



General risk assessment form

Location:	Customer sites	Activity: Collections on site
People at risk:	Drivers, agency workers, site employees and members of the public	
		Date: 01/04/25

Number	Hazard Something with the potential to harm	Possible effects/harm People involved	Risk rating H, M, L Prior to controls being in place	Detail existing controls Measures already in place	Detail further action required to reduce risk	Revised risk rating H, M, L
1	Manual handling Holding loads away (forward) from the trunk Twisting Long pulling distance Unpredictable movement of loads Repetitive handling	Drivers Lower back pain Slips, trips, fatigue RSI	M M M	Ensure bins/ wheels are in good order Safe pulling/pushing procedures in place Leave overloaded bins – report to office Drivers empty bins before driving to next pick up – changes the position of hand movement Take regular breaks Risk awareness is heightened	Regular CPC/ Posters - ongoing	L L L

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				Handling wheelie bins safely following advice and guidance on notice board Regular training/posters/instructions		
2	Unstable/ awkward over full bins Damaged wheels/bins	Drivers Difficulty in moving safely – MSDs/slips/trips Fall from height (loading) Injure driver – manual handling	L L	Bin lids should not be open – leave overloaded bins - report to office Sites are informed that we will not service full bins which contain broken or crushed glass if more than half full Driver to report to management and must not empty	Regular CPC/ Posters - ongoing	L L
3	Sharps	Driver - cuts	M	PPE regularly replaced Safety awareness training All vehicles have first aid boxes in cab Bins must not be overloaded – do not move overloaded bins	CPC training	L

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4	Driver struck by (vehicle)	Driver - injury	M	Competent, trained, and professional drivers Ensure observation of area prior to walking on road Take regular breaks (tiredness) Must wear high vis vests/coats/steel toe capped boots/hard hat/safety glasses/gloves	CPC training	L
5	Reversing	Members of the public Other staff members Serious crush injury	H	Use main car park to manoeuvre vehicles on site Audible and visual warning devices fitted on all refuse collection vehicles Cameras fitted to all vehicles Competent and professional drivers employed Fully serviced and maintained vehicles DVLA checks on drivers at 6 monthly intervals External vehicle checks every 6 weeks Drivers report potential risks to office	Regular CPC/ Posters - ongoing	

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6	Collision with another vehicle (RTA)	Driver Members of the public – serious injury	H	Competent and professional drivers employed Use main car park to manoeuvre vehicles on site Fully serviced and maintained vehicles Daily vehicle checks and defect reporting Visual aids such as wide angled mirrors, rear cameras Reversing audible electronic warning devices fitted	Regular CPC/ Posters - ongoing	
7	Pedestrian interaction	Members of the public Serious injury	M	Audible and visual warning devices fitted on all refuse collection vehicles Conspicuous markers on vehicles Competent and professional drivers employed Drivers to park in most appropriate place Drivers must conduct visual check prior to tipping Use main car park to manoeuvre vehicles on site when possible	Regular CPC/ Posters - ongoing	L

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				Cameras fitted to all vehicles Fully serviced and maintained vehicles with 6 weekly checks Warning Stickers on all vehicles identifying major hazards Drivers to conduct visual check of bin before emptying Drivers man controls for lifting mechanism Drivers must wear all supplied PPE DVLA checks on drivers at 6 monthly intervals Drivers must report potential hazards (time of day etc)		
8	Unauthorised use	Members of the public Unlicenced staff members Serious injury	M	Drivers to lock cab door if leaving the vehicle unattended (to be avoided if possible) Most controls are within the cab	Regular CPC - ongoing	L
9	Noise	Drivers - hearing	M	Ear protection given and must be used by all employees working on/ near trucks	Reinforce the wearing of PPE	L

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10	Violence and aggression	All employees - injury	M	All acts of violence & aggression must be reported to the office to allow consultation with the customer Reportable offences to be made to the police asap Employees advised not to engage with any person acting aggressively and remove themselves immediately from situation	Reinforce training	L
11	Lone workers – separate RA	Driver Assault Sudden illness Environmental Mechanical / tool use Slips, trips or falls Overfilled bins	M	- 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).	Regular CPC - ongoing	L

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				- All employees are given a monthly amount of money for their mobile phone - There is a delegated person responsible for answering the 'lone worker's 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. - Avoid confrontation with the public.		

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				• 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 • Make sure the worker has read site risk assessments and is aware of dangers where applicable		

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12	Damaged floors - Variation in levels Hot/cold humid conditions Poor lighting Leakages	Driver Slips and trips Fatigue	M	Safe system of work Drivers not to undertake unsafe practices – report to management Investigate reports from drivers and resolve Breaks must be taken Wear correct PPE Drivers must evaluate work area before proceeding Spill kit in yard	CPC - ongoing	L
13	Personal injury	Drivers	M	First aid kit in all vehicles Drivers have mobile phones and are given a monthly allowance	Regular CPC/ Posters - ongoing	L
14	Movement or posture hindered by clothing	Injuries due to non-use of PPE	L	Suitable PPE is given to all drivers specific to size required Reinforce the code on wearing PPE Check that PPE is in good order		
15	Fall from Height (including cab access and egress)	Drivers - injury	M	3 points of contact maintained when accessing and exiting the vehicle	Regular CPC/ Policies - ongoing	L

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				Suitable footwear issued and worn All employees provided with information relating to the risks of working at height Suitable maintenance regime in place No loose clothing		
16	Using lifting equipment - container falling from lift/mechanism	Injury to operator Injury to passers-by	M	Park on suitable ground to prevent awkward movement of bin lift Risk assess area and mechanism before and whilst using the lifting equipment Regular maintenance of equipment Training – demonstration and practice in the use of lifting equipment by management Operator not to wear loose clothing or jewellery which could catch in mechanism Operator must wear PPE	Reinforcing safety awareness Ongoing	L

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				Operator to put vehicle into park, hazard warning lights and beacons on Operator not to lift bins with defects or the wrong size for lifting mechanism Leave overloaded bins in situ Make sure bins are secure in lifting mechanism before lifting If a mechanical failure occurs, cease operation immediately, secure the area and contact management The bin must be between the loader and moving parts of lifting mechanism Operator to stand a minimum of 2 metres away from bin lift whilst holding cord Use traffic cones if necessary Emergency stop buttons on either side tested daily Operation buttons located on the side of the vehicles and away from the working area of the moving parts		

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17	Clearing glass blockages in compactor	Driver Crushing and cuts	H	Drivers must not attempt to clear blockages – they must bring vehicle into yard and contact Sarah Philbin Once on site - driver to remove keys from the ignition prior to entry into the compaction chamber 2nd man to monitor the vehicle to ensure nobody inadvertently activates the controls Older vehicles do not have side door; as such access and egress is further limited; in order to aid rescue. if required. clearing behind the blade must always be done with someone nearby	Reinforce safe practice – notices	M
18	Poor lighting	Slips, trips, injury to other people Colliding with another vehicle	M	Trained and competent drivers On-site risk assessment to ensure area is well lit Torches given to drivers Drivers must report and not enter unsafe areas High vis clothing must be worn	Do not enter poorly lit sites	L

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				Heightened safety awareness CPD		
29	Tailgate	Driver – crushing injury	M	Limited use of tailgate (tipping and maintenance only) Visual aids (2 arrows) to check tailgate is fully closed Safe system of work	CPC	L
20	Environmental Pollution (Oil leaks)	Driver and other staff members Members of the public Contamination of drains	L	Driver to ensure that the vehicle is parked on “made” ground whenever possible 6 week servicing schedule Defect reporting sheet completed by driver A site risk assessment is conducted during the Sales process Suitable lighting on site Trained and competent employees Torches given to all drivers Instruction notices		

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21	Injury/Accidents caused during Refuelling	Driver Members of the public Site workers Fire/explosion Contamination	M	All drivers must use truck refuelling stations where possible Suitable maintenance regime employed Adequate firefighting equipment available on each vehicle No smoking policy Operatives evaluate area prior to the commencement of refuelling Suitable footwear and gloves used Any spillages cleared up with immediate effect with appropriate materials (sand etc) Customer Duty of Care Personal hygiene – wash hands thoroughly Report any incidents		
22	Unhygienic practices and hazardous substances/unexpected waste	Drivers and others in contact with them Contracting diseases/infections/skin complaints	M	Cover cuts appropriately Not smoking or eating until hands have been thoroughly washed		

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				Wear PPE to minimise contact with waste Visual inspection of waste – drivers only to empty glass (not medical) Bird droppings on external area of bins must be reported as per training procedures and bins not emptied Customer notified that hazard must be removed with photos Sanitary wipes provided to drivers for cab Checking job specification /risk assessment prior to drivers attending sites		
23	Overweight	Driver/members of the public Skidding and crashing of vehicle	L	Professional and Qualified drivers Vehicle monitored during collections Max weights noted in vehicles Options to return to yard early if necessary		
24	Theft of vehicle		M	Vehicles stored overnight on secure site		

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		Members of the public/driver Insurance premiums will increase Possible crash of stolen vehicle		Keys stored away from vehicle in a locked steel anti-theft room Driver must lock the cab whenever exiting the vehicle and leaving it unattended Driver must not physically try to stop theft, but to report it to the police/ office		
25	Driver fatigue	Members of the public/driver Crashing of vehicle Incorrect lifting of bin Impaired judgement	M	Drivers subject to tachograph regulations and Working Time Directive regulations DVLA checks on drivers at 6 monthly intervals External systems in place to monitor and address tachograph infringements Reduced daily rest periods are avoided if at all possible Drivers must not drive if under the influence of drugs and or alcohol	Regular CPC/ Posters - ongoing	L
26	Driving infringements	Points/banned licence Invalid insurance	L	DVLA checks on drivers at 6 monthly intervals Drivers must report all incidents		
27	Overhead restrictions/ low level bridge	Driver/members of the public/vehicle	M	A site risk assessment is conducted during the sales process	Regular training and CPC	L

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		Injury Vehicle and bridge damage		Company to follow up on any reports of entry issues Competent and professional drivers employed Regular DVLA checks on drivers Height of vehicle displayed in cab Drivers advised of possible height restrictions before attending sites Drivers must report issues on runs and must not enter location if unsure		
Any further information: All PPE supplied is in compliance with requirements for the handling of glass.						

Managers should monitor and review the application of the specified controls

Prepared by: Muriel Parker//Sarah Philbin	Date: 01/04/2025
Signature: Muriel Parker	
Manager: 	Date: 01/04/2025
Notes by Manager: Check for actions – see dates under ' Further action required '	

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