

CLIFTON SUSPENSION BRIDGE TRUST WORKPLACE RISK ASSESSMENT: VISITOR SERVICES		
Activity: Work Experience	Assessor:	Date:
Hazards	Who Is Affected	Control
Work Experience Placements Lack of work experience and potential immaturity places students on work experience placements at greater risk of injury than experienced workers.	Those on work experience	Students on work experience placements are closely supervised at all times by a competent member of staff. Students are given a health and safety induction prior to starting work by an appropriate adult. This includes fire precautions and first aid arrangements. If assisting with a group tour or activity on the bridge itself, students will be required to wear high-vis at all times in accordance with the policy of CSBT. Hard hats and PPE may also be required for some activities.
Activity: Visitor Centre & Office Spaces	Assessor:	Date:
Hazards	Who Is Affected	Control
Entrances May become wet after rain	Everyone	Non slip mats are placed at entrances where floors become slippery when wet and staff and members of the public asked to wipe their feet before entering the building.
Floors Slips, trips and falls	Everyone	Floors are maintained in a safe condition and staff instructed to report any damage they notice on a day to day basis. Temporary repairs are made to damaged flooring by the maintenance team. Where regular activities are likely to lead to the floor getting wet, anti slip

		<p>flooring is laid.</p> <p>Accidental spillages are mopped up immediately and a wet floor sign placed over the wet area until the area is dry. Care is taken to ensure that sufficient time is allowed for floor to dry before being used.</p>
<p>Cash Management Theft, including threat or violence</p>	Person handling cash	<p>Cash is kept locked in the till or holding cabinet until it is taken to the bank. The Visitor Services Manager and Weekend Supervisors are nominated key holders and will take responsibility for the till.</p> <p>Cash is only taken to the bank in daylight hours.</p> <p>If attacked, hand over the money, personal safety is more important than the money.</p> <p>Provide training to cash handlers in dealing with aggression and confrontation situations.</p>
<p>Display screens Musculoskeletal injuries and eye strain.</p>	Anyone who uses a computer routinely as part of their working day	<p>All computer workstations have been risk assessed by someone having had training in how to complete a DSE risk assessment.</p> <p>In addition to the risk assessment users have been given instruction on how to set up their workstation in the most appropriate way.</p>
<p>Laminator Laminators can become very hot and cause burns or scalds</p>	Office staff	The laminating machine should be used in a clear, well ventilated area. Papers should not be placed on top of the machine. Users will receive training from a members of office staff before use.
<p>Heavy Lifting The role may involve manual handling. Picking up heavy items could lead to back injury</p>	Office staff	<p>Only those trained in manual handling should lift or move large or overweight items. If items are very large or heavy, obtain assistance.</p> <p>Staff moving deliveries of stock should use the sack truck if appropriate –</p>

<p>if done incorrectly.</p>		<p>or pick up and move single small boxes one at a time. 'A'-boards should only be moved one at once to prevent injury.</p> <p>Staff suffering from back complaints or related conditions should seek assistance and not attempt to move smaller items themselves.</p>
<p>Water Supply Hot water can cause scalds</p>	<p>Everyone</p>	<p>The water temperature should not exceed 40C and the maintenance team checks the temperature of the water every month at the tap nearest the boiler to ensure the correct temperature.</p>
<p>Lighting Inadequate lighting may contribute to a range of accidents. Poor lighting can contribute to eye strain.</p>	<p>All on site</p>	<p>Staff to be instructed to report any damaged lighting to the Bridge Master. All areas of the building have adequate lighting to enable people to work, use facilities and move from place to place safely and without experiencing eyestrain.</p> <p>Lighting levels at workstations are assessed as part of the display screen assessments.</p> <p>Sufficient internal/external lighting is provided to ensure all walkways can be used safely after dark.</p> <p>Spare replacement light fittings to be stored on site.</p>
<p>Electricity</p> <ul style="list-style-type: none"> • Hoover • Till • TV & DVD • Fridge • Computer • Laminator <p>If the fixed wiring or portable electrical appliances are not</p>	<p>Anyone using the building</p>	<p>The fixed wiring is inspected by a suitably qualified electrician every five years. Portable electrical equipment and associated leads and plugs are inspected and tested by a qualified PAT tester.</p> <p>The above tests must not be solely relied upon and users must check that equipment looks safe to use. Staff to report any damage they notice on a day to day basis. Damaged equipment to be taken out of use and labelled 'damaged awaiting repair, do not use'.</p> <p>Staff are not to repair equipment themselves or bring equipment from</p>

maintained it can lead to fires and/or electrocution		home.
Heaters Electric wall heaters in the Portakabins can become hot if left on and cause scalds or burns.	Anyone using the building	If on, heaters have a red warning light. Staff should take care not to touch the heaters or place items upon them if the red warning light is on.
Fire Access for fire brigade needs to be maintained Everyone must be able to hear the alarm. Evacuation procedure should be properly signposted	Everyone	A separate fire assessment considers the: <ul style="list-style-type: none"> • Method of fire detection and fire warning • Signage including fire exit sign, what to do in the event of an emergency • Monitoring and maintenance including alarm systems, call points, extinguishers, detection and warning systems, emergency lighting etc • Training for fire marshals and staff • Fire drills and their frequency • Monitoring of the above
Activity: Bridge Plaza	Assessor:	Date:
Hazards	Who Is Affected	Control
Traffic Vehicles can cause severe injuries to pedestrians	Everyone	<p>Pedestrians are kept separate from vehicles via designated footways (with central reservation rails) on the bridge itself and paved areas either side on the bridge plaza.</p> <p>Cyclists have a dedicated cycle lane on approach to and exit from the bridge. Cyclists are not allowed to ride bicycles on the footway.</p>

		<p>Barriers or guardrails are provided at entrances to and exits from the bridge plaza, where footways open onto traffic routes.</p> <p>Speed limits are set to 30mph on approach roads and 25mph on the bridge plaza, and signage used where necessary.</p> <p>Crossing points are marked and designated and should be used with due care. When large groups are crossing, a designated member of Visitor Services will assist in a high-vis jacket.</p> <p>On street car parking areas are provided and clearly marked.</p> <p>Where delivery vehicles are on site special care needs to be taken to separate pedestrians due to drivers limited visibility. Where necessary a trained signaller should be used to keep the reversing area clear and to guide drivers through safe manoeuvres.</p>
<p>Heights The bridge is 85m above the low water mark. A fall from the structure could be fatal.</p>	<p>Everyone</p>	<p>2m high curved guard rails placed along the bridge footways prevent climbing on the bridge itself. The abutments at either end have thick, stone walls over a metre high. Specific attention will be paid to the danger of climbing on or leaning over these walls as part of the health and safety induction.</p> <p>The area is covered by CCTV and is monitored by Toll Booth staff who have a system in place for stopping and resolving any potentially dangerous situations.</p>

<p>Walkways and pavements Injuries from slips, trips and falls are a likely where walkways are not well maintained</p>	All on site	<p>Regular inspection by maintenance team.</p> <p>Staff instructed to report any damage they notice on a day to day basis. Where areas become slippery they are treated to reduce slips. This will include clearing moss and algae and treating with anti slip coatings where necessary.</p> <p>Slopes are kept to a minimum gradient and where wheelchair access is required a handrail is fitted.</p> <p>In the winter the maintenance team grit walkways when frost or snow is forecast.</p>
<p>Exterior fabric of buildings Damaged fabric can cause a range of hazards from items falling, to people being injured on protruding objects</p>	All on site	<p>Regular inspection by maintenance team.</p> <p>Staff to be instructed to report any damage they notice on a day to day.</p> <p>Where damage is reported and there is a risk of items falling, the area that could be affected to be cordoned off until repair works completed.</p> <p>Safety signage to be displayed e.g. prohibiting access to cordoned off area to be arranged by Bridge Master.</p>
<p>Glazing Damaged Glazing can cause cuts/grazed and potentially more serious injuries.</p>	All on site	<p>Staff to be instructed to report any damage they notice on a day to day basis.</p> <p>Where damage is reported and there is a risk of glass falling the area to be cordoned off until repair works completed.</p>
<p>Trees Injuries from falling</p>	All on site	All trees that grow in areas that people normally use and those near buildings are inspected regularly by maintenance team.

branches/trees		<p>Where a tree is considered unsafe further advice is sought from the relevant Council authority or National Trust.</p> <p>Where a tree is an immediate concern it is cordoned off until further advice sought and all staff must be made aware of the danger.</p>
<p>Lighting Inadequate lighting may contribute to a range of accidents. Poor lighting can contribute to eye strain.</p>	All on site	<p>Staff to be instructed to report any damaged lighting to the Bridge Master.</p> <p>All areas of the building have adequate lighting to enable people to work, use facilities and move from place to place safely and without experiencing eyestrain.</p> <p>Lighting levels at workstations are assessed as part of the display screen assessments.</p> <p>Sufficient internal/external lighting is provided to ensure all walkways can be used safely after dark.</p> <p>Spare replacement light fittings to be stored on site.</p>
<p>Stairs and steps Damaged steps can cause a variety of injuries</p>	All on site	<p>Regular inspection by maintenance team.</p> <p>Staff to be instructed to report any damage they notice on a day to day basis.</p> <p>Where the edge of steps can be misjudged the edge is highlighted with a contrasting coloured strip. An anti slip coating is used to reduce the chance of slipping.</p> <p>The open side of any staircase is securely fenced with a rail at least 900mm high.</p> <p>All staircases have a handrail on at least one side unless this would</p>

		<p>obstruct access or egress.</p> <p>On especially steep or narrow staircases a handrail is provided on both sides.</p> <p>Wide staircases have a handrail fitted down the centre of the stairs.</p>
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