


HAZARD / WORK ACTIVITY ASSESSED	Inquisitive / Aggressive / Vulnerable Homeowners
------------------------------------	--

Hazard (something with the potential to cause harm)	Risk rating prior to control			Who may be harmed					Control Measures	Risk rating after control		
	Severity	Probability	Risk	Operator	Employee	Visitor	Public	Sub-cont		Severity	Probability	Risk
Inquisitive / aggressive homeowner – confrontation resulting in inflicted injury from homeowner	2	2	4		x			x	Politely advise the insured that they need to remove themselves from the working environment whilst the investigation works are taking place. Advise the homeowner that this is because of Health and Safety requirements as this could cause a lack of concentration on the operatives part thus resulting in potential hazards for the operative and the homeowner. Advise the HO that you will be happy to discuss the contents of the works further once the investigations have been completed, although the homeowner will need to be made aware that we are not evaluating the works purely gathering the information for a 3 rd party i.e. Loss Adjusters, insurers. Should the HO not be happy with the explanation given then contact the office immediately who will be able to advise you further. In the event that the inquisitive HO becomes aggressive / violent and the operative cannot make contact with the office for additional assistance, then the next port of call should be the emergency services i.e. Police. WE MUST ENSURE AT ANY STAGE THAT WE NEVER BECOME CONFRONTATIONAL WITH THE HOMEOWNER.	2	1	2
Inquisitive / aggressive homeowner – unhappy homeowner becoming irate on completion / leaving site	1	2	2		x			x	Politely explain to the homeowner that the works or investigation are now complete, all the information has been gathered and will be sent back to the office for review. Someone from the office will then be in touch with an update. If the homeowner is still not happy then they must be advised to contact the office immediately for further advice.	1	1	1

Vulnerable persons (inc minors, learning difficulties or mental health problems, drug users etc) – lack of understanding and miscommunication – resulting in H&S risk to both employee & vulnerable person	2	2	4		x			x	<p>If at introduction stage with the homeowner, the only person in residence is either a minor (under 16), someone with learning difficulties or mental health problems or is incoherent / suspected drug user or under the influence of alcohol, the Auger Employee must remove themselves and advise the office immediately.</p> <p>If a responsible adult cannot be present to supervise the minor / other vulnerable person, then the proposed works at the property must be aborted and re-arranged for a time when a responsible adult can be present.</p> <p>Without confirmed understanding by the homeowner of 'no go working areas' the health and safety of both the operatives and the homeowners are at risk.</p> <p>Likewise, if at any time during the inspection the homeowners behaviour changes to make the operative feel uncomfortable or at potential risk, the operative should call the office immediately for further instructions.</p>	2	1	2
--	---	---	---	--	---	--	--	---	---	---	---	---

SAFETY METHOD STATEMENT

1. At initial arrival to site, the operative should politely introduce themselves, present their Auger ID card, and fully explain to the homeowner the content of the investigation works being undertaken.
2. At introduction stage with the homeowner, the operative must advise the homeowner of all the 'No go working areas' prior to commencement of the works, advising the homeowner that this is due to Health and Safety requirements, as not adhering to the above could result in a lack of concentration from the operative which could potentially lead to hazards for both the operative and the homeowner. The operative should confirm the homeowners understanding of this. Where there is doubt of the homeowners understanding, the operative should not commence works and call the office immediately for further instruction.
3. Where situations arise when the homeowner refuses to remove themselves from the working environment, we must stop works immediately and report back to the office who will advise you further how to proceed further.

 Health & Safety	Date of first issue:	April 2011	Authorised & published by:	Sharon Kaye
	Content collaborators:	Senior engineering team & MD		
	Last review date	2017-06-14		
	Revision period (months)	12		

Severity		Probability		Risk Rating		
1	No Injury, property damage	1	Very Unlikely	Severity X Probability = 1 to 5	Low	Y – acceptable risk, work can start
2	Minor Injury	2	Unlikely			
3	+3 Day Absence	3	Likely	Severity X Probability = 6 to 14	Med	Y or N – may need further consideration
4	Major Injury	4	Very Likely			
5	Death	5	Virtually Certain	Severity X Probability = 15 to 25	High	N – Unacceptable risk Do not start work