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WORKED EXAMPLE: RISK ASSESSMENT AND METHOD STATEMENT

# Replacing damaged ceiling tiles and grid in an occupied office, out of hours

Hollins & Reed Interiors Ltd · 25 November 2026 (one evening) · In charge: Dan Hollins

**Worked example. Change it to fit your job before you use it.**

## Job details

| | |
|---|---|
| **Company** | Hollins & Reed Interiors Ltd |
| **Site and work area** | Third floor, Bridge Court, 2 Wellington Road, Stockport |
| **Planned dates** | 25 November 2026 (one evening) |
| **Customer** | Thornley Vale Estates Ltd |
| **In charge on site** | Dan Hollins |
| **Team** | Two people: Dan Hollins works from the podium; Priya Shah stays at the side of the podium, clear of the open grid, keeps the bay clear, and takes each tile from him there. The building's electrician comes for the start and the finish. |
| **Work** | Replacing damaged ceiling tiles and grid in an occupied office, out of hours |
| **Prepared by** | Dan Hollins |
| **Signature** | |
| **Date** | |

## Work and boundaries

Swap six stained tiles and two bent cross tees, hangers untouched. Areas: One bay of the open-plan office, about 6 m², and the floor below it

## Working arrangement

- Access: a podium.
- Working height: grid at about 2.7 m; podium platform at about 0.9 m.
- Ground or floor: level carpeted raised floor.
- The work area will be kept clear of other people.

- The office is empty from 18:00, when we start; we finish by 21:00. A roof leak, since mended, stained six tiles and bent two cross tees in one bay. The building and its ceiling date from 2006, and the fit-out file names the tile and the grid, so the new ones match. The tiles are mineral fibre, 15 mm thick and 600 mm square, about 1.6 kg each at the maker's 4.5 kg/m². A wet one weighs more, so it comes down in two hands. We use a podium, not steps, because lifting a tile out takes both hands. The only powered tool is the vacuum, for a few minutes, and nothing is drilled, so there is no noise above the lower action value of 80 dB. The mask is FFP3, a fit-tested disposable with an APF of 20, the general level HSE gives for construction dust, though whole tiles with no cutting or sanding raise little. Nothing is cut or sanded, so the fire alarm stays live throughout. Old tiles and tees go out in bags, down the goods lift, to our van.

## Emergency arrangements

Fire: the building's alarm stays live. Leave the podium, go down the east stair and report to the security officer at the front desk at the Wellington Road assembly point. Anyone hurt, including a fall from the podium: Priya Shah rings 999, or Dan Hollins if she is the one hurt, and stays with the casualty. Dan Hollins is the first aider; our kit is on the trolley in the bay. The security officer at the front desk is told by phone, opens the front doors and brings the crew up in the east lift.

## Planned method

1 **Set up the work area**
Confirm the work area and scope before starting. Keep other people outside the active work area. Keep entrances and escape routes clear.

2 **Inspect the void before you start**
Check the grid and hangers in the bay from below, and check the as-built drawings and fit-out file cover the void, before a tile comes out. Stop if they do not.

3 **Find and isolate what you will touch**
Find what is above the bay before you disturb anything: the as-built drawings and the fit-out file. Mark what you find. Have the building's electrician isolate the light panel beside the bent tee, prove it dead and take it out. They put it back when the grid is done. Do not touch a cable, and cut nothing you do not own.

4 **Stop things falling on people below**
Keep people out of the area below the work so nobody walks under the materials and tools. Keep toe boards and guards in place on any platform, and lanyard tools where you can.

5 **Set up the podium**
Set the podium up as its manual says: full footprint on the floor, locks, gate, toe boards and stabilisers fitted, and checked before anyone climbs. Stand on the platform only, inside the guardrails, with no more than the load the manual allows. Come down before it moves. Nobody rides it. Keep the area below the work controlled.

6 **Carry the materials and equipment safely**
Plan the route, clear it, and get help with anything long or heavy. Store materials close to the work so nobody carries further than they need to.

**7** **Keep tile dust down**
Wear a fit-tested FFP3 mask, gloves and eye protection while old tiles come out. Lift tiles out whole and lay them flat. Do not break, shake or sweep them. Vacuum the bay when the old tiles are out. No dry brushing.

**8** **Take out the damaged tiles and tees**
Lift each damaged tile up off the grid and bring it down flat. With the first one out, look through the opening with a torch for anything the drawings missed. Unclip each damaged cross tee. Leave the main tees and every hanger as they are. Stop if a main tee or hanger is damaged: that is a different job.

**9** **Fit the new tees and tiles**
Clip new cross tees from the same system into the same slots, and check the grid is square. Lift each new tile through the opening and lower it into place. Full tiles only: nothing is cut.

**10** **Keep loads off the grid**
Keep lights, fittings and other loads on their own supports unless the approved system says otherwise. Keep people out below while overhead work is under way.

**11** **Clear and hand back the area**
Remove tools, waste and unused materials. Check the area is clean and ready to use. Tell the customer or whoever runs the site when the work is complete.

## Risk assessment

| Hazard | Who might be harmed and how | Controls in place |
|---|---|---|
| People entering the work area or tripping over materials<br>Step 1 | Workers, occupants and visitors | Mark or barrier the active work area. Store tools and materials away from access routes. |
| Contact with hidden services or asbestos-containing material in a crowded ceiling void<br>Step 2 | Ceiling installers and people below | Use the as-built drawings and fit-out file before opening the void. Stop and refer anything unknown before disturbing it. |
| Hitting a live cable or gas pipe causes shock, fire or gas escape<br>Step 3 | The person doing the work and everyone nearby | Check again wherever the work moves. If you hit something, stop, keep clear and report it. |
| Materials and tools falling onto people below<br>Step 4 | People below | Bring waste down by hand or in bags. Never throw it. Keep the exclusion zone up until the last item is down. |

| Hazard | Who might be harmed and how | Controls in place |
|---|---|---|
| Falling from the access equipment; tools or materials falling from the platform<br>Step 5 | The person on the platform, if it is set up on an unsuitable surface and shifts under them. Anyone passing or working underneath. | Place access equipment on a firm, level surface. Keep tools and materials secure while working above ground. |
| Back and shoulder injury from carrying heavy or long items<br>Step 6 | Everyone handling materials | Use a trolley or sack truck on the flat where the load suits one. Where the work is up a level, hand items up or hoist them. Never carry them up a ladder. |
| Mineral fibre dust irritates skin, eyes and airways<br>Step 7 | Ceiling installers and people below | Bag old tiles at the podium as they come out. Wash before eating or drinking. |
| A wet tile or loose tee falls onto someone below<br>Step 8 | Ceiling installers and people below | Keep the area below the work clear. Do not lean on the grid or hang anything from it. |
| A loose tee or tile falls onto someone below<br>Step 9 | Ceiling installers and people below | Keep the area below the work clear. Check every tee has locked before a tile goes on it. |
| Grid failure or a falling fitting caused by an unapproved load<br>Step 10 | Everyone below the ceiling | Check the system and fitting support detail before loading the grid. Create an exclusion area below overhead work. |
| Debris, tools or unfinished work left in the area<br>Step 11 | Workers, occupants and visitors | Remove waste by the agreed route. Record and protect any unfinished work. |