

SAFETY ASSESSMENT & CONCURRENCE (SAC1)

Programme/Project/Product Title	Age Verification/ ID Verification	Task or Work Equipment Photograph
Programme/Project/Product Description	<p>The government is introducing The Offensive Weapon Bill in October 2019, designed to restrict access to “bladed articles” and corrosive substances sold online.</p> <p>We are offering a new service to provide verification of delivery to, and collection by, an adult for age restricted goods. This service will allow sellers to legally comply with the new Bill as formal ID will need to be produced by customer to the OPG at the doorstep.</p>	
Proposed schedule, timescales if known	October 2019 Deploy	
Asset Group (where applicable)		
Project Lead/Manager (name & contact details)	Nick Beniston Parcel Systems Ops Design Mobile: 07841 571004	

	NATIONAL (8.1)	REGIONAL (8.2)	UNIT (8.3)
What category is this SAC1?	X		

Based on the SAC1 category above and using the information in the next column detail the input required (not all will necessarily apply)	Applies if category:	Y/N	Name & Contact Details
Group SHE Risk & Improvement Manager	8.1		Sarah Foord, 07703 316921
Nationally appointed project safety lead	8.1		Greg Rowan, 07841 569859
Programmes Director/Manager	8.1		Nick Beniston, 07841 571004
Senior Safety Professional (SHE Team)	8.2 or 8.3		
Project Safety Lead	8.2 or 8.3		

SHE Advisor (SHE Team)	8.2 or 8.3		
Group Property Risk & Compliance Manager	As appropriate		
Engineering & Assets Manager (SHE Team)	As appropriate		
SHE Logistics Team – (Vehicles)	As appropriate		
Subject Matter Expert	As appropriate		
Other	As appropriate		

STAKEHOLDER CONSULTATION	Y/N	Name & Contact Details
Has consultation taken place with the CWU H&S team (for category 8.1 this should normally be with the national officer)	N	Sue Cuddihey consulted with Dave Joyce on 12 th June 2019, where he agreed that the process we have for safe guarding our people on the doorstep would still apply. No change to current SSOW required. Further meeting has taken place on the 21 st October.
Has consultation taken place with the Unite/CMA H&S team (for category 8.1 this should normally be with the national officer)	N	Stephen C Jones
Is consultation necessary with any other stakeholder?		
Provide details of any external input e.g. Health & Safety Executive, Fire Authority		Name & Contact Details
CONSTRUCTION, DESIGN & MANAGEMENT		YES / NO / NA
Is the work defined as construction work under the CDM Regulations 2015?		No
Is the CDM Guidance Document (PTL 309) being followed?		N/A
Is the Asbestos Procedure (PTL 301) being followed?		N/A
Is engagement with the Unit Manager/PiC and consultation with Operations planned or in progress?		N/A
Please insert a copy of the preliminary hazard register (RMCDM7).		<i>Insert file as an object here.</i>

STEP 1

INITIAL RISK ASSESSMENT

List below tasks or work equipment involved & the hazards associated with them & those people affected, list all existing controls & rate the level of risk. Use separate assessment sections for each task or work equipment & add more assessment sections and expanding as needed. **If any risks are tolerable or above, move to Step 2 Risk Control.**





Task or Work Equipment	Identified Hazards	Associated Risk	People Affected	Existing Control(s)	Risk Assessment			Outcome See Matrix
					Likelihood	Severity	Total	
Walking to delivery point	Access hazards i.e. uneven/slippery surfaces, poor lighting, steep hills, severe weather (snow, ice, rain)	Slips, trips and falls	OPG	<ul style="list-style-type: none"> Hazard control, process already in place via Workplace Offsite/WRAP process with all known risks identified and suitably controlled. All staff should already be trained on and empowered to use Dynamic Risk Assessment Unit already required to complete Severe weather risk Assessment for all periods of severe weather and ensure suitable controls implemented. LINK 	1	3	3	Adequately Controlled

Task or Work Equipment	Identified Hazards	Associated Risk	People Affected	Existing Control(s)	Risk Assessment			Outcome See Matrix
					Likelihood	Severity	Total	
Delivering Age Restricted/ Addressee only item to customer address	Uncontrolled or loose animals due to front door being open whilst OPG at attendance	Bites, scratches	OPG	<ul style="list-style-type: none"> Hazard control, process already in place via Workplace Offsite/WRAP process with all known risks identified and suitably controlled. Ops Delivery – National Generic Task Risk Assessment should already have been completed by unit LINK and SSOW communicated to appropriate employees LINK. 	1	3	3	Adequately Controlled
	There is the potential for an extended wait at the doorstep as customer retrieves formal ID. Internal doors may be opened consequently allowing animals to get loose.	Bites, scratches	OPG	As above	2	3	6	Moderate
	Aggressive or violent customers	Impact strike, psychological e.g stress	OPG	<ul style="list-style-type: none"> All OPG's should already have been provided with Walk Safe Card Unit is already required to complete Walk Threat Risk Assessment following any incidents of physical or verbal abuse Line managers should already be familiar with Standard 2.9 Risk of Confrontation LINK 	2	3	6	Moderate

STEP 2

RISK CONTROL

List all tasks or work equipment rated in Step 1 as tolerable or above. Identify & record the additional control measures necessary to ensure risks are removed or reduced to an acceptable level. On the assumption these risk controls will be introduced complete the risk assessment assessing their impact on the risk rating. Where any additional controls are proposed but cannot be immediately implemented add them at Step 5. Where necessary obtain advice from the Safety Lead to the project. Use separate assessment sections for each task or work equipment & add more assessment sections and expand as necessary.

Task or Work Equipment	Outcome See Step1	Additional Control Measures	Completion Date	By Whom	Completed Yes?	Risk Assessment			Outcome See Matrix
						Likelihood	Severity	Total	
Aggressive or violent customers	Moderate	Brief for OPGs on avoiding conflict and reporting incidents or threatening behaviour.	October 2019	Nick Beniston	Yes  Age IDV Customer Handout v0.27 21090  AVIDV WTLL Brief August 2019 Frontline  WPC Training Pack 22 08 19 v1.pptx	1	3	3	Adequately Controlled
		Notifications to customers throughout journey reminding them failure to present formal ID will result in unsuccessful delivery.	October 2019	Nick Beniston	Yes  Operations Age and ID Verification Awarer				

Task or Work Equipment	Outcome See Step 1	Additional Control Measures	Completion Date	By Whom	Completed Yes?	Risk Assessment			Outcome See Matrix
						Likelihood	Severity	Total	
		Employee briefing to include risks and controls associated with dogs. Also to include new steps associated with AV/ID Verifications: -If customer leaves door to retrieve ID, from a known address where dog risk exists, customer is asked to close external door.	November 2019	Nick Beniston	No, scoping a refresher brief to highlight action to be taken in the form of WTLL / RMTV				

Use the Risk Matrix in SMS 2.1 Risk Management Standard to assess the task or work equipment in all sections above.

Overall Assessment

When the additional control measures are identified progress with the risk assessment based on the new information.

All those assessed as Adequately Controlled or Tolerable	Go to Step 5
Any that are assessed as Moderate or above	Go to Step 3

STEP 3

DETAILED RISK ASSESSMENT

List all tasks or work equipment rated as moderate or above in Step 2 in the Detailed Assessment section below, where the additional controls introduced or intended for introduction in Step 2 cannot control the risks to at least an adequate level. It is essential at this point that the Safety Lead for the project is consulted. With their assistance identify which of the additional detailed risk assessments are required. These assessments should be used to identify and record any specific control measures the technical safety specialist completing the assessment feels are necessary to ensure risks are removed or reduced to an acceptable level. Where possible additional controls should be implemented straight away. Where additional controls are proposed but not yet implemented add them at Step 5. Add more assessment sections and expand as necessary to record your findings.

POSSIBLE DETAILED RISK ASSESSMENTS

1	Work Equipment Change Safety Assessment (Mandatory for all change to work equipment)	7	Detailed Redesign Assessment (Fundamental change to the project/process)
2	Ergonomic Assessment	8	Hazard & Operability Assessment/Study (HAZOP)
3	CDM Assessment	9	Epidemiological Assessment
4	Property & Facilities Structural Assessment (Fundamental change in building structure)	10	Health effects Assessment/Study/Surveillance
5	Yard risk Assessment	11	Noise Assessments
6	Fire Survey and/or Fire risk Assessment	12	Other Assessment - specify

Task or Work Equipment	Outcome See Step 2	Detailed Risk Assessments	Completion Date	By Whom	Completed Yes?	Risk Assessment			Outcome See Matrix
						Likelihood	Severity	Total	

Task or Work Equipment	Outcome See Step 2	Detailed Risk Assessments	Completion Date	By Whom	Completed Yes?	Risk Assessment			Outcome See Matrix
						Likelihood	Severity	Total	

Use the Risk Matrix in SMS 2.1 Risk Management Standard to assess the task or work equipment.

STEP 4	RESIDUAL RISKS			
If there are any residual risks moderate or above after step 3, take the following action:				
RESIDUAL RISK ACTIONS FOR RISKS ABOVE MODERATE			YES	NO
1. Safety Lead to escalate all risks moderate or above for advice on a way forward to the Group Safety Risk Improvement Manager (8.1) or the most Senior Safety Professional in the Business Unit (ex. Operations & Modernisation), Region, Logistics or Support Function (8.2/3)				
2. Safety Lead takes appropriate course of action having escalated the issues:				
a) Abort the Project - Do not progress				
b) Abort the Project - Seeking an alternative product/service solution, then start the Safety Assessment & Concurrence process again				
c) Review steps 1 to 3. Include additional proposals suggested by the Group SHE Risk & Improvement Manager (8.1) or the Senior Safety Professional implementing the additional controls identified during the review of the process. Where controls cannot be implemented immediately – go to Step 5 and add to the concurrence actions.				

STEP 5	CONCURRENCE ACTION PLAN		
Record from Step 2 'Risk Controls' any outstanding actions that still need to be implemented and any additional risk controls from Step 3 'Detailed Risk Assessment' or Step 4 'Residual Risks' that are outstanding. Responsibility and timescales for completion should also be determined. These are part of the conditions of concurrence. It is important to record any actions in this section that are essential to the project but which cannot be deployed before sign off of this process, as such they will become concurrent actions.			
CONCURRENCE ACTION	Completion Date	By Whom	Completed? Y/N
Delivery SSOW updated to include new steps associated with ID Verification. -If customer leaves door to retrieve ID, from an known address where dog risk exists, customer is asked to close external door.	Prior to deployment	Nick Beniston	N
Notifications to customers throughout journey reminding them failure to present formal ID will result in unsuccessful delivery.	Prior to deployment	Nick Beniston	Y

STEP 6**SAFETY RECOMMENDATION**

By signing below you agree that one of the below statements applies to you, **therefore indicate below the statement that applies****

I am satisfied in relation to the Programme, Project or Product deployment, including in relation to hazards during the operational use of work equipment where applicable that

1. There are no safety risks for my area of responsibility. I am able to recommend it for final safety concurrence.
2. The safety risks for my area of responsibility are adequately controlled or have been reduced to a tolerable risk. I am able to recommend it for final safety concurrence.
3. The safety risks for my area of responsibility have been identified and while the concurrence actions have not yet been deployed, they have been recorded for implementation via the Safety Management Plan or the Safety Assessment Concurrence Questions & Actions document. I am able to recommend it for final concurrence on the understanding these actions are completed before the project is deployed and the handover completed at Unit level.

CATEGORY (8.1), CATEGORY (8.2) & CATEGORY (8.3)	**Which statement above applies 1,2 or 3	NAME	SIGNATURE	DATE
Group SHE Risk & Improvement Manager				
Nationally appointed project safety lead				
Programmes Director/Manager				
Senior Safety Professional (SHE Team)				
Project Safety Lead				
SHE Advisor (SHE Team)	3	Greg Rowan		
Group Property Risk & Compliance Manager				
Engineering & Assets Manager (SHE Team)				
SHE Logistics Team - (Vehicles)				
Subject Matter Expert				
Other	3	Nick Beniston	<i>N Beniston</i>	28/10/2019

STEP 7**FINAL SAFETY CONCURRENCE**

By signing below you agree that you are satisfied the programme/project/product has received adequate safety considerations and that you are prepared to give final safety concurrence on the understanding that any actions in this document or the Safety Management Plan or the Safety Concurrence Gateway Questions & Actions document are completed before final deployment of and the movement of the programme/project/products and any associated work equipment to business as usual the.

CATEGORY 1 SAFETY CONCURRENCE (8.1 only)	NAME	SIGNATURE	DATE
Group SHE Risk & Improvement Manager	Sarah Foord	S Foord	28/10/19
Programme Director/Manager (as applicable)			
CATEGORY 2 SAFETY CONCURRENCE (8.2 only)	NAME	SIGNATURE	DATE
Senior Safety Professional			
Programme Manager			
CATEGORY 3 SAFETY CONCURRENCE (8.3 only)	NAME	SIGNATURE	DATE

SHE Advisor	Greg Rowan		
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NOTE: For final sign off on Unit Level (8.3) projects refer to the Safety Handover Compliance Certificate

RISK MATRIX

		Likelihood of injury/incident					
<i>No history or any indication of future incidents but cannot be ruled out</i>	Improbable	1	1	2	3	4	5
<i>Some history but over a long period of time and in very small numbers</i>	Remote	2	2	4	6	8	10
<i>Historical evidence indicates occurrence at least monthly</i>	Foreseeable	3	3	6	9	12	15
<i>Historical evidence indicates occurrence at least weekly</i>	Probable	4	4	8	12	16	20
<i>Historical evidence indicates occurrence throughout the day</i>	Likely	5	5	10	15	20	25
			1	2	3	4	5
			Superficial injury/ damage	Moderate injury/ damage	Significant injury/ damage	Serious injury/damage	Fatality/ catastrophic damage
			<i>Minor injury or ill health (laceration/bruising/swelling) causing no absence from work. Damage resulting in low cost repair</i>	<i>Injuries or ill health resulting in absence from work (of less than 7 days). Damage causing temporary disruption to operations of around an hour</i>	<i>Major injury or ill health, temporary physical disability resulting in absence from work (of more than 7 days). Damage causing significant disruption to or cessation of operations of around one day</i>	<i>Permanent physical & health disability. Damage causing long term termination of operations for more than one day</i>	<i>Premature death. Complete destruction of property and permanent termination/relocation of operations until rebuild completed</i>
			SEVERITY (consequence of injury/incident)				

Risk Level	Control action and timescale (nominally from BS8800)	Risk Rating	Suggested Minimum Controls	
Adequately controlled	No additional control measures required. Current controls suitable and sufficient to reduce the risk to adequately controlled. Good practice would be to record the assessment and share findings with operators	1 - 3	Visual Aids	
Tolerable	Some additional controls would be beneficial to further reduce the risk. Consideration may be given to a more cost-effective solution or improvement that imposes no additional cost burden. Monitoring is required to ensure that the controls are maintained.	4 - 5	Safe Working Instructions plus Visual Aids	
Moderate	Efforts should be made to reduce the risk, although the costs of prevention should be carefully measured within a cost/benefit analysis to ensure the control is appropriate. Risk reduction measures should be implemented within a defined time period. Where the risk level is associated with Serious and Significant Injuries consequences, further task assessment and/or task redesign may be necessary to achieve suitable control measures.	6 - 12	SSOW plus Visual Aids	
Substantial	Task should be prohibited until the risk has been reduced. Resources may have to be allocated to redesign the task in order to reduce the risk. Where the task is already in progress, it should be stopped when it is safe to do so.	15-16	Prevent task until suitably controlled by task redesign or similar	These two bands usually fall outside the normal day to day risk assessment and ought to be reserved for concurrence processes
Intolerable	Task should be prohibited. If it is not possible to reduce the risk, even with unlimited resources, the work has to remain prohibited. Alternative solutions should be found that avoid the need to complete the original task.	20 - 25	Prevent task, look for alternative solutions. Invoke permit to work system	