

Devon and Severn Inshore Fisheries and Conservation Authority – Office Working General Risk Assessment

Title : Office Working General Risk Assessment	Date of Assessment : 09/02/2023	Risk Assessor : Sarah Clark
Risk Assessment Reference : RA11	People involved in making this assessment : Sarah Clark (H&S Duty Holder; Mat Mander (H&S Responsible Person)	
Task/ Process : General Office Work	People at Risk : Employees, Contractors, Members of the Public, Visitors	
Hazard : Manual handling Risk of muscle or back strain as a result of poor manual handling techniques.		
Control Measures:		
1. All staff should adhere to basic manual handling protocols when moving a large, heavy or irregular shaped objects within the office environment.		
2. All staff will undertake manual handling training at least every two years, provided by external training company.		
3. A trolley is available from Brixham Laboratory staff to assist with the movement of boxes and any other heavy or difficult to move objects.		
4. Wherever practically possible heavier items are broken down into lighter loads to be carried.		
5. High shelves in the D&S IFCA Offices are used for lighter items (above shoulder height) and heavier items stored at waist height.		
6. Good standards of housekeeping maintained at all times.		
Hazard : Fire A fire could lead to staff and visitors being trapped and overcome .		
Control Measures:		
1. A Brixham Laboratory site fire risk assessment has been completed by .Phoenix Fire Consultancy Ltd on behalf of Brixham Laboratory in February 2022. A copy of this assessment is held here .		
2. A D&S IFCA Fire Assessment for its officers was completed by D&S IFCA’s H&S Duty Holder on 22 nd July 202 and was reviewed on 2 nd February 2023.		
3. A D&S IFCA Fire Safety Policy was developed in January 2023 and includes the D&S IFCA Fire Duty Officer Procedure.		
4. D&S IFCA has displayed a Fire Action Notice next to the D&S IFCA employees logging in/out board together with a plan drawing of the muster point and fire exits.		
5. All visitors to Brixham laboratory must be logged in in the reception area. All visitors to D&S IFCA offices must sign the visitor book held in the administration office.		
5. All staff have been trained in fire safety arrangements for the premises including regular fire drills organised by the Brixham Laboratory Staff.		
6. All members of staff and any visitors to D&S IFCA should take direction from the Brixham Laboratory Fire Assessment Plan, D&S IFCA’s Fire Safety Policy and follow any instructions from the Brixham Laboratory staff.		

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7. All visitors should be briefed on fire exits and evacuation policy.
8. A member of the office-based staff is trained in Emergency First Aid at Work (February 2023) which last for three years from the date of issue. Retraining will be undertaken in 2026.
Hazard : Electrical Risk of electrocution, burns and fire.
Control Measures:
1. Staff are required to report to management any defective plugs, discoloured sockets, damaged cables, on/ off switches and to take any defective equipment out of use immediately.
2. The mains electrical installation in the D&S IFCA store is tested and inspected by a qualified and competent electrician every five years. Next inspection is due September 2025.
3. A competent electrician conducts PAT testing of D&S IFCA office electrical equipment every three years. The next dated is December 2024.
4. The main electrical installations, sockets and other integral electrical wiring is managed by Brixham Laboratory and is maintained by them. The inspection and testing are undertaken every 5 years. The next date for inspection is June 2025.
5. Brixham Laboratory and D&S IFCA maintain a visitors booking in system. In the event of fire D&S IFCA will direct visitors to follow them in the fire evacuation procedures.
Hazard: Uneven, Wet or Slippery Floors or cluttered office space Possible injury as a result or trip hazards not being effectively managed.
Control Measures:
1. All office space should be kept tidy and in an organised manner.
2. All staff are encouraged to clean as they go.
3. Wet floor signs are used by Brixham Laboratory in the event of a spillage or when cleaning activities are being undertaken.
4. Floors are maintained in good condition any damage is reported to the Brixham Laboratory Site Manager immediately who will carry out appropriate maintenance.
5. All areas of the workplace are well lit and failed lights are replaced by Brixham Laboratory Staff.
6. All employees should adhere to manual handling procedures.
7. Office cleaning, organised by Brixham Laboratory takes place out of normal working hours with cables for cleaning equipment always being plugged in to the nearest power source to minimise the length of exposed cable.

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Hazard : Display Screens Fatigue, eye strain, headaches, upper limb problems including repetitive strain injury and backache from overuse or improper use of DSE. Problems can also be experienced from poorly designed workstations or work environments.

Control Measures:

1. Staff are provided with suitably designed chairs for the work they are undertaking and given instructions on how to adjust them.
2. All staff undertake DSE training, complete a display screen questionnaire and discuss the outcome with their line manager and appropriate actions taken as required.
3. Workspace is ergonomically designed with clear desk space, and staff are able to adjust their monitor correctly.
4. All staff are provided with a flat screen monitor with low reflective properties to reduce glare.
5. Diffused appropriate lighting is installed throughout the working areas in the office.
6. Staff are encouraged to take short breaks and stretch their legs to prevent lengthy periods of work in front of the screen.
7. D&S IFCA provides, through an account with Specsavers (vouchers towards discounted eye tests) for employees who are VDU users. When the prescription in the glasses is required specifically and solely for intermediate use i.e. VDU use - this will entitle the person to receive a pair of single vision glasses from the £49 range or a £49 contribution towards another pair.

Hazard : Work at height Risk of injury from falling off the ladder.

Control Measures:

1. Stepladders are not used in the D&S IFCA Offices.
2. A suitable extending ladder is provided to use with D&S IFCA vessels only.
3. All staff undergo working at height training.
4. Floor condition checked prior to use.
5. An inspection regime, for ladders used on vessels, is in place through the IAuditor system. Any malfunction is reported, and a replacement will be purchased.

Hazard : Office Equipment – Shredder Risk of injury if loose clothing, long hair being caught in the shredder blades if not tied back, possible injuries to hand,

Control Measures:

1. The shredders are fitted with interlock device which cuts power if door is opened.
2. Shredders are fitted with reverse button to help clear jammed documents.

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3. Employees with long hair should be careful when using the shredder or tie their hair back.

Hazard : Office Equipment - Photocopier Risk of possible burns from hot surfaces inside the copier when clearing jammed paper. Risk of ill-health - ozone exposure.

Control Measures:

1. The photocopier is serviced at regular intervals by the manufacturers approved contractor.

2. Hot surfaces inside the machine are well shielded to prevent anyone coming into contact with them.

3. The photocopier is situated in a well-ventilated area in accordance with manufacturer's advice in the user manual reduces the risk of exposure to ozone.

Hazard : Working Alone People working alone may be at increased risk if they fall ill or have an accident when alone on the premises and no-one else is there to raise the alarm. People on their own opening and closing the premises early morning or at night could be at risk of assault.

Control Measures:

1. During normal hours there is usually more than one officer present at some point in the day working in the D&S IFCA offices.

2. Brixham Laboratory staff are present in the building during normal office hours.. All entrances to the building require an electronic pass to allow access. Visitors are met at the main entrance by Brixham laboratory staff and are required to sign in on the visitors electronic system.

3. D&S IFCA has a visitors book located in its main administration office. All visitors are requested to complete the signing in and out process.

4. Describe precautions that apply if staff work alone away from these premises. Could be brief here with more detail in a specific lone working risk assessment.

5. If an employee is alone in the D&S IFCA offices and a visitor arrives, the individual can make a decision as to whether they receive the visitor or go with the Brixham Laboratory staff to talk to the visitor in main reception.

6. If an employee is working away from the office alone they should follow the Lone Working Procedure set out in Section 4.3 of the [D&S IFCA Safety Services Booklet](#) and follow the Lone Working Risk Assessment.

Hazard : Violence, threatening behaviour Due to the nature of D&S IFCA's work, some individuals may be disgruntled with management measures or processes in place and may behave aggressively, become verbally abusive (in person and on the phone) and display threatening or violent behaviour

Control Measures:

1. All Officers are trained in conflict resolution. The most recent training took place in April 2022. A [handbook](#) from the trainers is available to all employees for reference.

2. If the individual is in the office and becomes aggressive the employee can use techniques learned in the conflict resolution training, call another officer or the Brixham Laboratory staff for assistance. Employees can ask that the individual to leave the premises

3. Employees may try and understand what is causing the behaviour of the individual – which may be something that can be resolved e.g. low level of literacy that is causing frustration if forms need to be filled in. Employees can offer to assist where appropriate.

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Hazard : Interviewing person suspected of illegal fishing activity. The nature D&S IFCA's work often requires employees to interview fishers suspected of undertaking illegal fishing activity. This may result in aggressive or abusive behaviour (see above) and requires some planning prior to the interview taking place.

Control Measures:

1. The office in which the interview takes place must be tidy and organised clear of clutter
2. The individual to be interviewed must sign in on the D&S IFCA visitors book
3. Interviews will be conducted with at least two D&S IFCA Enforcement Officer present.
4. Other employees within the office should be made aware that an interview is taking place so there are no interruption and for security purposes.
5. Conflict management techniques should be used if hostility occurs.
6. Formal interview procedures must be followed.

Documents Associated with this risk assessment



D&S IFCA Fire Safety
Policy.pdf



RA20 D&S IFCA
Office Fire Risk Assess



FRA Brixham
Laboratory February



D&S IFCA Safety
Services Booklet



New Conflict
May Resolution Handout.p

Lone Working Risk Assessment

Review Date :

Reviewer :