

## RISK ASSESSMENT FOR LONE WORKING LOGISTICS WORKERS

Hazard / Risk	Who is at risk and how can the hazards cause harm?	What are we doing already?	What else can be done?	Action by Whom?	Action by When?	Done
<p><b>Unfamiliarity with risks at customer sites</b> Examples: Reversing policy, load handling arrangements, sheeting</p>	<p>Drivers and others may suffer injury or ill health through lack of awareness of risks on site.</p>	<ul style="list-style-type: none"> <li>Drivers regularly visit most pick-up/drop-off sites and are aware of relevant safety issues</li> <li>Drivers given a safety checklist to complete for new sites</li> <li>Order-taking staff ask for information on site rules, unloading arrangements etc. and fix this to delivery note</li> <li>Drivers told to stay in a safe area when lift trucks etc. are working</li> </ul>	<ul style="list-style-type: none"> <li>LONEALERT Access, Instant or Plus</li> <li>Ensure agency drivers are told about relevant safety issues at the sites they are visiting or, if no safety information is available, are instructed to telephone site to get the safety information</li> </ul>			
<p><b>Falls from vehicles</b> Drivers may suffer serious, possibly fatal, injuries if they fall from the cab or vehicle of a trailer.</p>	<p>Drivers may suffer serious, possibly fatal, injuries if they fall from the cab or vehicle of a trailer</p>	<ul style="list-style-type: none"> <li>Loading and unloading is planned. Working on the bed of the trailer is avoided</li> <li>Suitable access equipment is used to access the trailer unit and drivers trained how to use it safely</li> <li>Drivers trained in safe system of work for sheeting loads, e.g. safe use of PPE</li> <li>Fall arrest equipment inspected by a competent person prior to use</li> <li>Drivers instructed not to walk backwards on the trailer or to jump from the cab/trailer</li> <li>Fixed steps and grab bars allow drivers to access cab safely</li> </ul>	<ul style="list-style-type: none"> <li>LONEALERT Instant or Plus device</li> </ul>			
<p><b>Out of hours</b></p>	<p>Drivers could have an accident, become ill or be assaulted resulting in a delay in emergency assistance when out of hours</p>	<ul style="list-style-type: none"> <li>LONEALERT Lone Working Device with emergency button</li> </ul>	<ul style="list-style-type: none"> <li>LONEALERT Instant or Plus device</li> </ul>			
<p><b>Slips and trips</b></p>	<p>Staff may suffer injuries such as fractures or bruising if they slip on spillages or trip over objects</p>	<ul style="list-style-type: none"> <li>Drivers wear strong, comfortable footwear with a good grip</li> <li>Good housekeeping in yard, offices and on vehicles</li> <li>Shovel and sand kept nearby to clear up spillages</li> </ul>	<ul style="list-style-type: none"> <li>LONEALERT Instant or Plus device</li> <li>Consider use of non-slip materials on vehicles</li> </ul>			

<b>Manual handling</b> Lifting and moving heavy objects or objects that are difficult to grasp	Staff risk injuries or back pain from handling heavy or awkward objects	<ul style="list-style-type: none"> <li>• Most loads handled mechanically, e.g. lift truck, crane etc.</li> <li>• Sack trucks kept in trailers for certain jobs</li> <li>• Drivers trained in safe manual handling techniques</li> </ul>	<ul style="list-style-type: none"> <li>• Refresher manual handling training</li> </ul>			
<b>Driver fatigue</b>	Driver/other road users may suffer serious injury if road accident results from fatigue.	<ul style="list-style-type: none"> <li>• Shift schedules are designed to minimise the risk of driver fatigue</li> <li>• Drivers instructed to take breaks if they become tired whilst driving</li> </ul>	<ul style="list-style-type: none"> <li>• Remind drivers to report when they are feeling ill, have developed a medical condition or are taking medication that could affect their driving</li> <li>• Regularly review shift schedules with drivers to ensure the risk of fatigue is minimised</li> </ul>			
<b>Fire</b> During refuelling of vehicles	Drivers/others risk possibly fatal injury from burns/smoke inhalation if there is a fire in the yard or on a vehicle	Fire risk assessment has been done, and any necessary action taken,	<ul style="list-style-type: none"> <li>• None</li> <li>• Remind drivers of need for good housekeeping in trailer and in cab</li> </ul>			
<b>Assaults</b>	Drivers risk physical assault or post-traumatic stress	<ul style="list-style-type: none"> <li>• Personal Safety training</li> <li>• Lone Working device with emergency button</li> </ul>	<ul style="list-style-type: none"> <li>• LONEALERT Instant or Plus device</li> </ul>			
<b>Theft</b>	Drivers could experience armed robbery, theft of or from vehicle	<ul style="list-style-type: none"> <li>• Anti- theft devices</li> <li>• Lone Working device</li> <li>• Locking vehicle protocols</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>			
<b>Pay Disputes</b>	Drivers could experience physical or non-physical assault	<ul style="list-style-type: none"> <li>• Conflict Resolution Training</li> <li>• Cash handling protocols</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure all staff report non-physical aggression</li> </ul>			

If you feel that the solution to any of your identified risks is a product from the LONEALERT range, please contact our team on 0330 999 8484. They will be happy to talk through the most suitable product and method of use to mitigate the risk.