

Risk Assessment 1: Personal Safety & Security on or off premises.

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Scope:

This risk assessment covers all staff working for Foundry Mountaineering Club CIC Ltd, Foundry Catering Services Ltd and Foundry Climbing Coaching Ltd.

Documentation Review

Yearly in April

Who needs to view this document:

- Staff
- Instructors
- Coaches

Hazard	The cause of the hazard	Who is at risk	Existing Precautions	Further precautions	Risk Level and impact
Dealing with non-members and/or customers entering and not wishing to leave premises at closing time or when requested	A non-member or customer acting aggressively towards staff or other customers/members of the public	Staff Customer Instructors Coaches Spectators	<ul style="list-style-type: none"> Staff to call Police if concerned for their or other customers safety Staff to be observant regarding who enters the building. Fire door in main hall to be kept closed to limit the entrance points into the centre All non-public rooms to be kept locked when not in use. Reception has an electric lock on the entrance door to restrict access to the building. 	<ul style="list-style-type: none"> Unusual/concerning behaviour to be reported to management Staffing levels to be monitored 	Low Risk High Impact
Being Approached and feeling intimidated or threatened whilst working	Unknown Persons or known persons	Staff Customer Instructors Coaches Spectators	<ul style="list-style-type: none"> Ensure closing procedure is completed efficiently so staff can lock up whilst customers are in the car park Staff are not to try to protect The Foundry property and hand over keys if threatened. Call Police when safe to do so. Contact management to notify them of incident. 	<ul style="list-style-type: none"> Report to Management any unusual behaviour. If suspicious or concerned call Manager before leaving premises. Staffing levels can be monitored, and police kept up to date Entrance has an electronic lock to 	Low Risk High Impact

			<p>Off Site</p> <ul style="list-style-type: none"> Instructors when working off site to take themselves and group to a safe place and keep group together. Instructors to call Police when safe to do so. Incident to be reported to management as soon as practical and safe to do so. 	<p>reduce access to the building.</p> <ul style="list-style-type: none"> Report to management any unusual behaviour Lighting to be kept in good order at entrance. Alarm system in good working order. 	
Angry users of Car Park and resulting Disputes.	Members and Public	Staff Customer Instructors Coaches Spectators	<ul style="list-style-type: none"> Staff to listen and take down important points if possible. Staff are briefed to not involve themselves in managing the carpark. All incidents to be reported to Manager. Explain that car park is externally managed by 3rd party who can be contacted via email. Notify incident to management. 	<ul style="list-style-type: none"> Staffing briefing and training on what to do if this circumstance arises. Leaflet with parking contacts and details available 	Low Risk High Impact
Unwanted Persons Entering and Shop lifting.	Theft	Staff Customer Instructors Coaches Spectators	<ul style="list-style-type: none"> Staff to keep in the reception area at all times where possible. When staff are required to leave reception front door should be locked and hatch own leading to reception 	<ul style="list-style-type: none"> Staff training CCTV 	Low Risk High Impact

			<ul style="list-style-type: none"> ● All staff to be observant with regards to who is on the premises. ● Report immediately to police and Centre Manager. ● Staff members do not get involved or intercede in incident. 		
Handling Cash and Banking	Theft or attempted theft.	Staff Customer Instructors Coaches Spectators	<ul style="list-style-type: none"> ● If challenged give over the money. ● Cash to be kept in a normal rucksack. ● Staff to go straight to the bank ● Report incident immediately to police and Centre Manager. ● Cash up out of site of the public. ● Banking to be completed in back office area. ● No banking to completed whilst alone in the building, another staff member must be present. ● Offsite ● Payment of sessions to be taken in advance to minimise the need for instructors to hold cash offsite. 	<ul style="list-style-type: none"> ● Staff Training ● Staff available ● Doors Closed ● Vary days, routes. ● Do not carry large sums of cash. £500-£1000. ● The business is slowly moving to cash free. 	Low Risk High Impact
Dealing with members not abiding by the Conditions of Use		Staff Customer Instructors Coaches Spectators	<ul style="list-style-type: none"> ● Staff to assess situation. ● Introduce yourself and ask member to desist in any behaviour if incident is likely to result in accident 	Staff trained in customer Care Staff aware of membership and conditions of use.	Low Risk High Impact

			<ul style="list-style-type: none"> Once potential initial risk has been removed speak to the member very politely explaining why their action does not abide by the conditions of use. Do not raise tone of voice. Do not argue with Member. Being Clear on Conditions of Use and Safe Climbing Practice. 	<p>Staff briefed clearly on politeness and how to introduce themselves.</p> <p>Staff to notify Management</p>	
Abduction	Non authorised person taking a child or an adult at risk	Child or adult at risk	<p>Club</p> <ul style="list-style-type: none"> Members are responsible for their children or a guest they have signed in who is an adult at risk. <p>Instruction/Coaching</p> <ul style="list-style-type: none"> Parents/guardians are made aware of the session ending times. It is their responsibility to collect their child or adult at risk at that point. Any alternate arrangements need to be communicated to reception/management by the parent/guardian. <p>Off-site</p> <ul style="list-style-type: none"> Parents/guardians are made aware of the session ending times and pick up point. It is their responsibility to collect 	<ul style="list-style-type: none"> Staff to be observant and report any suspicious behaviour to management or if required the Police. Instructors to be observant and report any suspicious behaviour to management or if required the Police. Instructors to be observant and report any suspicious 	Low risk/High impact

			<p>their child or adult at risk at that point. Any alternate arrangements need to be communicated to management by the parent/guardian.</p> <ul style="list-style-type: none"> • Instructor to keep the group together and be aware of where group members are at all times. 	behaviour to management or if required the Police.	
Unauthorised electronic, social media and photo use	Media being used without the individual's consent.	Staff Members Under 18's Guests	<ul style="list-style-type: none"> • Good practice, as highlighted within the Social Media Policy, to be followed with regards to using images, tagging, mentioning or messaging individuals via electronic or social media. • Photos to be used only where appropriate consent has been gained. 		Low risk/High impact
Abuse caused by safeguarding breach	Safeguarding policies not being followed	Members Under 18's Adults at Risk	<ul style="list-style-type: none"> • Good practice, as highlighted within the relevant Safeguarding policies to be followed. 	Management to hold a valid DBS check. Instructors and Coaches to hold a DBS check.	Low risk/High impact

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