







Document Title: Safe System of Work and Risk Assessment	
Document Reference: RA05	Version No: 02
Task: Commercial Gutter Cleaning	

Site/Location:	TBC		
Assessed By:	Julius Zenevicius (QSHE Manager)		
Manager	All Company Management Site Operatives Contractors	Date	September 2023

Safe System of Work

1	<p>Task: Use of equipment and tools to provide gutter cleaning services for existing and new clientele.</p> <p>The following method statement covers the areas concerned with the removal of waste and gutter cleaning services and provides the guidelines by which staff, comply with the Health and Safety at Work Act 1974. The following sections set out a method for step-by-step processes ensures safe working practices for Gutter Cleaners as well as procedures that meet industry standards.</p>
2	<p>List of any Hazards as identified by risk assessment:</p> <ul style="list-style-type: none"> • Faulty Equipment • Manual Handling • Striking a fixed or stationery object • Working with ladders • Adverse weather • Fall from heights • Lifting and/or carrying bulky items from the roof/gutter area • Striking pedestrians (passing by)
3	<p>List of Special Equipment, Procedures or Competence Required to Perform the Task:</p> <p>General Employees have a duty to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. To this end, employees should correctly use all work items and procedures provided, in accordance with their training and the instructions they receive.</p> <p>Equipment Required</p> <ul style="list-style-type: none"> • Company vehicle • Ladders • Cleaning Tools and equipment • Cherry Picker IPAF • Fall Arrest System <p>Training Required</p> <ul style="list-style-type: none"> • Internal QSHE induction • Manual Handling • Method Statemen and Risk Assessment • Ladder Safety • IPAF 3A <p>Always adhere to the Client Rules and Risk Assessments Never put yourself in danger</p>

4	<p>Protective Equipment required (tick as appropriate):</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  Gloves (EN374/388) <input checked="" type="checkbox"/> </div> <div style="text-align: center;">  Safety Harness <input checked="" type="checkbox"/> </div> <div style="text-align: center;">  Glasses/Goggles (EN166) <input type="checkbox"/> </div> </div> <div style="display: flex; justify-content: space-around; align-items: flex-start; margin-top: 10px;"> <div style="text-align: center;">  Safety Footwear (EN355) <input type="checkbox"/> </div> <div style="text-align: center;">  <small>Ear protection must be worn</small> Ear Protection (SNR30) <input type="checkbox"/> </div> <div style="text-align: center;">  Hi-Visibility Clothing (EN471) <input checked="" type="checkbox"/> </div> </div>
5	<p>Permit To work: N/A</p>
6	<p>Additional Risk Assessment Required for completing the Task:</p> <ul style="list-style-type: none"> Occupational Driving Working with Ladders
7	<p>Step by Step Safe Working Method to Follow:</p> <p>PLEASE MAKE SURE A REASONABLE AMOUNT OF TIME IS SPENT BEFORE STARTING EACH SHIFT TO CONSIDER ALL THE HEALTH, SAFETY AND ENVIRONMENTAL ASPECTS OF THE WORK TO BE CARRIED OUT. IF IN ANY DOUBT PLEASE ASK THE MANAGER RESPONSIBLE.</p> <p>This document details the methodology to be employed providing Gutter Cleaning services as a general overview for the standard operation of a clearing debris but is not, in any way, designed to reflect or include site-specific scenarios or arrangements. The customer/client should be relayed and ensure their company RAMS have been signed up to prior any working activities commencing on their premises. A safe system of work should be established and should be followed for every working operation, whether it is an individual or a group of repetitive operations. The safe system of work should include the following:</p> <p>Arriving at Clients Site:</p> <ul style="list-style-type: none"> Site location and access to be agreed with the client before arrival on site Parking arrangements will be agreed with the client before arriving to site. <p>Induction</p> <ul style="list-style-type: none"> Operatives will attend the area and client will provide induction. Client will be responsible for outlining site rules and hazard areas and provide safe working environment for Operatives. Areas for welfare facilities such as toilets, emergency procedures, fire safety arrangements will be communicated during site induction / rules discussion. <p>Preparation and Setting Up</p> <ul style="list-style-type: none"> Operatives will collect all equipment required for the task. All ladders will be collected from vehicle and set up at the starting point. A MEWP platform equipment will be used and brought up to the required point and area will be barricaded, if possible, to prevent from any third parties' interaction. Visual pre use checks will be carried out for ladders and MEWP equipment. If any defect found, a line manager will be notified and further action agreed before commencement of any site works. <p>Gutter Cleaning Operations</p> <p>Gutter Cleaning using Ladders</p> <ul style="list-style-type: none"> Using ladders as a work platform up to 9 metres (foot level) for short duration works of up to 30 minutes. The following agreed method must be carried out, coupled with all other agreed method statements. Dynamic Risk Assessment of the task prior to work commencing. Identify if there is a safer method that is reasonably practicable to be used. If not possible the operative must follow the hierarchy of control and use the safest means of fall arrest available.

- Check wind speed is acceptable for operation being carried out, and roof level (23 mph).
- Locate the designated/safest place to erect the ladder, avoiding any overhead power cables.
- Remove the ladders from the vehicle bearing in mind safe manual handling procedures and check for visual damage/defects.
- In line with Ladder Association best practice – with a partner remove the ladder from the van and once on the ground transport it to the work area with two persons carrying the ladder.
- Erect ladder in either one of the below:
- Attach Standoff clips to the ladder and extend to approximate height required while ladder is on the ground, with your partner raise the ladder to the building resting against the wall if required until extended to required height.
- Erect the ladder with your partner by placing full weight on bottom rung, with your partner behind the ladder supporting the weight. Raise the ladder to the height required in sections, using the building for additional support as required.
- Work at height Signage, cones, and barriers to cordon off the area from the general public.
- Set up the ladder stabilisers (preferred as this lowers the risk of slipping, sideways movement and bounce) or have ladders footed by your partner if the stilts / ladder spurs create a footprint too large for the space provided. (Consider if ladders should be used or not in this instance and use alternative method of access if possible).
- Climb up to the desired level slowly to check for stability and balance.
- In as many journeys as it takes, ensure all materials are easily accessible. (Telescopic Poles / Bucket / Gloves etc.) This can be done by climbing the ladder maintaining 3 points of contact, for example when climbing with a Pole in hand, your hand can grip the pole and the ladder side rail at the same time.
- If man safety wire or ladder eye bolts or similar is fitted to the roof line above work position, and you will be in situ for longer than 30 mins, clip your short lanyard attached at the front of the full body harness. (Integrity of these safety devices to be checked and verified prior to job being booked in).
- Complete work task by stretching out arm and scooping out the contents of the gutter by hand without overreaching (maximum each side of ladder is 600 mm) and maintain three points of contact at-all-times.
- Unclip, then climb down ladder with bucket and empty contents into waste bag as required, climb back up ladder and repeat until section is complete.
- Unclip, descend the ladder and move ladder to new position. Repeat operation until work is complete.
- Once Task is complete, collapse ladders according to your safe use of ladders training and fix back to roof rack on vehicle in the standard procedure

Gutter Cleaning using Cherry Picker

- Co-ordinate the working area and times with the Client Site manager to ensure the relevant safety protocols have been put in place.
- Ensure there is provision of a trailer, or suitable receptacle for the waste bags of gutter contents to be transported to the on-site skip facility. (Or if a waste carrier is being employed for the job ensure all rubbish is placed in the designated skip)
- Check Wind Speed is acceptable in line with Ben's Gutters Wind Speed Policy. (23mph) or (10m/s)
- Locate the designated / safest place to position the MEWP or self-propelled boom / scissor lift, avoiding any overhead power cables.
- Ensure the MEWP Operator has carried out the routine pre-use safety checks and has recorded it in writing. All MEWPs must be inspected by the operator before and after use, this is to ensure that it is safe and that there are no obvious defects. The inspection must always be carried out in accordance with the manufacturer's instruction manual. Records of inspections to be kept.
- Ensure any operatives working in the basket of the Cherry picker have received accurate training, and refresh this as part of the pre-use safety briefing if a refresher is required.
- Ensure the ground conditions are suitable. (Can the ground underneath the MEWP withstand the load pressure being exerted).
- Use boards to distribute the weight, if necessary, especially on softer ground.
- Create a safety exclusion zone using Cones, Barriers, and Signage alerting any persons encroaching on the area around the MEWP or self-propelled boom/ scissor lift if to be used in the static position.
- Do Not Block Doors, Entrances or Emergency Exits.
- If any Access or Egress points to the buildings are to be temporarily blocked an alternative pedestrian route must be provided and worked out in co-ordination with the Site Manager.

- Operator to secure himself and the Gutter cleaner to secure himself using a short lanyard to the cherry picker basket in preparation for the ascent to the roof line gutters.
- Raise the boom to the desired height.
- Access the Gutters and complete work task by stretching out arm and scooping out the contents of the gutter by hand without overreaching (maximum each side of basket is 600 mm) and maintain three points of contact at all times.
- Complete the specified work.
- Once work is completed remove all safety equipment in the reverse order, inform the management that the work is complete.
- Park the MEWP in the safe position, as worked out with the site manager and if necessary, use fences to prevent unsupervised access if being left overnight.
- Carry out post use safety checks and record this in writing.

Cherry Picker DO NOT

- Never exit the machine at height unless there is no other possible safe way of doing the job, a full risk assessment and method statement must be conducted prior to any such operations taking place.
- Never allow an untrained or unauthorised person to operate the MEWP. Operation of the MEWP is your responsibility.
- Never misuse, abuse or override any safety systems. These systems are provided to protect both you, the machine and those around you.
- Never use steps, ladders, or stand on guardrails to gain additional height, if you need additional height, you need a larger machine.
- Never use your MEWP as a jack or prop, hoisting loads under the cage is not permitted unless the machine is designed to do so by the manufacturer.
- Never attempt to exit the cage by climbing down the boom or scissor stack

Job Completion

- Ensure the full details of all activities carried out are recorded on the job sheet.
- Ensure the client signs the job card and understands what work has been completed.

Emergency Procedures

Should an emergency arise during the work covered by this document, the alarm should be raised (verbal) and the Operatives exit the working area by predefined safe routes and attend muster point before notifying the management team.

Cherry Picker Emergency Rescue Plan

- Ensure that all normal emergency lowering procedures have been activated.
- Contact the site manager to report failure of back-up emergency lowering systems and request engineering back-up.
- If, after inspection by the engineer, it is not possible to effect a repair to allow the machine to be brought to the ground, the site manager must be contacted for permission to carry out basket to basket rescue.

Mid Air Rescue

- The details of the risk assessment carried out shall be recorded onto the site-specific risk assessment form.
- The ground operative will have a full access to the manual override controller.
- With the conversations with team in basket the operative will use safety and evacuation methods and lower the basket to the ground level.

Vehicle breakdowns

Should the vehicle breakdown the driver should engage his hazard warning lights and telephone the office to report the breakdown. The driver should only exit his cab to inspect the vehicle if it is safe to do so.

First Aid Procedures

All vehicles are issued with a First Aid kit. If first aid is required, it is the responsibility of the Operative to call the office and notify the management about his injury.

Management Requirements

Company management team maintains responsibility for all aspects of Health, Safety & Welfare associated with the works. Direct supervision of the working party will be provided by the charge-hand/supervisor.

Waste Management

All work site wastes will be removed from site, segregated and disposed of in the appropriate manner. The work site is to be maintained in a tidy state, with moveable items removed or suitably secured at night. Upon completion of works all surplus materials, plant equipment and tools are to be removed from the working area. On some occasions client will be responsible for removing waste that will be left on their premises

Environmental Issues

Plant engines are not to be left running idle, resulting in unnecessary noise and resulting in the release of contaminants to the air. If you are unsure what the waste segregation and disposal requirements and business procedures are, on that, please speak to your manager or QSHE Consultant.

Manual Handling Guidance:



Step 1: Think before lifting and handling



Step 4: Avoid twisting the back or leaning forwards



Step 2: Adopt a stable position



Step 5: Keep the head up when handling

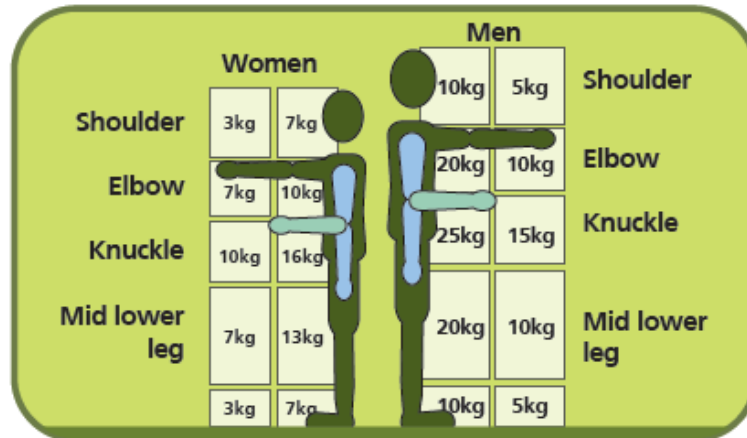


Step 3: Start with a good posture



Step 6: Put down then adjust

Guideline weights for lifting and lowering, which assumes that the handling is taking place in reasonable working conditions with a load that is easily grasped with both hands by a reasonably fit, well-trained individual are set out below.



For clarity, the maximum permitted weight to be lifted by Company employees is 25KG for men. Weights to be lifted may need to be reduced below these values if there are environmental or other factors that could have an adverse effect on the activity or if it involves twisting or bending. Where possible manual handling tasks should be minimised by using manual handling aids such as trolleys and similar devices.

Lifting

- Do not rush into a job without thinking about the size, weight and your personal capabilities
- Mind your fingers and toes
- Slide rather than lift

Unloading

- Take care of your back – use your knees to take the strain when you lower the load
- Make use of any handy surface to take the weight whenever you can

Pushing and Pulling

- Push rather than pull where possible
- Lean in the direction you are going
- Keep feet well away from the load

Carrying

- Do not carry a load for long distances – use mechanical aids where possible



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Risk Assessment

Who is at risk?

- Employees
 Visitors
 Contractors

Hazard identified and nature of possible harm	Control Measures	Severity	Probability	Risk Rating	Action Required (If none, insert words 'Maintain and Monitor Controls')	Time scale	Action taken (sign and date)
Manual handling	<ul style="list-style-type: none"> Guideline weights for lifting and lowering, which assumes that the handling is taking place in reasonable working conditions with a load that is easily grasped with both hands by a reasonably fit, well-trained individual. These are set out in the System of Work, which is to be retained for all task assessments. Weights to be lifted may need to be reduced below these values if there are environmental or other factors that could have an adverse effect on the activity, or if it involved twisting or bending. Where possible, manual handling tasks should be minimised by using lifting aids such as trolleys and similar devices. Detailed manual handling Risk Assessments are available and completed for main activities. Most of waste bucket are weighted approximately 12-14kg 	3	1	3	Maintain and Monitor Controls	-	-



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<p>Slips ,Trips and Falls Fractures Bruising/abrasions Tendon/ligament damage</p>	<ul style="list-style-type: none"> Monitoring of all slip trip and fall hazards by the operative whilst working in the area. As works carried out most of the times externally, the Operative shall assess the working area first and apply safety precautions first. Ensure all PPE is being worn/used including wearing safety shoes with adequate grip (i.e. non slip) where applicable Only trained personnel to conduct task. Ladders will be visually checked and cleaned before any commencement of any tasks. Safety harness and clips are being used to prevent from falls from heights. 	4	1	4	Maintain and Monitor Controls	-	-
<p>Vehicle Internal Damage Mechanical Failure MOT Service</p>	<ul style="list-style-type: none"> All company vehicles are MOT compliant. Service inspections to the vehicles are as per VOSA requirements and all vehicles are in good conditions All company vehicles are fit for purpose and got all tools and equipment fitted to be suitable for the task Company vehicles are regularly checked and maintained by third party garages to ensure best and most convenient efficiency Drivers aware that any damages or concerns with vehicle must be reported to Management as soon as its safe to do 	3	1	3	Maintain and Monitor Controls	-	-
<p>Poor Housekeeping Debris Spilled liquids</p>	<ul style="list-style-type: none"> Operatives are aware that maintain tidy environment and working area when working on the client sites. If Operative actions are causing a waste production and debris, all waste from working activities will be collected and placed into company van or designated bin locations Operatives are aware – clean after yourself policy. 	3	1	3	Maintain and Monitor Controls	-	-



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<p>Exposure to Asbestos Fibres, Bird Excreta, Pigeon Guano, or stagnant water.</p>	<ul style="list-style-type: none"> • Delivery & Control Managers and Gutter cleaners must be Asbestos Awareness trained using a UKATA accredited course or similar. • Areas of asbestos to worked around carefully and in an organised manner. • The Company Policy on working with Bird Excreta, Pigeon Guano or stagnant water must be included for Induction training and signed off by each employee / manager • PPE to be worn included in the box of provisions allocated to each van / person. Lost or damaged 	3	1	3	Maintain and Monitor Controls	-	-
<p>Noise (Cherry Picker)</p>	<ul style="list-style-type: none"> • Noise levels do not exceed the 85 dB. are identified and control measures are put in place. • PPE provide and signage in high notice activities provided, employees instructed to wear ear plugs provided • All activities are carried out externally where noise depletes in the surrounding environment. • If noise is caused by the client measures (close by aircon unit or similar) Operative will wear an ear protection. 	2	2	4	Maintain and Monitor Controls	-	-
<p>Crush /Entanglement - Entrapment Cherry Picker</p>	<ul style="list-style-type: none"> • Only trained and qualified employees to operate this equipment • Employees received instructions and operational manual how safely operate the equipment • All works will be taken with extra precaution when using equipment • Risk assessment have been completed and method statement have been communicated to employees operating the equipment • Check surrounding area and any obstructions which could cause injury to yourself or others • Pre use checks to be completed before using the equipment 	5	1	5	Maintain and Monitor Controls	-	-



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Fall From Height whilst working in basket	<ul style="list-style-type: none"> • Only trained and competent employees to use this equipment • Equipment to be used only in the safe conditions where ground level is appropriate and safe for platform to be used • Fall arrest provided which has been inspected by competent contractor on regular basis • The work platform is fitted with effective guard rails and toe boards 	4	2	8	Maintain and Monitor Controls	-	-
Cherry Picker Overturning	<ul style="list-style-type: none"> • Warning lights and sounds to be used then moving equipment • Pre-operational checks to be completed making sure no defects identified • Any defects found to be recorded and management notified immediately 	4	2	8	Maintain and Monitor Controls	-	-
Flying Materials /Particles whilst working in Basket	<ul style="list-style-type: none"> • Risk assessment have been completed to identify risks and identify PPE requirements • Safety glasses to be worn while operating equipment • Only trained employees to use equipment 	3	1	3	Maintain and Monitor Controls	-	-
Fire	<ul style="list-style-type: none"> • Cherry picker is hired from reputable service providers • Pre use check will be completed to ensure equipment is safe and sound • Any issues, all activities will be stopped, and management notified immediately. 	5	1	5	Maintain and Monitor Controls	-	-
Pre work planning research and Dynamic Risk Assessment	<ul style="list-style-type: none"> • During recruitment process contractors receive basic training and must submit license documentation. • Dynamic Risk Assessment taken by contractor for each job and recorded in writing or electronically and sent to Control Manager. 	3	1	3	Maintain and Monitor Controls	-	-



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Driving to the Job	<ul style="list-style-type: none"> All Drivers to provide a vehicle license check during recruitment process and at 6 monthly intervals. Safe driver awareness training as part of induction training, and refresher training as required 	3	1	3	Maintain and Monitor Controls	-	-
Loading and unloading	<ul style="list-style-type: none"> Manual Handling training as part of induction process, including how to fasten equipment and ladders to vehicles properly. Driving for work policy to include section on expected behaviours when at roadside service stations. Gloves and standard issue PPE to be worn when refuelling vehicles 	3	1	3	Maintain and Monitor Controls	-	-
Site Set-up Cleaning gutters, using access equipment (ladders)	<ul style="list-style-type: none"> Mobile phone or handheld communication device with pre-programmed emergency contact numbers kept on person by operatives constantly. Contact maintained between Control Manager and Lone Worker before and after every task. Physical Barriers (such as chapter 8 barriers or use of company vehicle) and sturdy double-sided signage preventing unauthorised access. Hi Visibility PPE Clothing (class 3) for enhanced visibility 	4	1	4	Maintain and Monitor Controls	-	-
Working roadside to access gutter line on buildings.	<ul style="list-style-type: none"> Temporary speed restriction or lane closure provided with assistance of client management – in such circumstances the job would not be done and referred to Company instead. PPE appropriate for all weather types, parker for winter, vests for summer. Mini training sessions / Tool-Box-Talks on how to stay hydrated in summer and warm in winter. Adopt firm policy and safe system of work then issue to all operatives. Operatives to carry own sunscreen 	3	2	6	Maintain and Monitor Controls	-	-



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<p>Fall From Height (Ladders)</p>	<ul style="list-style-type: none"> • During induction process work at height training to be provided including the ladder association safe use of ladders course. • Ladder to be tied in wherever possible and standoff devices. if this is not possible alternative access must be considered and discussed with ops manager. • Regular Inspection regimen of ladders (incl. daily visual checks) & other equipment recorded and maintained by main office with contractors inspecting their own equipment formally on a weekly basis. • Physical Barriers and Double-sided signage warning of work at height taking place to make a physical barrier to the work area preventing unauthorised access. • Dynamic Risk Assessment carried out on site prior to work commencing with each job. • When presented with a site hazard not previously identified, observe, and follow the Hierarchy of control when working at height. • Avoid working at height • Use an existing safe place of work Provide work equipment to prevent falls mitigate distance and consequence of a fall provide instruction, training, and/ or other means. • Ensure Operatives have all information they may need to carry out the work competently, including any safety considerations, and local authority regulations. 	5	1	5	Maintain and Monitor Controls	-	-
<p>Children or vulnerable persons on site during work tasks.</p>	<ul style="list-style-type: none"> • Strict adherence to Ben's Gutters Safeguarding Policies. • Work carried out during school time when kids are in school. • Co-ordination with Client that no unsupervised children will be close to work site during completion of works. • If Children are present on or near the worksite and can gain access, work must not continue until suitable and appropriate supervision is present or must be rescheduled. • Use of physical barriers to prevent unauthorised access to work area and equipment. 	4	1	4	Maintain and Monitor Controls	-	-



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<p>Environmental & weather Rain, wind, sun glare</p>	<ul style="list-style-type: none"> • During adverse weather, the Operative will wear a thermal clothing provided by the company to ensure he remains warm and fit to work. • Company provides various type of clothing for all year seasons • During hot season and sun. the Operative will be applying sun cream where and when required to prevent skin burning • Sunglasses are to be worn when driving in glary weather • In wet conditions, all operatives are issued with waterproof jackets and trousers 	3	1	3	Maintain and Monitor Controls	-	-
<p>Working Conditions</p>	<ul style="list-style-type: none"> • Wind speed measured either using Anemometer or the weather app on a smart phone for current official measurement. • If wind speed exceeds 23mph work is aborted. • Any questions or doubts regards wind speed should be directed to the Ops manager in the office for clarification before work commences. • Work scheduling is co-ordinated with client to close area of work to moving vehicles during completion. • Physical barriers or works vehicles used to block access to moving vehicles. • If ground is unsuitable for ladder or available access routes, consider Gutter Vacuums, but Dynamic Risk Assessment to be done by operative before using vacuums – to consider noise, suitability, and practicability. • Locations of manholes and what is below them to be notified during the site induction, operatives must identify and find actual location on site. • Notify the delivery manager in the office if poor visibility increases the risk of completing the task to an unacceptable level and will hinder the completion of the job to the correct standard. 	4	1	4	Maintain and Monitor Controls	-	-



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	<ul style="list-style-type: none"> Reschedule the job for another day, or report to client job not possible due to access prohibitive conditions on site. 						
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Annual Review

Roll-Out	Manager's Signature: Julius Zenevicius	Date: September 2022
Refresher Year 1	Manager's Signature: Dovile Balionyte	Date: September 2023
Refresher Year 2	Manager's Signature:	Date:

Risk Assessment Guidance – 5 x 5 Matrixes and How to Score Each Hazard

SEVERITY (CONSEQUENCE) CATEGORIES		
Major	5	Causing death to one or more people. Loss or damage is such that it could cause serious business disruption (e.g. major fire, explosion or structural damage).
High	4	Causing permanent disability (e.g. loss of limb, sight or hearing).
Medium	3	Causing temporary disability (e.g. fractures).
Low	2	Causing significant injuries (e.g. sprains, bruises, lacerations. Loss or damage to fixtures and fittings).
Minor	1	Causing minor injuries (e.g. cuts, scratches). No lost time likely other than for first aid treatment. Loss or damage in the form of superficial damage to interior decorations for example.

PROBABILITY (LIKELIHOOD) CATEGORIES		
Almost Certain	5	Absence of any management controls. If conditions remain unchanged there is almost a 100% certainty that an accident will happen (e.g. broken rung on a ladder, live exposed electrical conductor, and untrained personnel).
High	4	Serious failures in management controls. The effects of human behaviour or other factors could cause an accident but is unlikely without this additional factor (e.g. ladder not secured properly, oil spilled on floor, poorly trained personnel).
Medium	3	Insufficient or substandard controls in place. Loss is unlikely during normal operation; however, it may occur in emergencies or non-routine conditions (e.g. keys left in fork lift trucks; obstructed gangways; refresher training required).
Low	2	The situation is generally well managed – however occasional lapses could occur. This also applies to situations where people are required to behave safely in order to protect themselves but are well trained.
Improbable	1	Loss, accident or illness could only occur under freak conditions. The situation is well managed and all reasonable precautions have been taken. Ideally, this should be the normal state of the workplace.

Probability	Almost Certain	5	10	15	20	25	HIGH – UNACCEPTABLE Stop the activity. Consult Manager.
	High	4	8	12	16	20	
	Medium	3	6	9	12	15	MEDIUM – ADEQUATE Look to improve at next review.
	Low	2	4	6	8	10	
	Improbable	1	2	3	4	5	LOW – SATISFACTORY No further action. Maintain controls.
		Minor	Low	Medium	High	Major	
	Consequence						