

Role Level Risk Assessment

Activity Assessed: Event Volunteers: Education, Marketing and communication,
Local committee (Chairman, Vice Chairman, Secretary, Treasurer, Team members)

Name of Assessor: Samar Chakraborty

Date of next review: 24/12/26

Hazard		Who might be harmed and How might they be harmed?	Current Control Methods (What are you already doing to control this risk?)	Further control measures (Do you need to do anything else to control this risk?)	Who is responsible to carry out the actions	Action by whom	Completed Date
D S E	Sitting	Volunteers and committee members are at risk of back and neck pain, as well as wear and tear on joints, muscles, and ligaments, due to inappropriate seating arrangements or poor posture.	<p>Volunteers are required to ensure appropriate seating provision to prevent risk of falls.</p> <p>Volunteers involved in arranging seating at events are advised to complete manual handling training.</p> <p>Risk assessment identifies risk associated and apply appropriate measures to minimise risks.</p> <p>Supports are available from volunteers' support team.</p> <p>Local Development Team member and Committee Chairman provide with local guidance and support</p>	Ongoing communication and follow up review to eliminate or reduce the risks	Volunteers and support team	Continuously monitored	Ongoing
	Monitor, keyboard, mouse	Volunteers from the Marketing and Communication Department, as well as local committee members, may experience eyestrain, neck pain, or fatigue due to the improper positioning of monitors. They may also suffer from tendonitis, repetitive strain injuries, or mouse arm syndrome caused by incorrect keyboard placement or repetitive use.	<p>Volunteers need to ensure that they have a laptop and IT equipment in suitable condition to carry out their duties.</p> <p>Local Development Team member and Committee Chairman provide with local guidance and support.</p> <p>Volunteers who frequently use laptop/desktop for an hour or more are required to complete DSE training.</p>	Review and monitoring	Volunteers and support team	Ongoing	Ongoing

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Social media	Volunteers from the Marketing and Communications department may face risks such as bullying, harsh or inappropriate behaviour from the public on social media, and the potential leaking of sensitive data to the public	Volunteers are trained to do their job and follow BHS codes of conduct in terms of selling BHS products. Volunteers received GDPR training and aware about data protection policy. Local Development Team member and Committee Chairman provide with local guidance and support.	Continue review and monitoring risks by the support team.	Volunteers and support team	Ongoing	Ongoing
Stress and mental wellbeing	Volunteers belongs to communication dept may experience inappropriate behaviour from public whilst taking photos, distributing posters or local newsletter, and in terms of promoting and publicising local events. Volunteers under educational department may experience stress due to inadequate support from support team to plan appropriate educational, awareness raising, social or fundraising activities. Occasional volunteers and Local team/committee members may experience inappropriate behaviour from community or stranger while distributing membership leaflets, displaying event posters or distributing committee leaflet and in terms of promoting and publicising local events. Treasurer may experience stress and anxiety whilst handling cash. Poor communication or	Local National/Regional Manager and Committee Chairman provide with local guidance and support. Regional development officer/Director supports committee Chairman to facilitate local events Chairman provides support to others team members in the committee to ensure that the meetings, activities of the committee and local events are carried out in accordance with BHS policies and procedures. Volunteers are supported with local guidance throughout their role. Treasurers receive training, guidance, and support from BHS Finance Department	Continue review and monitoring risks by the support team. Where the committee members/volunteers are involved in producing the event risk assessment, the Regional Managers/National Managers must ensure they receive appropriate training and follow the risk assessment flow chart.	Volunteers and support team	Ongoing	Ongoing

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	inadequate support between committee members may lead stress and affect mental wellbeing.					
Travelling to and from events	Volunteer & another road user may involve in road traffic accident that could result fatal injury, crush injuries, whiplash, trapped in vehicle, other body trauma.	<p>Volunteer should have full UK driver's license</p> <p>Advice given to planned journey</p> <p>Journey distance limited to 1 hour</p> <p>Full location details given</p> <p>Volunteers are to ensure that car is regularly serviced</p>	<p>Support team to check whether volunteer's car has had its yearly service and MOT up to date during end of year catch up.</p> <p>Ensure that volunteers checks location on Google maps/Bing maps</p> <p>Volunteers are to ensure that car or bike is regularly serviced.</p> <p>Call 999 if they are feeling vulnerable on public transport</p>	Volunteer and supportive Team	Prior to attending each event	Ongoing
Parking at location	Volunteer & another road user may suffer from road traffic accident resulting in trauma injuries, theft or damage to vehicle or risk to personal safety	<p>Support team helping volunteers to plan journey and to identify safe place to park.</p> <p>Helpline coordinators provide recommendation on possible parking place, asking concerned person or looking on google maps.</p>	Volunteers may have prior information where to park before travelling or find appropriate parking place before parking.	Volunteer and support team	Prior to attending each event	Ongoing
Weather	Volunteer may suffer from slips/trips/falls, hypothermia, and cold from adverse weather condition.	National/Regional Manager and Committee Chairman will provide with local guidance and support.	Local support team may apply discretion to adjust timing	Volunteer and support Team	Prior to attending each event	Ongoing

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	Volunteers may experience heat wave resulting Sunburn, dehydrated and other health issues.	Volunteers normally do not attend an emergency so they can wait until weather looks good (Support team to be advised of delay)	based on the weather conditions			
Manual Handling	<p>Volunteers working with marketing and communication department may involve in manual handling during delivery of posters or local newspaper. That may cause range of injuries, sprains, back injuries</p> <p>Occasional volunteers may involve in manual handling while facilitating events especially in terms of helping out on a show stand, marshalling, backing, refreshment/tearoom that may cause range of injuries, sprains, back injuries</p>	<p>Volunteers are advised to avoid manual handling</p> <p>If manual handling not possible to avoid then, support team arrange handling aids locally.</p> <p>Volunteer are advised to take adequate break to avoid repetitive work</p> <p>Provide the manual handling training where required.</p> <p>Where committee members are involved in manual handling, the Regional Managers/National Managers must ensure they receive appropriate training</p>	Review and monitor manual handling by support team	Volunteer and support team	Prior and during each activity	Ongoing
Lone Working	<p>Volunteers including occasional volunteers, committee members, may suffer from fatigue, headache from inappropriate decision making of handling equipment or information.</p> <p>Slip, trips or fall hazards may occur from inappropriate decision making, inadequate guidance or training on work</p>	<p>Volunteers are in direct contact with Committee Chairman and fellow Education and Events Officers and Marketing and Communications Officer</p> <p>Helpline coordinators to ensure all necessary information given to volunteers to allow for successful visit.</p> <p>Regional development officer/Director supports Chairman and other team members to ensure</p>	<p>- Volunteers advised to download what3words onto phone</p> <p>- Volunteers to tell family member or friend when to expect them home. This person to be given</p>	Volunteer and Support team	Prior to attending events or visiting a place	Ongoing

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	<p>activities</p> <p>Stress and anxiety may occur for confrontation with team in terms of handling cash, short falling of budget and inaccurate report.</p> <p>Stress and anxiety may occur for confrontation with public whilst distributing leaflets, or newsletter in the community.</p>	<p>necessary training and information provided to all parties to execute events.</p> <p>A volunteer mentor who will be or have been a Treasurer give support and advice</p> <p>Location to be checked on system for any previous issues.</p> <p>Volunteer not to attend or to leave location if feel unsafe</p>	<p>welfare team contact information.</p> <p>- Explore lone working training available on the new E Learning platform</p> <p>- Refer to BHS lone working guidance</p> <p>-Where available, use lone working devise regularly</p>			
Biological hazards (Viruses/ Coronavirus	Volunteer and members of public and family may risk of infected by or spreading covid-19 and become ill with virus	<p>-Always follow government guidance on restrictions.</p> <p>-Share government guidelines with volunteers</p> <p>-Use of hand sanitiser and that to be carried at all times.</p> <p>-Wear mask when meeting others (unless exempt) is recommended to help prevent the spread of virus and maintain distance if possible.</p> <p>-Only attend if volunteer feels comfortable doing so.</p>	<p>Get vaccinated</p> <p>Arrange online meetings if possible</p> <p>Social distancing if possible</p>	Volunteer and Support team.	Prior to attending event	Ongoing
Fire Exit and Evacuation	Committee members organising indoor meeting and events may stuck inside the room due to obstruction of fire exit door and may risk to burn injury or death in the event of fire.	<p>Chairman and other members in the team ensures that fire exit is not obstructed, and evacuation plan is shared with members prior to start an event.</p> <p>Regional team ensures that risk assessments are carried out prior to start an event.</p> <p>Risk assessment is submitted to BHS Health & Safety team for review.</p>	Review and monitor	Regional and local support team	Before every event	Ongoing

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Electrical	Occasional volunteers and Committee members organising external or internal events may risk to electric shock, burn injury or death from using faulty electrical portable equipment, or from faulty sockets, cables or plugs.	Regional team and local team ensure that all portable electrical equipment is PAT tested. Electrical equipment are checked for damage before use. Risk assessment highlight risks associated, and corrective action taken accordingly	Annual review	Regional and local support team	Prior to attending event	Ongoing
Handling Cash	The Treasurer may be at risk of physical or verbal abuse while handling cash. The Treasurer may face theft or misappropriation of cash. The Treasurer may encounter issues such as the suppression, falsification, or destruction of accounting records, or situations where no initial records are created at all.	Treasurer receives training, guidance and support from Finance Department at headquarters Treasurer receives support from Chairman and Regional development officer/Director	Continue review and monitoring risks	BHS Finance team, Chairman and Regional development officer/Director.	Ongoing	Ongoing

Risk Assessment Information

Although the assessment format does not include a formal risk rating, the following information may be used as a reference to help prioritise risks and implement appropriate control measures.

Evaluating Risk:

This risk assessment is based on the 5 Steps to Risk Assessment model and uses numerical values to calculate the levels of risk.

In practice this means we simply assign a value of 1-5 for the likelihood of the hazard causing harm and a value of 1-5 for the severity of the harm should it occur (1 being the lowest value, 5 being the highest). The two figures are then multiplied to achieve a risk rating score: $L \times S = R$.

For example if a worker changes a light bulb in an indoor ceiling light using a stepladder twice a year then we can rate the likelihood as '1' due to the low frequency of the activity being performed. However as injuries as a result of falls from height can be serious (even from relatively short distances) then we can rate the severity as a '4'. Using the calculation we multiply $1 \times 4 = 4$. This produces a 'Very Low' Risk Level on the Risk Rating Key.

Another example would be for a worker who regularly has to change light bulbs as a part of their job, sometimes outside and in adverse weather conditions. The likelihood would increase to '5', reflecting the regularity of the action and the potentially increased chance of falling while working outside on uneven ground and in bad weather, while the severity would remain at '4'. Again using the calculation we multiply $5 \times 4 = 20$. This returns a Risk Rating of High on the Risk Rating Key.

Likelihood and Severity Key:

Likelihood		Severity	
Rating	Guide words	Rating	Guide words
1	Extremely unlikely	1	No/Minor harm
2	Unlikely	2	Moderate harm
3	Likely	3	Serious harm
4	Extremely likely	4	Major harm
5	Almost certain	5	Catastrophic

Risk Rating Key:

Score	Risk Level	Description
1-4	Very Low	These risks are considered acceptable. No further action is necessary other than to ensure that the controls are maintained.

5-10	Low	No additional controls are required unless they can be implemented at very low cost (in terms of time, money and effort). Actions to further reduce these risks are assigned low priority. Arrangements should be made to ensure that the controls are maintained.
11-15	Medium	Consideration should be given as to whether the risks can be lowered, but the costs of additional risk reduction measures should be taken into account. The risk reduction measures should be implemented within a defined time period. Arrangements should be made to ensure that the controls are maintained, particularly if the risk levels are associated with harmful consequences.
15-20	High	Substantial efforts should be made to reduce the risk. Risk reduction measures should be implemented urgently within a defined time period and it might be necessary to consider suspending or restricting the activity, or to apply interim risk controls, until this has been completed. Considerable resources might have to be allocated to additional controls. Arrangements should be made to ensure that the controls are maintained, particularly if the risk levels are associated with extremely harmful consequences and very harmful consequences.
20+	Very High	These risks are unacceptable. Substantial improvements in risk controls are necessary, so that the risk is reduced to an acceptable level. The work activity should be halted until risk controls are implemented that reduce the risk so that it is no longer very high. If it is not possible to reduce risk the work should remain prohibited.

Definitions:

Risk Assessment	A systematic examination of workplace risks in 5 steps: 1) Identify the hazards, 2) Identify who might be harmed and how, 3) Evaluation the hazard (by examining current controls and recommending further controls), 4) Recording the assessment and 5) Reviewing the assessment.
Hazard	Something with the potential to cause harm e.g. tools, machinery, work equipment, substances, workstation, unsafe system of work etc.
Harm	The damage that a hazard may cause e.g. physiological effects (physical injury, ill health) and psychological factors (e.g. stress), loss of time/efficiency and damage to the premises/equipment.
Likelihood	The chance that a hazard realises its potential to cause harm.
Severity	Extent of injury, damage etc.
Risk	The probability of a hazard actually causing harm.
Controls	Measures introduced or installed to reduce to a minimum the possibility of harm to persons, plant and property.