



General risk assessment form

Location:	Customer Sites/Base	Activity: Lone Workers
People at risk:	Drivers/contract and agency workers	
		15/09/2025

Number	Hazard	Possible effects/harm	Risk rating H, M, L Indicate the rating prior to controls being in place. (See page 7 for guidance on rating the risk.)	Detail existing controls	Detail further action required to reduce risk	Revised risk rating H, M, L Indicate the rating following implementation of controls.
1	Something with the potential to harm: hazards listed should be all those present before controls are in place. Assault Sudden illness Environmental Mechanical / tool use Slips, trips or falls Overfilled bins	Where a group of people may be affected differently, for example young people or expectant mothers, identify the separate effects/harm and risk rating. Various types of accident but the main issue is that the person may not be found quickly enough, particularly if they are working at night E.g. Cuts & abrasions, broken bones, internal injury, death, hypothermia, dehydration, loss of consciousness, damage to eyes	L	Provide details of control measures already in place. If measures are detailed in other documents, state where. Drivers must report on site hazards eg unlit areas etc as soon as practicable – office to report issue to broker/ direct customer in writing (if the issue is serious, the site will be put on stop until the hazard has been resolved. Inform colleagues/ office of movements (calendar system). Staff booking in/out, including out of hours – (CCTV).	Note the action required, responsible person and target date.	

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		crushed limbs, sunburn/sunstroke		• All employees are given a monthly amount of money for their mobile phone • There is a delegated person responsible for answering the 'lone worker' telephone (Sarah) – drivers know of a second named person (Muriel). • Provide emergency/reporting procedures. • Ensure worker is fully trained in activities being undertaken. • Assessment of weather & physical conditions of area – any illness or weather issues to be reported to Sarah or Muriel. • Take a mobile phone and ensure it is fully charged. Consider carrying a personal alarm.		

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				• Avoid confrontation with the public. • Reduce risk of attack / violence through avoidance of high-risk situations such as unlit areas at night. Do not go into unlit areas. • Ensure appropriate high vis clothing, including PPE is worn. Drink plenty of water and use sun block in hot weather. • Take regular breaks to avoid accident through tiredness • Drivers to report overfilled bins – bins will not be emptied • Drivers given fire extinguisher and torch and have the correct PPE equipment for the task such as gloves, hat etc.		

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				Make sure the worker has read site risk assessments and is aware of dangers where applicable.		
Any further information: See SSOW1, SSOW2 and SSOW3, SSOW4, SSOW5, SSOW6, Method Statements to ensure safe working procedures						

Managers should monitor and review the application of the specified controls

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Signature: Muriel Parker	
Manager: Sarah Philbin 	Date: 15/09/2025
Notes by Manager:	
Review Date: August 2026	

Risk Rating Your evaluation of the potential impact and likelihood of harm occurring	Action Required
High For example, fatality possible to one or more individuals however infrequent major injury to few individuals occurring frequently likelihood of long term muscular-skeletal problems affecting significant numbers of staff.	Immediate action required
Medium For example, major injury to one/few individuals occurring infrequently likelihood of long term muscular-skeletal problems affecting some staff.	Requires attention as soon as possible
Low For example, minor injury occurring infrequently to few staff.	Not a priority, may need attention if not as low as reasonably practicable