General Office Work

RAMS048-CEN

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Version	Date	Name	Details
1	12/06/2025	Steve Usher	New draft
2	16/01/2026	Steve Usher	Reviewed with changes and reissued - Removed Depot Managers and replaced with Supervisor. - Removed Depot Manager Responsibilities to Supervisor

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1 Document Summary

1.1 The purpose of this document is to outline the health, safety, quality and environmental risks and controls for office-based activities.

1.2 Applies to all personnel and contractors undertaking office work at hatton traffic management Limited premises.

1.3 Related ISO Standards are:

- ISO 9001 – Ensures processes are controlled and quality is maintained.
- ISO 14001 – Controls environmental aspects such as energy use, waste, and hazardous substances.
- ISO 45001 – Protects health, safety, and wellbeing of employees.
- CDM 2015
- Company QHSE Policies

1.4 Key Contacts are:

- QHSE Manager
- Supervisor
- Fire Marshalls
- First Aiders

1.5 Locations Covered

- Aberdeen
- Amersham
- Brunswick
- Chelmsford
- Doncaster
- Horton
- Oldam
- Tottenham

Note Any deviation from these RAMS or any linked documents mentioned below, must be agreed with the QHSE Manager.

2 Description of Works

2.1 Typical office duties admin, use of computers, filing, use of office equipment, cleaning, and occasional working at height (e.g., accessing storage)

2.2 Tasks performed during normal hours and possibly out of hours

3 Personal Protective Equipment (PPE)

3.1 Minimum requirements on site for these RAMS for all personnel are:

- **General Office use** - None required as standard

- **Cleaning Activities** - Disposable gloves, Safety glasses (if using chemicals)
- **Minor maintenance or working at height** – HI Vis Vest (if near operational areas), gloves, safety footwear.
- **Waste handling** - Gloves

Note All PPE must comply with relevant EN standards and be checked before use.

4 Method of Carrying Out Works

4.1 Step-by-step for completing office tasks safely:

- **Starting the day:** Check environment, identify hazards.
- **Using equipment:** Follow SOPs, maintain good posture.
- **Manual handling:** Assess load, assess route that's going to be taken, duel lift if required or use aids.
- **Lone working:** Follow booking-in/out process, emergency plans.
- **Waste Handling:** Segregate, store, and dispose correctly
- **End of shift:** Shut down equipment, secure data, housekeeping.

5 Dynamic Risk Assessment (DRA)

5.1 To be conducted by all employees during work execution.

Step 1 - STOP: Look around for any unexpected hazards.

Step 2 – THINK: Can you proceed safely with the current conditions?

Step 3 – ACT: Apply additional controls or escalate if unsure.

5.2 Use the "Take 5" or "SLAM" technique

- Stop, look, Assess, Manage
- Or: Stop, look, Assess, Minimise

5.3 Record findings or near misses through the notify app where required.

6 Monitoring and Review

6.1 Supervisors – Carry out monthly walk around checks (QHSE Coordinator to carry out Monthly walk around checks at Horton)

6.2 DSE assessments to be carried out annually.

6.3 Supervisors – to ensure all COSHH has MSDS, assessments and the correct PPE is available (QHSE Coordinator to ensure this is carried out at Horton)

7 Emergency Procedures

7.1 Each location is different, personnel to undertake Fire awareness induction at the start of employment at the relevant location:

- Fire evacuation Drills
- First aid stations and first Aiders

- COSHH training
- Spill Procedure

7.2 In the event of an incident

- **STOP** work immediately if unsafe conditions arise
- In case of accident, follow the site emergency procedures.
- Contact emergency services via 999.
- Inform supervisor and client representative immediately.
- Spill control for fuel or hydraulic Oil
- Fire response, using the extinguisher or call 999.
- Complete incident report form.
- Complete incident report form.

8 Visitor Management

8.1 To ensure the health, safety, and welfare of all visitors entering the premises, and to maintain control over environmental and quality standards in areas accessible to non-employees.

Aspect	Control Measure
Sign-in / Sign-out	All visitors must report to reception or designated entry point and sign in. A visitor badge must be worn at all times. Sign-out is mandatory upon exit.
Induction / Briefing	Visitors are to receive a brief safety induction including fire evacuation procedures, welfare facilities, and emergency contact points.
Supervision	Visitors must be accompanied by a competent employee at all times while on site.
Restricted Areas	Visitors are not permitted in operational or restricted zones (e.g., server rooms, plant interfaces) unless risk assessed and authorised.
Emergency Procedures	Visitors will be informed of emergency exits, alarm sounds, muster points, and first aid arrangements. Their names must appear on the emergency roll-call list.
Environmental Considerations	Emergency Procedures
Confidentiality & Data Security	Visitors may be reminded of any restrictions on photography, data access, or sensitive documents to maintain ISO 9001 controls.
Contractors as Visitors	If contractors attend as visitors, their RAMS must be reviewed and accepted prior to work commencing.
Health Screening (if applicable)	Where relevant (e.g. flu outbreaks, COVID-19), visitors may be asked to confirm they are symptom-free before entry.

9 Responsibilities

9.1 Managing Director

- Provide strategic leadership and allocate sufficient resources for health, safety, environmental, and quality (HSEQ) compliance.
- Ensure integration of ISO 9001, ISO 14001, and ISO 45001 into the organisation's management systems.
- Promote a positive culture and visible leadership in office-based safety and environmental performance.
- Review and approve RAMS and performance reports as part of management review.

9.2 General Managers

- Ensure implementation of RAMS across office teams and departments.
- Monitor compliance with QHSE procedures, and support line managers in enforcement.
- Drive continuous improvement and support audit and review processes.
- Ensure DSE, manual handling, stress, and environmental controls are embedded in daily routines.

9.3 Contract managers

- Report incidents, near misses, and non-conformities and participate in investigations.
- Coordinate with QHSE team to ensure quality and environmental requirements are met.

9.4 QHSE Manager

- Develop and maintain RAMS in line with ISO 9001, ISO 14001, and ISO 45001.
- Carry out regular audits, inspections, and compliance checks within office environments.
- Review incidents, hazards, and DSE/ergonomic assessments and ensure continual improvement.
- Provide training, toolbox talks, and guidance on dynamic risk assessments and PPE requirements.

9.5 Depot Manager

- Ensure the office environment at depot level is safe, clean, and compliant.
- Implement RAMS locally and ensure routine tasks are assessed and controlled.
- Manage local storage of hazardous substances, cleaning materials, and office equipment use.
- Ensure contractor RAMS are reviewed and accepted before work begins.

9.6 Transport Manager

- Monitor incident reports linked to transport-related office hazards (e.g., delivery access, crossing yards).

9.7 QHSE Coordinator

- Support the QHSE Manager in drafting, distributing, and reviewing RAMS documentation.
- Coordinate DSE and stress assessments and ensure records are up to date.
- Ensure COSHH documentation for office/cleaning products is complete and accessible.
- Promote safe behaviours and environmental good practice.
- Ensure contractor RAMS are reviewed and accepted before work begins, for HOF

9.8 Supervisors (including Office Leads)

- Monitor compliance with RAMS on a day-to-day basis.
- Carry out Dynamic Risk Assessments where hazards change.
- Report hazards, unsafe acts, or near misses immediately.

- Support and coach employees in safe working practices and promote positive culture.

9.9 All Employees

- Ensure the office environment at depot level is safe, clean, and compliant.
- Implement RAMS locally and ensure routine tasks are assessed and controlled.
- Manage local storage of hazardous substances, cleaning materials, and office equipment use.
- Ensure contractor RAMS are reviewed and accepted before work begins.
- Read and follow the RAMS for office activities.
- Carry out dynamic risk assessments before and during tasks.
- Use equipment correctly and maintain tidy, safe workspaces.
- Report concerns or incidents to their supervisor or QHSE team.
- Participate in training and use PPE (where required) appropriately.
- Act in a way that supports ISO 9001 (quality), ISO 14001 (environmental), and ISO 45001 (health & safety) standards

10 Linked Documents

Document Name	Location
AA008_CEN_First_Aid_Fire_Warden_MHFA Register	Documents/Shared/Forms/AA_Registers
AA009_Aspects_and_Impacts_Register	Documents/Shared/Forms/AA_Registers
AF019-CEN PPE_Employese_Record	Held locally by each Location
AF046-CEN_DSE_Work_Station_Assessment	Documents/Shared/Forms/AF_Administration
Emergency Evacuation Plan	Locally at each location on notice boards
PY003-CEN Incident Reporting Policy	Documents/QHSE/Policies/Policies
PR006-CEN Spillage Procedure	Documents/QHSE/Procedures
PY007-CEN Lone Working Policy	Documents/QHSE/Policies/Policies
PY036-CEN Health & Well Being Policy	Documents/QHSE/Policies/Policies
PY051-CEN Working at Height Policy	Documents/QHSE/Policies/Policies
PY053-CEN Personal Protection Policy (PPE)	Documents/QHSE/Policies/Policies
RA008_CEN_COSHH Register	Documents/QHSE/QHSE_Forms
Training Matrix	SharePoint-Gateway

11 Risk Assessments

11.1 The following risk assessments are based on Generic TTM; the following operational hazards and risks provide a general indication of what may be encountered during normal TTM works and applies to all TTM works:

- Collision of plant or personnel with moving vehicles, highway traffic or work vehicles
- Working at night
- Manual handling
- Lone working
- Driving
- Noise
- Uneven ground (slips / trips / falls)
- Violence / abuse from members of the public
- Weather conditions & visibility
- Road layout

11.2 The list is not exhaustive and operational personnel **MUST** carry out an on-site dynamic risk assessment. Risk assessment to be completed on the Field Service tablet before any sector scheme work is undertaken.

11.3 If any risks, operational or environmental are identified when carrying out the on-site dynamic risk assessment, you **MUST** inform your supervisor immediately and prior to the deployment of traffic management equipment.

11.4 If at any point throughout your work, you encounter an unsafe situation you **MUST** stop work and contact your supervisor immediately for guidance.

11.5 The risk assessments **MUST** be communicated to all personnel undertaking any traffic management works.

11.6 Risk Scoring Methodology & Risk Assessment

Action Required		
Minor (MI)	1	Negligible concern – no action usually needed
Low (L)	2-4	Manageable risk – monitor or manage
Moderate (MO)	5-9	Needs control measures – actively manage
Major (MA)	10-15	Significant risk – strong controls required
Catastrophic (C)	16-25	Unacceptable – stop work until risk is reduced
Examples of Persons at Risk		
Inexperienced (I)		

Vulnerable Road Users (VRU)
Public (P)
Cyclists (C)
TM Operative (TMO)
Site Personnel (SP)
All
Examples of Receptor (environment)
Air (A)
Land (L)
Water (W)
Natural Resources (NR)
Community/Residence/Pedestrians (CRP)
Habitat (H)
All

Severity Level			**Minor** **1**	**Low** **2**	**Moderate** **3**	**Major** **4**	**Catastrophic** **5**
Injury to people			Minor injury, first aid only (e.g. small cut, bruise)	Slight injury requiring minor treatment (e.g. sprain, irritation)	Injury needing medical treatment (e.g. laceration, mild shock)	Major injury or long-term health effect (e.g. broken bone, HAVS, hearing loss)	Fatality or permanent disability
Damage to Property			Minor damage, no repair needed or cosmetic only	Minor repair needed, low-cost fix	Moderate repair or downtime (e.g. damaged tool, broken fencing)	Significant asset loss or downtime (e.g. damaged vehicle, infrastructure)	Major asset loss (e.g. total vehicle/equipment loss, structural failure)
Environmental Impact			Negligible impact, no cleanup required	Minor, short-term pollution, e.g. dust or grass cuttings	Localised pollution with short-term effect (e.g. small fuel spill)	Serious pollution or legal breach (e.g. into watercourse, protected habitat affected)	Widespread or irreversible damage; prosecution risk (e.g. large-scale contamination, major wildlife harm)
			1	**2**	**3**	**4**	**5**
Likelihood of the hazard happening	Almost Certain – Expected frequently (Monthly or more often)	**5**	**5**	**10**	**15**	**20**	**25**
	Likely – Will probably occur (A few times a Year)	**4**	**4**	**8**	**12**	**16**	**20**
	Possible – May occur sometimes (Once a Year)	**3**	**3**	**6**	**9**	**12**	**15**

	Unlikely – Could happen occasionally (1 every 1-5 Yrs)	**2**	**2**	**4**	**6**	**8**	**10**
	Rare – Highly unlikely to occur (1 very 5+ Yrs)	**1**	**1**	**2**	**3**	**4**	**5**

Hazard(s)	At Risk	Risks	PRE-RCM Risk score (S x L)				Risk Control Measures	POST-RCM			
			Likelihood	Severity	Risk Score	Risk Level		Likelihood	Severity	Risk Score	Risk Level
Slips, Trips & Falls	All staff & visitors	Risk of injury from uneven surfaces, trailing cables, wet floors.	3	3	9	MO	a. Keep walkways clear b. Good housekeeping c. Spill response procedure in place d. Weekly walk around checks carried out e. Cable management	1	3	3	L
Electrical Equipment	Staff using equipment	Electric shock, fire hazards, or equipment malfunction due to poor maintenance or misuse.	2	4	8	MO	a. Annual PAT testing undertaken b. Weekly walk around checks carried out c. Cable management	1	4	4	L
Display Screen Equipment	Desk-based workers	Eye strain, repetitive strain injury, musculoskeletal issues.	3	3	9	MO	a. DSE Assessments Carried out Annually/workstation move b. Adjustable Chairs in place c. Adjustable Screens in Place d. Adequate lighting	1	2	2	L
Manual Handling	All staff	Back injuries, strains from lifting or moving bulky items.	3	3	9	MO	a. Manual Handling Training in Place b. Use 2 person lift c. Split items down before attempting to move them	1	3	3	L
Working at Height	Maintenance staff	Falls from ladders or steps while accessing high storage.	2	4	8	MO	a. First use checks of ladders to be carried out b. 1 person to hold ladder in place c. Top step of ladder not to be used	1	2	2	L
Hazardous Substances	Cleaners, office users	Exposure to cleaning chemicals leading to skin/eye irritation or inhalation risks.	2	4	8	MO	a. COSHH MSDS & assessments in place b. Personnel trained in use of items to be used c. PPE available for COSHH users	2	2	4	L

Filing Cabinets	Office staff	Finger traps, tipping cabinets causing injury.	3	2	6	MO	a. Avoid overloading drawers b. Close drawers after use c. Only open one draw at a time d. Put heavier objects in the lower drawers	1	2	2	L
Falling Objects	All staff	Head or body injuries from unsecured items falling from shelves.	2	3	6	MO	a. Avoid stop storage b. Secure shelfing c. Periodic checks	1	3	3	L
Lone / Out-of-Hours Working	Late/night workers	Delayed emergency response, isolation risks.	2	4	8	MO	a. Sign-in/out boards in place b. Lone workers policy in place	1	4	4	L
Printers & Shredders	Admin users	Finger injuries, paper cuts, or burns from overheating.	3	2	6	MO	a. Automatic standby printers in place b. Small office shredders in place (thin slots for paper)	1	2	2	L
Kitchen Equipment	All staff	Burns, electrical faults, hygiene-related illness.	3	3	9	MO	a. Appliances clean regularly b. PAT tested equipment	1	3	3	L
Occupational Stress	All staff	Mental health deterioration, fatigue, reduced performance, absenteeism.	3	4	12	MA	a. Workload meetings, reviews b. MHFA support in place c. Health & wellbeing policy in place	1	3	3	L
Environmental Risk Assessment											
Cleaning products	Chemical pollution / Indoor air quality	VOCs and non-biodegradable cleaners may harm air and water systems.	3	3	9	MO	a. Use eco-certified products	1	3	3	L
Electrical Equipment	Carbon emissions / GHGs	Energy consumption contributes to Scope 2 GHG emissions from electricity.	4	2	8	MO	a. Enable power-saving modes of equipment b. Turn off devices that are not in use	1	2	2	L
Printer & Shredder Use	Resource depletion / Waste	Paper and toner consumption; waste contributes to landfill GHGs.	3	3	9	MO	a. Duplex printing (print on both sides b. Toner recycling in place c. Cartridge free printers in place	1	3	3	L

Manual Handling Packaging	Plastic and cardboard waste	Poor segregation increases general waste volumes.	3	3	9	MO	a. Office recycling in place b. Waste management policy in place c. Waste reviews undertaken d. Weekly walk around checks carried out	1	3	3	L
Office equipment	Noise pollution (minor) Energy use / Packaging waste	Localised noise increases if poorly managed (e.g., loud appliances). High energy devices; excessive single-use packaging contributes to landfill.	3	3	9	MO	a. Appliances low sounding (i.e.; only microwave/kettles) b. Close doors when kitchen appliances in use c. Appliances used for limited time frames d. Recycling in place for waste e. Reuseable kitchen ware in place f. Waste monitored g. Separate waste streams established for general, recycling, WEEE, and confidential waste	1	3	3	L
Lighting & HVAC systems	Carbon emissions	Excessive or unnecessary use during out-of-hours increases energy demand.	3	2	6	MO	a. Only light and HVAC required to be used OOH/LW b. Central heating timers in place c. Some lighting PIR systems in place d. Last one out (Supervisor) carries out a walk around check. e. Monitoring of energy consumption	1	2	2	L
Filing & Storage	Energy inefficiency	Obstructed ventilation causes systems to overwork, raising energy use.	2	2	4	L	a. Maintain access clearance to ventilation (s)	1	2	2	L
Air Conditioning units	Carbon Emissions Global warning Waste generation	Energy consumption and refrigerant leakage	3	4	12	MA	a. Use natural ventilation where feasible b. Regular required maintenance carried out and records kept c. Units switched off when not in use	1	4	4	L