

**MANAGEMENT OF HEALTH AND SAFETY AT WORK REGULATIONS 1999**

<b>DEPARTMENT</b>	<b>PRACTICE NAME HERE</b>	<b>REF NO.</b>	<b>RA 23</b>
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<b>TASK/OPERATION BEING ASSESSED</b>	Meeting/Interviewing clients <b>WITHIN</b> the Solicitors Practice
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<b>PURPOSE/METHOD OF WORK</b>
Meeting/Interviewing clients within premises, including offices in other areas/districts – <b>WITHIN NORMAL WORKING HOURS</b>

<b>SPECIFIC LEGISLATIVE REQUIREMENTS</b>
Health and Safety at Work Act Management of Health and Safety at Work Regulations Workplace, Health Safety and Welfare Regulations

<b>LEVEL OF SKILL/TRAINING REQUIRED</b>
Professional/Competence/Training Personal safety/Assault/violence training

<b>CHEMICALS/MATERIALS INVOLVED</b>	<b>HSC NO.</b>	<b>ASSESSMENT DATE</b>
N/A	N/A	N/A

<b>SPECIFIC WORK EQUIPMENT PROVIDED</b>
Panic Alarm

MAIN HAZARDS IDENTIFIED	WHO WILL BE AFFECTED	CONTROL MEASURES TO REDUCE THE RISK
DRIVING TO/FROM VENUE	Driver/Passenger	<ul style="list-style-type: none"> <li>- Ensure level of driving competence (eg current driving licence, insurance etc)</li> <li>- Policy on defensive driver training for those expected to drive service vehicles</li> </ul>
CLIENTS ARRIVAL AT OFFICE	Reception staff and other office staff	<ul style="list-style-type: none"> <li>- Pre-arranged timetable of meetings/daily sheet of times and names of clients expected. This should be issued to reception staff and be easily accessible.</li> <li>- Indication as to any danger posed by pre-arranged visitors – ie yellow or red dot etc. Information could be attached to the daily sheet</li> <li>- Access beyond Reception to be under the control of authorised staff.</li> <li>- Clients are unable to gain access to other areas of the premises from the main entrance, without supervision. Clients should be met at the main Reception and escorted to area where interview is to take place. This would reduce the risk of unauthorised access to other areas of premises</li> </ul>
CLIENTS ARRIVAL WITH UNEXPECTED RELATIVE/COLLEAGUE ETC	Reception staff and other office staff	<ul style="list-style-type: none"> <li>- Notify Reception and assess most suitable arrangements regarding the relative/colleague etc – ie retain in Reception if necessary ask to return later, assess whether the interview should go ahead etc.</li> </ul>
REACTIONS OF CLIENTS DURING INTERVIEW	Interviewers – ie Solicitors etc	<ul style="list-style-type: none"> <li>- Ensure familiarity with management plan which should give clear indication of clients background and temperament</li> <li>- If client prone to violent reaction, then assess necessity for a second person to be present</li> <li>- Training for interviewers in recognising and dealing with potential confrontation</li> <li>- Interviewers must be aware of establishments' emergency procedures ie panic alarms, backup arrangements etc</li> </ul>



**MANUAL HANDLING RISK**

Has a manual handling risk been identified?      YES/NO  
Is the risk considered to be                              **Low/Medium/High**  
Is a further detailed assessment required?      YES/NO

If the answer to the above question is YES a separate manual handling assessment will be required to fulfil the requirements of the Manual Handling Operations Regulations 1992.

**NOT APPLICABLE**

**PERSONAL PROTECTIVE EQUIPMENT REQUIRED**

**NOT APPLICABLE**

Is training and instruction required              YES/NO  
Is there need for special accommodation      YES/NO  
Is there need for test/examination              YES/NO  
Is all P. P. E. compatible                              YES/NO

**FREQUENCY OF MONITORING**

N/A	3 Months	6 Months	1 Year	> 1 Year
			<b>YES</b>	

**ASSESSMENT REVIEW PERIOD**

< 1 Year	2 Years	3 Years	4 Years	> 4 Years
	<b>YES</b>			

Signed -----

Post/Title -----

Date -----