

THE HOME



OF CYCLING

# Risk Assessment - Bike Hire

## Risk Criteria

Frequency (F):	4 - Repetitive 3 - Daily 2 - Weekly 1 - Infrequent
Likelihood (L):	6 - Certain 5 - Very Likely 4 - Likely 3 - Possible 2 - Unlikely 1 - Very Unlikely
Severity (S):	6 - Fatality 5 - Severe Injury 4 - Lost time > 3 days 3 - Lost time < 3 days 2 - Minor injury 1 - No injury
Personnel (P):	4 - >30 3 - 16-30 2 - 5-15 1 - 1-4

**Notes on calculating risk factor:**  $(L+F) \times (S+P) = \text{Total}$

0 - 20 = Low risk

21 - 50 = Medium risk

51 - 100 = High risk

## Hazards Present - Faulty Equipment

Equipment checked at the start of each day when it is put out, at the start and end of each hire and when it is put away at the end of the day. Any equipment deemed not suitable is taken out of service until a repair can be initiated.

Equipment is serviced following a strict servicing regime. Equipment is serviced every 10 rides, plus any other work required in between.

Maintenance work is logged, following a 33 point servicing plan.

Full time staff are trained industry professionals with Cytec mechanic qualifications. Part time and new staff are only able to work on bikes doing work that they are deemed competent in and have been assessed in internally by qualified personnel as being competent in.

Staff trained in the fitting of extra pieces of equipment such as seats, trailers and tags. Particular attention paid to the security and integrity of fittings and couplings.

Staff offer satisfaction check to customers on their return to help ensure / ascertain that equipment was working satisfactorily.

Only good quality equipment is used which is replaced regularly.

Frequency Risk	Likelihood Risk	Severity Risk	Personnel Risk	Combined Risk Factor	Who is at Risk	Further Action Required
4	3	6	1	49	Those using equipment  Possible 3rd parties	Continuous monitoring to ensure risks continue to be minimised.  Implementation of new working methods if a better or more suitable alternative is found.

# Risk Assessment - Bike Hire (cont.)

## Hazards Present - Equipment Becoming Faulty During Ride

Risk minimised as above.

Customers are given shop contact number to take with them which is highlighted on hire form in case of issue.

Replacement equipment can be taken to customer if store notified.

Frequency Risk	Likelihood Risk	Severity Risk	Personnel Risk	Combined Risk Factor	Who is at Risk	Further Action Required
4	3	6	1	49	Those using equipment  Possible 3rd parties	Continuous monitoring to ensure risks continue to be minimised.  Implementation of new working methods if a better or more suitable alternative is found.

## Hazards Present - Injury Due to Poor Customer Knowledge of Cycling:

Check is made by staff with customer to ensure knowledge and operation of gears and brakes.

Customers are advised of risks & hazards of cycling via points at bottom of hire form and terms & conditions on reverse. Customers attention is drawn to these points at the time of hire. Customers are further advised of risks via a 1m2 sign on the front of the store.

Customers are served by staff who can advise on and select equipment that is best suited to the customers needs and who can give any advice / assistance needed.

Frequency Risk	Likelihood Risk	Severity Risk	Personnel Risk	Combined Risk Factor	Who is at Risk	Further Action Required
4	3	6	1	49	Those using equipment  Possible 3rd parties	Continuous monitoring to ensure risks continue to be minimised.  Implementation of new working methods if a better or more suitable alternative is found.

## Hazards Present - Injury to Customer from Falling Off or Other:

Customers are asked at the point of hire if they are familiar with the operation of the equipment.

Attention is drawn to risks as above.

Helmets are included within all hires and are offered to customers.

Gloves are available to hire.

Water bottles are available to hire.

Trails are inspected by FC to help ensure their safety. Any issues that arise between inspections are reported to the FC and remedied.

Where accidents occur, accident reports are completed and where applicable forwarded to the FC / authorities to investigate to try and prevent a repetition.

# Risk Assessment - Bike Hire (cont.)

## Hazards Present - Injury to Customer from Falling Off or Other (cont.)

Customers are advised not to use equipment in freeride areas and on black runs where there is a much greater chance of injury.

Trails colour coded and signage of what to expect to inform riders in order that they can make an informed choice whether to ride it (Via FC).

Hires are only made to 'responsible' people via age limit. Staff reserve the right not to hire to persons if it is felt that it isn't safe to do so i.e. drink / drugs etc.

Frequency Risk	Likelihood Risk	Severity Risk	Personnel Risk	Combined Risk Factor	Who is at Risk	Further Action Required
4	3	6	1	49	Those using equipment  Possible 3rd parties	Continuous monitoring to ensure risks continue to be minimised.  Implementation of new working methods if a better or more suitable alternative is found.

## Hazards Present - Customers Lost in Forest

Customers are advised to stay to forest tracks and paths via safety notices.

Maps are offered to customers.

Phone number is given to customer & theirs taken in case contact is needed.

Forest paths are way marked (via FC) to help orientate customers.

Hire & deposit and operational systems allows easy identification of hirers who haven't returned by implementation of late return procedures.

Adoption of FC Emergency procedure plan if required.

Frequency Risk	Likelihood Risk	Severity Risk	Personnel Risk	Combined Risk Factor	Who is at Risk	Further Action Required
4	3	2	1	21	Those using equipment	Continuous monitoring to ensure risks continue to be minimised.  Implementation of new working methods if a better or more suitable alternative is found.

# Risk Assessment - Bike Hire (cont.)

## Hazards Present - Customers being Injured from Hire Equipment in Stands

Equipment is secured in stands specific to task.

Staff present to serve customers to issue equipment and deal with returns.

Equipment not left just 'propped up'.

Frequency Risk	Likelihood Risk	Severity Risk	Personnel Risk	Combined Risk Factor	Who is at Risk	Further Action Required
4	2	2	1	18	Staff 3rd parties	Continuous monitoring to ensure risks continue to be minimised.  Implementation of new working methods if a better or more suitable alternative is found.

## Hazards Present - Issue within the Forest/Trails

Trails are inspected by FC to help ensure their safety. Any issues that arise between inspections are reported to the FC and remedied.

Where accidents occur, accident reports are completed and where applicable forwarded to the FC / authorities to investigate to try and prevent a repetition.

Phone number of customer is taken during hire form completion in case contact is needed.

Adoption of FC Site emergency plan if required.

Hirers made aware to follow forest code via signage and hire T's & C's

Frequency Risk	Likelihood Risk	Severity Risk	Personnel Risk	Combined Risk Factor	Who is at Risk	Further Action Required
4	3	6	1	49	Those using equipment  Possible 3rd parties	Continuous monitoring to ensure risks continue to be minimised.  Implementation of new working methods if a better or more suitable alternative is found.

