Dowhigh

Recycling | Road Surfacing | Civil Engineering

Risk Assessment

and method Statement

Emergency Response Services

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Date	Reviewed by	Next review date	Amendments
10/02/2025	T. Davies	10/02/2026	

Scope of works

- Elimination of danger to highway users and adjoining properties.
- Restoration of safe passage for highway users.
- Minimisation of damage to highway assets.
- Facilitation of permanent repairs to damaged highway assets.
- Support and coordination with Emergency Services, Council departments, and third parties.

Roles and Responsibilities

Contractor's Role

The Contractor shall provide an Emergency Response Service, which includes:

- **Emergency Duty Manager**: A qualified individual available 24/7 to manage and implement the Emergency Response Service.
- **Emergency Response Capability**: Resources to respond to emergencies within specified response times.
- **Urgent Work Management**: Arranging and facilitating necessary urgent work.
- **Evidence Collection**: Documenting and preserving evidence related to emergencies.
- **Reporting**: Preparing and submitting Emergency Management Reports and Highway Safety Defect Reports.

Emergency Response Service

- **Real-Time Information**: Use of CHAMS or equivalent for incident management.
- **Coordination**: Managing the Emergency Response Service and communicating with the Service Manager.
- **Corporate Emergency Plans**: Participation in Council's emergency response plans and exercises.

Emergency Duty Manager Responsibilities

- **Availability**: Contactable 24/7 and able to reach the site within 1 hour of notification.
- **Notification Handling**: Receiving notifications from various sources and determining the nature and location of the emergency.
- **Response Coordination**: Arranging attendance by the Emergency Response Unit and coordinating necessary operations.
- **Consultation**: Working with Emergency Services and the Client to manage the emergency and return to normal conditions.
- **Reporting**: Preparing Emergency Management Reports and Highway Safety Defect Reports.

Emergency Response Capability

- **Resources**: Ensuring availability of appropriate vehicles, personnel, equipment, plant, and materials.
- **Annual Review**: Reviewing and adjusting resources, as necessary.

Emergency Operations

- **Making Safe**: Isolating the cause of the emergency and completing permanent repairs.
- **Mitigation**: Repairing, making safe, or taking other actions to mitigate the effects of the emergency.
- **Traffic Management**: Installing and removing temporary traffic management and road closures.
- **Waste Management**: Removing and disposing of non-hazardous waste materials.
- **Evidence Collection**: Preserving and storing evidence as required.

Urgent Work

- **Response Times**: Categorising defects and responding within specified times (e.g., P1 defects within 2 hours).

- **Resource Provision**: Providing necessary personnel, equipment, plant, and materials for urgent work.

Evidence Management

- **Collection and Logging**: Collecting and recording evidence in a way that preserves it for future use.
- **Administrative Process**: Establishing a process for logging, storing, and retrieving evidence.

Emergency Management Report

- **Content**: Including details such as notification source, time, location, nature of the emergency, response times, operations undertaken, and evidence collected.
- **Submission**: Providing the report to the Client within one week of completing emergency operations.

Client's Role

- **Emergency Call-Handling Facility**: Providing a 24/7 operational facility to receive emergency notifications.

Plant and equipment	
Cold Milling Plainer	**Pneumatic breaker (handheld and machine mounted)**
Insulated Asphalt wagon	**Roller Breaker**
Grab wagon & Tipper	**Roller (various size)**
JCB	**Compaction plate (Whacker)**
Excavator	**300 mm Cut off saw (Stihl saw)**
Asphalt Paver	**Vans, Cars and HGV's (all chapter 8 compliant)**

Associated Risks			
1	Working in live highways	**7**	Members of the public
2	Manual Handling	**8**	Violence and aggression
3	Working with Hot Bituminous materials	**9**	Noise
4	Plant and machinery	**10**	HAVS
5	Dust	**11**	Working under low light
6	Live services	**12**	Tiredness and fatigue.

Safe Place

Work will not commence until a safe working zone can be established. This will include: - (where necessary but not limited to)

- **Comprehensive Traffic management plan** focusing on operative safety, ensuring they can work safely whilst being segregated from live traffic.
- **Pedestrian diversions**, preventing pedestrians entering live traffic or exposing them to danger in the form of slips, trips and falls and keeping them segregated from the work area at all times. Chapter 8 of the Traffic Signs Manual and Safety at Street Works and Road works Code of Practice should be consulted to ensure compliance.
- **All operatives to wear full appropriate PPE** Class 3 PPE, HI-VIS trousers, long sleeve HI-VIS vest compliant with **EN 20471:2013**
- **Additional lighting.** Where necessary, additional lighting may be required. This is to be arranged by the duty manager.

Safe Persons

- **Emergency Duty Manager**: A qualified individual available 24/7 to manage and implement the Emergency Response Service.
- **Emergency Response Capability**: Resources to respond to emergencies within specified response times. These teams are comprised of Maintenance gangs and traffic management gangs, all of which are suitably qualified for the tasks.

Safe working Practice

Emergency Response Procedures

Initial Response: Upon notification of an emergency, the Emergency Duty Manager must:

- Ascertain the location and nature of the emergency.
- Notify the appropriate Emergency Response Unit.
- Ensure the initial response time is met as per the Highway Inspection Protocol.

Site Safety: On arrival at the site, the Emergency Response Unit must:

- Secure the area to prevent further incidents.
- Isolate the cause of the emergency from the general public.
- Implement temporary traffic management if necessary.

Operations: Carry out necessary operations to make the site safe, including:

- Permanent repairs to highway defects.
- Removal of debris and non-hazardous waste.
- Installation and removal of temporary traffic management.

Emergency Procedures

First Aid

- Ensure the first aid kit on the vehicle is available and fully stocked.
- If there are no first aiders available ask your supervisor for the nearest one available.
- Know where your nearest A&E hospital is and how to get there. Refer to Hospital route plan.

In an emergency call on your mobile phone 999

Fire

Evacuate work area and contact the Fire Service on 999, giving details of location. Inform Site supervisor and Dowhigh Safety team.

Environmental

In the event of a minor spill/incident a small spill kit should be used to contain the spill, any contaminated material and the used contents of the spill kit should be disposed of correctly. Inform Dowhigh safety team to ensure spill kit replenishment.

Damaged utilities

- STOP WORKS IMMEDIATLY
- Use temporary guarding or barriers to exclude people from the area and prevent unauthorised access.

Report damages to the service provider as soon as practicable.

Suspected Gas leak

- Warn others (including people in adjacent buildings)
- Telephone Cadent Gas on 0800 111 999

Ban smoking, naked flames and other sources of ignition within at least 5m of the leak.

Suspected Damage to Electric cable (HV & LV)

- Treat all cables as live.
- Never assume that because a cable appears to be off it will stay off – cables can be re-energised remotely at any time, day or night
- Do not go near damaged cables or other damaged equipment until the electricity company's authorised representative confirms it is safe.

Telephone 0800 001 5400

Working with Water (Sewer, rising mains or drainage)

- If the service is damaged under pressure, it could release a jet of water causing injury. Other risks include contamination or damage to surrounding area caused by flooding and loss of essential services to those who need them.
- If a water pipe or its wrapping is damaged, contact the asset owner immediately. Do not attempt to repair the damage yourself unless trained to do so.
- The main being exposed has been isolated but must be treated as live; any damage caused must be reported to United Utilities immediately.

Should the main release water sandbags must be used to divert the flow away from surrounding properties etc.

Hazard is anything that may cause harm, e.g. working at height on a ladder.

Risk is the chance that someone or something could be harmed by the hazard, measured by combining (multiplying) the likelihood of it happening with its impact (severity). For example, there may be a 'possible' likelihood that someone that is not competent could fall from a ladder (3 rating – see right) combined with a 'moderate' impact of multiple injuries (2 rating), which creates a score of 6 (low risk). However, the risk should be reduced to as low as reasonably practicable (ALARP) through the implementation of control measures, such as ensuring that only trained people climb the ladder.

Dynamic Risk Assessment compliments generic and specific risk assessment. Regardless of completing this AF 5010, it is beholden on the person creating the risk to continue to monitor the activity and the control measures. Any changes to the activity (including the environmental conditions) or the control measures, must be addressed via the mechanism of a dynamic risk assessment such that risks remain ALARP.

Note however that persons undergoing training cannot be deemed competent until their capability is properly assessed

Likelihood (L)	Multiplied by (X)	Impact (I)	Equals
1 – Remote / Rare 2 – Unlikely 3 – Possible 4 – Probable 5 – Highly Probable (Almost Certain)		1 – Minor 2 – Moderate 3 – Major 4 – Severe 5 – Critical *Note: impact number is unlikely to change with control measures*	

Risk Score Calculation

		Likelihood				
		1	2	3	4	5
Impact	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5

5 Step Process → Step 1 – Identify the hazards | Step 2 – Decide who might be harmed and how | Step 3 – Evaluate the risks and decide on precautions (control measures) | Step 4 – Record your significant findings and include instructions, as necessary. Implement control measures | Step 5 – Review your risk assessment and update as necessary

Company	Dowhigh	**Assessor**	Tony Davies
Activity	Patching	**Assessor's signature:**	T. Davies
Generic or Specific Risk Assessment:	Specific	**Assessment Date:**	12/11/2024

(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)
Ref	**Activity / element**	**Hazards identified.**	**Who or what might be harmed and how.**	**Existing control measures**	**Assessment with existing controls**			**Is residual risk acceptable in the context of risk appetite for the activity? (Yes / No)**	**Reasonable additional controls that can be implemented to reduce risk to ALARP**	**Reassessment with additional control measures**		
					L (1 to 5)	**I (1 to 5)**	**Score (L x I)**			**L (1 to 5)**	**I (1 to 5)**	**Score (L x I)**
1	Working near a residential area	Altercations caused from disruption and ongoing works	Members of the public/local residents	Dowhigh will provide adequate signage and contact numbers to alert residents and members of the public to the ongoing works. This will be erected in advance of works commencing on site. All work areas must be adequately cordoned off and clear signage provided to show alternative routes provided. Employees will not engage in confrontational conversations with residents and will vacate the area if they feel threatened at any point.	3	1	3	yes	Plant and equipment will not be left running and music will not be played on site as per the contractual agreements	2	1	2

(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)
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					L (1 to 5)	**I (1 to 5)**	**Score (L x I)**			**L (1 to 5)**	**I (1 to 5)**	**Score (L x I)**
				Foul and abusive language will not be permitted on site and employees will be mindful of the fact they are working within a residential area.								
2	Working in and around underground services	Inadequate information and instruction or unchartered services	Dowhigh operatives, subcontractors and members of the public	All gangs carry a CAT scanner which should be in date and calibrated. A full suite of utility drawings should be made available for the work area. Teams dig cautiously looking for evidence of unchartered services.	3	4	12	yes	Toolbox talks by supervisors to reenforce the need to be vigilant when working around utilities. Gangs reminded that if uncharted services are found work is to cease immediately, their supervisor/ manager is to be informed.	2	4	8
3	Works on the highway	Traffic management, vehicle/ pedestrian segregation	Operatives/ pedestrians struck by moving plant/ vehicles	All work areas will be cordoned off with suitable and sufficient barriers. Traffic management will be erected in line with the new roads and street works act. Traffic management and set up will always be monitored. Those working with or erecting traffic management must be NRSWA certified (supervisor/operative) Only authorised persons will be permitted to enter the area. All operatives will wear class 3 hi vis. If pedestrians have to be diverted off the carriageway, ensure that a safe passage route has been constructed using pedestrian diversion signs and rigid barriers to ensure that pedestrians are segregated from live traffic.	3	2	6	yes	Pedestrian routes must be monitored during construction works for damage causing potential trip hazards. Loose or raised pieces must be removed, and voids temporarily repaired with ‘cut back’ to ensure the pedestrian route is level. Designated person to check periodically that rigid barriers and signage is still in place.	2	2	4
4	Site Cleanliness	Slips, Trips and fall due to poor house keeping	Dowhigh operatives, subcontractors and members of the public.	Housekeeping will always be maintained throughout the duration of the works. Spoil and materials will be stored in a designated area until loading onto the vehicle for disposal at Hawthorn depot.	2	2	4	yes		2	2	4
5	Manual handling	Muscular injuries caused by lifting heavy loads or poor lifting techniques	Dowhigh operatives and subcontractors	Operatives will ensure safe manual handling techniques are adopted at all times; operatives will not attempt to lift a load that is beyond their capability. Where possible loads will be moved by mechanical means only Heavy loads will be lifted mechanically where possible.	2	2	4	yes		2	2	4
6	PPE	Damaged or incorrect PPE	Dowhigh operatives and subcontractors	The following PPE is to be worn at all times as a minimum- • Hard Hat • Class 3 trousers and top (long sleeve) Task specific PPE is to be used where necessary such as-	4	2	8	yes	Supervisors to monitor and enforce PPE use on their site, Managers to monitor and enforce.	2	2	4

(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)
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					L (1 to 5)	**I (1 to 5)**	**Score (L x I)**			**L (1 to 5)**	**I (1 to 5)**	**Score (L x I)**
				• Cut off saw – Dust mask (FFP3), high impact eye protection, ear defence								
7	Use of Plant	Plant striking operatives or members of the public	Dowhigh operatives, subcontractors and members of the public	Only qualified and competent operators to use plant on site, site supervisors to enforce.	2	4	8	yes	Qualifications kept on file in office and checked periodically to ensued expiry dates. No plant to operate without a banksman.	1	3	3
8		Poorly maintained plant leaking fuel, oil or hydraulic oil.	Dowhigh operatives, subcontractors and environment.	All plant to be maintained in line with manufacturers guidelines. On site operatives are to carry out daily pre use checks and report any faults/ leaks/ damages.	2	3	6	yes	Plant maintenance schedule to be maintained to ensure a high standard, reducing the possibility of breakdowns. Spill kits to be carried by all vehicles.	1	3	3
9	Working at night	Working in low light conditions at night	Dowhigh operatives, Subcontractors and members of the public	Night workers are to ensure Hi vis class 3 PPE is worn. All plant and vehicles to ensure lighting works correctly including flashing beacons.	3	3	9	yes	Additional lighting will be adopted where streetlighting isn't available.	2	3	6

Authorised by	**Position**	**Date**	**Signature**[1]

NOTES

Risk = Likelihood x Impact

Likelihood		Definition
5	**Highly Probable (Almost Certain)**	Is expected to occur in most circumstances
4	**Probable**	Will probably occur at some time, or in most circumstances
3	**Possible**	Fairly likely to occur at some time, or some circumstances
2	**Unlikely**	Is unlikely to occur, but could occur at sometime
1	**Remote / Rare**	May only occur in exceptional circumstances

Impact		Definition (Health Safety and Environment)
5	**Critical**	• Multiple fatalities or permanent, life changing injuries. • Permanent loss or damage beyond remediation of an important and publicly high-profile natural resource, area or species. • Multiple incidents causing a major environmental impact.
4	**Severe**	• A single death or multiple life-threatening injuries. • Severe damage over a wide area and/or on a prolonged basis to a natural resource, including controlled waters, or geography requiring multi-year remediation. • Single incident causing a major environmental effect or multiple incidents causing significant effect.
3	**Major**	• Single life changing injury or multiple injuries which have a short-term impact on normal way of or quality of life. • Moderate damage to an extended area and/or area with moderate environmental sensitivity (scarce/ valuable) requiring months of remediation. • Single incident causing significant environmental impact.
2	**Moderate**	• Multiple injuries requiring first aid. • Moderate damage to an area, and that can be remedied internally. • Multiple incidents causing minor environmental effect.
1	**Minor**	• An Injury requiring first aid. • Limited short-term damage to an area of low environmental significance/ sensitivity • Incidents causing minor environmental impacts

Review the generic risk assessment and update if necessary - All generic risk assessments should be regularly reviewed at a frequency proportional to the risk prior to any controls being proposed. In practice generic risk assessments should be reviewed at least annually, or more frequently:

- where required by local instructions/procedures.
- if the safe execution of the activity relies on stringent supervision and/or adherence to a safe system of work.
- if there is reason to doubt the effectiveness of the assessment.
- following an accident or near miss.
- following significant changes to the task, process, procedure, equipment, personnel or management.
- following the introduction of more vulnerable personnel (e.g. persons under 18 or pregnant persons).

Risk Management	
Risk Rating	**How Risk should be managed**
1 – 3 (Very Low)	**Review periodically** to ensure conditions have not changed and working within ALARP and risk assessment.
4 – 9 (Low)	
10 – 14 (Medium)	**Good risk mitigations** to ensure that the impact remains ALARP and tolerable. Re-assess frequently to ensure conditions remain the same.
15 – 19 (Medium to High)	**Requires active management** – review of desired outcome with additional resources or change to output requirements.
20 (High)	**Consider different means** may suffice together with limited risk mitigations to achieve risk ALARP and tolerable.
25 (Very High)	**No works to be undertaken**