

Risks and hazards

Level 2 Providing a positive customer experience in the fitness environment

Learning outcomes

By the end of this session you will be able to:

- Identify possible hazards
- Describe how to carry out a risk assessment
- Describe how to control risks associated with hazards
- Identify the appropriate person/position to contact when hazards and risks cannot be controlled personally

The basic principles of risk assessment

It is important to identify how people might be harmed. This can be done by:

- Walking around the environment to see what can cause harm to customers and employees
- Asking employees about any concerns
- Visiting the Health and Safety Executive website for guidance on where hazards occur and how to control them
- Checking manufacturer's guidelines on the maintenance and safe use of equipment
- Reviewing previous accident records

The basic principles of risk assessment

It is also important to ascertain **who** might be harmed by grouping people into categories, e.g.

- People working in the gym
- People working in the exercise studios
- Participants
- Lifeguards
- Etc.

The identify **how** they might be harmed

Risks in a health and safety environment

Facilities

- Space in the environment
- Wet side
- Entry and exits
- Hydration stations



Risks in a health and safety environment

Equipment

- CV machines
- Resistance
- Portable equipment
- Storage of equipment
- Specific safety checks
- Reporting mechanisms
- Electrical equipment



Risks in a health and safety environment

Working practices

- Operational procedures
- Manual handling and lifting

Customer behaviour

- Children and young adults
- Older adults
- Referral procedures
- Hygiene



The five steps of risk assessment

1. Look for any hazards (e.g. slips, falls, trips)
2. Decide who might be harmed and how
3. Evaluate the risks and decide whether existing precautions are adequate or whether more needs to be done
4. Record the findings and implement any necessary changes
5. Review the risk assessment and update as necessary

Risk assessment

When assessing risks, apply the five steps to each of the following areas:

- Environment
- Equipment
- Other people exercising in the same area
- Planned activities
- Emergency procedures

Who to contact when you identify a risk

When an instructor becomes aware of a risk or hazard that he or she cannot control, they will need to contact the correct person to address it. This may be:

- Gym manager / studio coordinator
- General manager
- Duty manager
- Health and safety officer

The process for reporting risks or hazards will be set out in the health and safety manual

Who to contact when you identify a risk

If working in another environment, e.g. church or school hall, any issues relating to health and safety or risks and hazards within that environment should be reported to the person responsible for the building

It is always important to obtain details of an emergency contact and to ascertain who is responsible for health and safety matters at the site