>SURVIVE Best Practice will be followed to ensure customers and their passengers are placed in a safe location out of the work area.</p> <p>Vehicles are designed to provide adequate ventilation and heating.</p>		L	
<p>Weather Conditions</p> <p>Lack of procedures</p>	<p>Technicians are given advise on extreme weather conditions</p> <p>A head covering will be worn to give protection from inclement weather conditions.</p>		L	

Risk Assessment Template



Identify Hazard	Existing Controls	Additional Controls Required	Risk level with controls	Owner & Due Date
Lack of PPE Slip/Trip/Falls	(sun/rain) Ice/snow grippers will be worn in adverse conditions to prevent slips/trips and falls			
Moving Vehicles and the highway Lack of training / information Lack of procedures Lack of visibility / PPE Conspicuity Struck by moving vehicle or equipment Minimise reversing incidents. Members of public/third parties/safe location at breakdown location Lack of Dynamic risk assessment Members of public/third parties assisting with	All operational staff are trained in Highway operations and will abide by the requirements of SURVIVE Best practice guidelines. http://www.survivegroup.org/pages/publications/best-practice-guidelines SURVIVE best practice covers operations safety at the roadside for all road types and will be followed. Accident and Near Miss incidents will be reported and investigated, and process and policy procedures reviewed following a serious incident Guidance can be sought from other professional bodies (for example Association of Vehicle Recovery Operators (AVRO) that represent the garaging operators as part of the SURVIVE working groups https://www.avrouk.com/ British Standard BS/EN1471 rated class 3 high visibility Jacket be worn at all times during highway operations. All operational vehicles are conspicuously marked with high visibility livery and warning lights Technicians will operate under the Highways Road Traffic Act. Customer management will be undertaken throughout the task as detailed in SURVIVE best practise guidelines to include the work area and equipment as well as the risk from moving traffic. All Technicians will be trained in and observe dynamic risk assessment throughout the whole task.		L	

Risk Assessment Template

Identify Hazard	Existing Controls	Additional Controls Required	Risk level with controls	Owner & Due Date
vehicle manoeuvres	Technicians are responsible for all vehicle manoeuvres and should stop and exit the vehicle to check surroundings if unsure before proceeding.			
<p>Manual Handling Lifting and moving heavy objects</p> <p>Lack of training / instruction</p> <p>Excessive load</p> <p>Customer injury</p> <p>Pushing customers vehicles</p>	<p>Equipment is purchased and designed so as to ensure minimal weight so far as is reasonably practicable.</p> <p>Technicians will be trained in manual handling on induction to include loading and unloading of casualty vehicles and receive refresher training, records are maintained and available for inspection.</p> <p>Technicians to seek assistance if they are unable to safely conduct manual handling during the task</p> <p>Vehicle storage areas are designed so as to minimise the risk of injury from manual handling activities.</p> <p>Technicians are trained to complete dynamic risk assessment before undertaking manual handling (Task, Individual, Load, Environment (TILE))</p> <p>Customers will remain in the safe waiting area and will not be asked to assist with a manual handling manoeuvre.</p>		L	
<p>Ergonomics (fitting the task/equipment to the person)</p> <p>Poor / lack of design</p> <p>Lack of information / training</p> <p>Lack of DSE management</p>	<p>All vehicles undergo an ergonomic assessment at the design stage</p> <p>Recovery vehicles undergo specific assessments to ensure communication equipment and cross cab access is considered.</p> <p>Individual issues are assessed, and reasonable adjustment should be considered.</p> <p>Equipment is purchased to the recognised standards or legislation as appropriate</p>		L	

Risk Assessment Template



Identify Hazard	Existing Controls	Additional Controls Required	Risk level with controls	Owner & Due Date
<p><u>Working at Heights</u> Lack of information / training Incorrect / unsuitable equipment used Lack of PPE</p> <p>Overhead hazards Falling objects Access into/out of cab Falling from height</p>	<p>Technicians will not work at height unless they have been trained to do so Technicians must undertake as much of the work from ground level wherever possible.</p> <p>Vehicle cab access steps are maintained in good condition. Technicians are trained in getting into/out of the vehicle safely.</p> <p>If Technicians are required to access the bed of a vehicle, for minor repairs to the lights on the flyer or winch motor etc. for example, a dynamic risk assessment must be undertaken, if possible, the vehicle must be parked against a wall or similar vehicle to prevent falls from height. Customers to be informed how to access/exit service vehicle maintaining three points of contact.</p>		L	
<p><u>Fire & Emergencies</u></p> <p>Lack of training / information</p> <p>Lack of procedures</p> <p>Lack of fire risk assessment (were appropriate)</p> <p>Fuel spillage</p> <p>Acts / threats of violence Civil unrest/ violence abuse</p>	<p>Self-Aid - Technicians are issued with a self-aid kit to administer self-aid.</p> <p>Fire - Technicians are trained to follow site emergency arrangements of premises or other sites and to call for the emergency services where appropriate All service vehicles carry appropriate fire extinguishers.</p> <p>Raising the alarm - Communications equipment is supplied to call emergency services, including a mobile phone. Technicians undertake training in how to manage acts of threat and violence</p> <p>Environmental - Environmental procedures in place to ensure control of minor vehicle fluid spillages. i.e. spill kits that contain various absorbent products.</p> <p>Technicians have access to information regarding what to do in the event of a terrorist attack, including marauding shooter.</p>		L	
<p><u>Slips, trips & falls</u></p> <p>Potholes/Curb stones</p>	<p>Appropriate strong, protective comfortable footwear will be worn</p> <p>Specific vehicle lighting in place so as to illuminate the work area in the hours of darkness</p>			

Risk Assessment Template



Identify Hazard	Existing Controls	Additional Controls Required	Risk level with controls	Owner & Due Date
<p>Grass verges</p> <p>Fall from vehicle</p> <p>Fall within the work area</p>	<p>or poor light.</p> <p>Slip/Trip/Fall incidents are monitored and reviewed for improvement</p> <p>Technicians are trained in and instructed to maintain 3 points of contact when exiting/accessing cabs and not to jump off recovery beds. Fixed steps and grab handles are fitted for Technicians to access the cab safely.</p> <p>Dynamic assessment of work area undertaken by Technicians on arrival and throughout the task guidance is available through SURVIVE best practise guidelines</p> <p>Service vehicles have pathway lighting fitted to prevent slip/trip fall incidents</p>		L	
<p>Public & Customers</p> <p>Lack of procedures</p> <p>Lack of training / information</p> <p>Highways England</p> <p>Best practice guide</p>	<p>Technician will ensure customers are informed that they must remain in the safe waiting area away from the breakdown area and will manage the scene as appropriate</p> <p>Technicians will assist the customer on the safe access/egress to the recovery vehicle from the safe waiting area.</p> <p>Appropriate warning signage is in place in the vehicle.</p> <p>Technicians are trained to assist vulnerable customers and will assess each individual circumstance.</p> <p>Technicians to inform customers on safe access into and out of recovery vehicle to prevent falls from height.</p> <p>Technician to refer back to the best practice guide for further information</p> <p>https://www.gov.uk/government/collections/health-and-safety-for-major-road-schemes-raising-the-bar-initiative</p>		L	

Risk Assessment Template



Identify Hazard	Existing Controls	Additional Controls Required	Risk level with controls	Owner & Due Date
<p><u>Chemicals / Hazardous Substances</u></p> <p>Lack of training / information</p> <p>Lack of PPE</p> <p>Lack of appropriate CoSHH assessment</p> <p><u>Asbestos Brake linings & Gaskets</u></p>	<p>All hazardous substances are individually assessed for suitability</p> <p>MSDS are made available for the Technicians</p> <p>Technicians are provided with basic information in how to use hazardous chemicals</p> <p>Appropriate PPE will be issued and worn</p> <p>The use of asbestos containing materials in these components was prohibited from 1999, with the exception that pre-1973 vehicles may be fitted with asbestos containing brake shoes. (These products should have been changed over by 2004).</p> <p>Therefore, it is possible that some older and 'classic' vehicles may contain asbestos containing products.</p> <p>No work must be undertaken on brakes/gaskets containing asbestos containing materials without a safe system of working in place.</p>		L	
<p><u>Hygiene and Welfare</u></p> <p>Lack of facilities</p> <p>PPE</p> <p>Driving/work time hours</p>	<p>Regular rest periods built into rostered shifts.</p> <p>Business rules applicable to working hours. Rest breaks are planned and recorded in Technicians rostered shift.</p> <p>PPE will be worn at all times</p> <p>Where appropriate Tachograph Regulations and Working Time Directive Regulations will be regularly monitored for compliance.</p>		L	

Risk Assessment Template



Identify Hazard	Existing Controls	Additional Controls Required	Risk level with controls	Owner & Due Date
<u>Lone working</u>	<p>Technicians log on/off the deployment system at the start/end of shift and are monitored by indoor deployment team.</p> <p>Technicians are monitored remotely throughout their shift and if they fail to arrive or complete a job then the indoor team will call them to check on welfare, if they are unable to be contacted another employee will be sent to their last know location to check on their welfare.</p>			
Driving Lack of maintenance Driving Hours/fatigue Unauthorised use	<p>Driving licence checks are carried out in line as part of pre-employment checks to ensure validity and correct level for vehicle category.</p> <p>Driving hours restricted and monitored so as to ensure compliance with relevant regulations.</p> <p>Operational vehicles are not to be used for the carrying of unauthorised passengers or goods.</p>		L	
Stress and Mental Health	Technicians will be supported on an individual basis and appropriate information given for Technicians to seek assistance		L	

Risk Assessor's Name and / or Risk Assessment Groups Names:	<i>Insert names here of review group names</i>	Assessment / Review Date	<i>Insert date here when review undertaken</i>
Risk Assessor's Name and / or Risk Assessment Groups Names:		Assessment / Review Date	
Risk Assessor's Name and / or Risk Assessment Groups Names:		Assessment / Review Date	

Risk Assessment Template

Please insert your own risk matrix below – see example below

Risk Matrix								
Probability	Severity			Risk Description				
		S	Se	Ma	Severity		Probability	
	H	Medium	High	High	Major (Ma)	Death or major injury or illness causing long term disability	High (H)	Where it is certain or near certain that harm will occur
	M	Low	Medium	High	Serious (Se)	Injuries or illness causing short-term disability	Medium (M)	Where harm will often occur
L	Low	Low	Medium	Slight (S)	All other injuries or illnesses	Low (L)	Where harm will seldom occur	
Guidance on risk controls								
Where high risk is the outcome (H): Additional risk controls <u>must</u> be implemented or the activity stopped.			Where medium risk is the outcome (M): Additional controls maybe required.			Where low risk is the outcome (L): No additional controls are required.		