

RISK ASSESSMENT – REVIEWED 02/10/2020 – IN VIEW OF IRISING INFECTION RATES THROUGHOUT THE COUNTRY

THIS RISK ASSESSMENT TO BE READ IN CONJUNCTION WITH - 'COVID-19 BUSINESS RECOVERY CHECKLIST'

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| Subject of Assessment | Coronavirus (COVID-19) | | |
| Task/Activity | Managing the risk of Coronavirus (COVID-19) exposure whilst undertaking all work activities | | |
| Assessor | Karl Seddon | Location of Assessment | Offices, Warehouses, Trade Counters & Deliveries |

| Risk Rating Matrix (RR) | Likelihood (L) | | |
|---|-------------------|---|-------------------------------------|
| | Consequence (C) | Certain or near certain to occur (High) | Reasonably likely to occur (Medium) |
| Fatality; major injury or illness causing long term disability (High) | HIGH (H) | HIGH (H) | MEDIUM (M) |
| Injury or illness causing short term disability (Medium) | HIGH (H) | MEDIUM (M) | LOW (L) |
| Other injury or illness (Low) | MEDIUM (M) | LOW (L) | LOW (L) |

| Ref | Hazards (Unsafe Condition) | Who is at risk? (and how) | Controls in place | L | C | RR | Adequately controlled? |
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| Ref | Hazards (Unsafe Condition) | Who is at risk? (and how) | Controls in place | L | C | RR | Adequately controlled? |
|-----|--|--|--|---|---|----|------------------------|
| 1 | COVID-19 (Someone infected entering the workplace) | Employees (A visitor or employee enters the workplace and passes the virus onto employees) | <ul style="list-style-type: none"> An information poster highlighting the symptoms and the risk of COVID-19 is placed on entry/sign in point. Symptomatic individuals will not be allowed entry. COVID-19 information posters are placed in designated locations within the workplace (toilets, notice boards etc.) for all employees & visitors. Best practice Hygiene requirements (handwashing etc.) are being enforced and included in all inductions. Employees have been instructed to wash their hands frequently for at least 20 seconds duration. No handshaking. All employees have been presented with Employee Safety Notice No5 Advice on Coronavirus "Staying COVID-19 Secure in 2020" notice displayed. Managers to be aware of UK Government sector guidance for employers, working safely during COVID-19 in shops and branches. Trade counter area open with restrictions 20/05/2020. Supplies being taken 14/05/2020. Telephone orders and trade counter, visitors goods placed and collected from a designated point e.g. end of trade counter or out of hours collection point, which will be kept clear and not used for anything other than for placing and collecting goods. Surfaces to be thoroughly decontaminated at regular intervals. | M | M | M | Yes |
| 2 | COVID-19 (Someone becomes ill in the workplace) | Employees & Visitors (Contract COVID-19 in workplace) | <ul style="list-style-type: none"> UK Government guidance to be followed A designated safe area has been identified away from other staff. Persons showing signs of COVID-19 infection will be removed from the workplace to the designated area, away from other staff and sent home with support required. The person will be advised to follow NHS Guidance online. If the person is a visitor their organisation will be informed. The workplace will be decontaminated following governmental guidance. Best practice Hygiene requirements (handwashing etc.) are being enforced and included in all inductions. Employees have been instructed to wash their hands frequently for at least 20 seconds duration. No handshaking. This information has been passed onto all employees. | M | M | M | Yes |

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|-----|--|---|---|---|---|----|------------------------|
| 3 | COVID-19 (Contaminated Workplace) | Employees & visitors (Contract COVID-19 in workplace) | <ul style="list-style-type: none"> • UK Government guidance is being followed. • Hand sanitisers have been placed in the workplace and employees are encouraged to carry their own sanitary wipes. • Extra hygiene requirement (handwashing etc.) in place. Multi-use handtowels are not used to dry hands. • Employees are encouraged to implement increased cleaning regime. Equipment such as keyboards, work surfaces etc. to be regularly cleaned. • High contact areas such as the trade counter, door handles, handrails, toilets, kitchen area etc to be cleaned hourly with records of cleaning kept. • This information has been passed onto all employees. | M | M | M | Yes |
| 4 | COVID-19 (proximity, workplace gatherings) | Employees & visitors (A person catches COVID-19 due to working closely with an infected person) | <ul style="list-style-type: none"> • UK Government guidance to be followed. • A social distancing policy has been implemented. <ul style="list-style-type: none"> - Employees have been asked to work from home where possible, or on a rota basis. - Only business critical face to face meetings to be undertaken. This will now include customer interface in the trade counter area with appropriate social distancing measures, signage, hand sanitisers and protective screens. All visitors must wear face coverings when entering buildings, unless they have an exception. - Customer meetings to be undertaken remotely by phone or video where possible. - No handshaking or attendance at large meetings. - Work stations positioned at least 2m apart - Employees must wear face coverings when not sat at their workstation ie when entering and walking around the building, including welfare breaks <p>This information has been passed onto all employees.</p> | M | M | M | Yes |

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|-----|---|---|---|---|---|----|------------------------|
| 5 | COVID-19 (Vulnerable employees) | Employees with underlying health conditions. Reduced immunity, pregnancy, over 70, etc. (Contract COVID-19 in workplace) | <ul style="list-style-type: none"> UK Government guidance to be followed Employees have been instructed to self-isolate if they have had either a high temperature (37.8 centigrade or greater) or a continuous dry cough in the last 14 days – there have been no instances of either of these to date. Any vulnerable employees are required to work from home. Where home working is not possible arrangements are made to isolate employee at work if symptom free. Pregnant workers may be asked to commence maternity leave early if practicable. The company will arrange for meetings with clients/customers to be completed by video or audio conferencing where possible. | M | M | M | Yes |
| 6 | COVID-19 (Employees who have contracted COVID-19) | Employees, visitors, members of the Public, Family members (Contract COVID-19 in workplace) | <ul style="list-style-type: none"> If NHS 111/online or a GP determines an employee has contracted COVID-19 they will be treated as off sick as per normal company sickness policy. Colleagues who have had contact with a symptomatic employee will be made aware of the symptoms and advised to follow NHS Online Guidance. The workplace will be decontaminated following governmental guidance. This information has been passed onto all employees. | M | M | M | Yes |
| 7 | COVID-19 (Presenteeism. Symptomatic or exposed employees remaining in workplace.) | Employees, members of the Public, Family members (Employees who are symptomatic or have been in contact with someone with COVID-19 but continue to work despite being unwell) | <ul style="list-style-type: none"> UK Government guidance to be followed Employees are advised to follow NHS Guidance online. Symptomatic employees will be instructed to go home. Colleagues who have had contact with a symptomatic employee will be made aware of the symptoms and advised to contact NHS Guidance online. As a last resort, if we decide to suspend an employee this will be on full pay unless the employee's specific contract provides a right to suspend without full pay for this reason. Such as suspension will not be considered a medical suspension | M | M | M | Yes |

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| 8 | COVID-19 (Self-Isolation and wellbeing) | Employees (Employees not aware of the need to or how self-isolate. Wellbeing/Loneliness issues from self-isolation) | <ul style="list-style-type: none"> NHS 111 online provides advice on when to self-isolate and access to an online interactive and personal checklist (Stay at Home Advice) A homeworkers risk assessment – either general or specific depending on risk levels – will be completed Managers are to ensure that all employees now required to work from home have the necessary equipment to do their jobs safely. Managers & Colleagues are advised to keep in regular contact with home workers with regular individual, team calls or by Skype This information has been passed onto all employees. | M | M | M | Yes |
| 9 | COVID-19 (Travelling abroad) | Employees & visitors (A person catches COVID-19 due to travelling abroad) | <ul style="list-style-type: none"> UK Government guidance to be followed FCO provides Foreign Travel advice for travellers CIPD provides advice for travellers returning to work from affected areas. We do not insist on employees travelling to work to an area with a higher risk of COVID-19 Employees are granted permission to cancel at short notice any pre-booked annual leave to an affected area i.e. no pressure to travel to affected destinations. | M | M | M | Yes |
| 10 | COVID-19 (Information failure) | Employees & visitors (Escalation/de-escalation of Pandemic) | <ul style="list-style-type: none"> The company has a designated COVID-19 Appointed Person whose responsibilities include; <ul style="list-style-type: none"> - Signing up to relevant websites to receive timely updates - Monitoring relevant websites & news outlets | M | M | M | Yes |

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| 11 | COVID-19 (Site deliveries) | Employees (A person catches COVID-19 due to coming into close contact with an infected person) | <ul style="list-style-type: none"> • UK Government guidance to be followed. • A social distancing policy has been implemented. <ul style="list-style-type: none"> - All employees have been asked to maintain 2m social distancing. - Customers will be asked to ensure social distancing is provided at the source of delivery. If this is not possible the delivery must not take place. - No handshaking or elbow greetings. • Washing or alcohol rubs to be used by the driver before and after passing on goods • Do not accept drinks or food from customers • The need to sign for goods temporarily suspended until further notice • Vehicles to be kept clean and tidy • Vehicle to be thoroughly decontaminated before change of driver • This information has been passed onto all employees. | M | M | M | Yes |
| 12 | COVID-19 (Warehouse deliveries) | Employees & Visiting Delivery Drivers (A person catches COVID-19 due to coming into close contact with an infected person) | <ul style="list-style-type: none"> • UK Government guidance to be followed. • A social distancing policy has been implemented. <ul style="list-style-type: none"> - All employees have been asked to maintain 2m social distancing. - Visiting delivery drivers will be asked to ensure social distancing at the source of delivery. If this is not possible the delivery must not take place. - No handshaking or elbow greetings. • Washing or alcohol rubs to be provided for use by the driver before and after passing on goods • The need to sign for goods may be temporarily suspended until further notice. Prior to accepting goods check with the delivery company. If a signature is required ensure social distancing, use your own pen and wash hands immediately after. • Vehicles to unloaded in designated area to ensure social distancing • Toilet facility to be provided for visiting delivery drivers in line with HSE guidelines. Ideally this WC needs to be separate from the ones used by employees. Toilet to be regularly cleaned. • This information has been passed onto all employees. | M | M | M | Yes |

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| 13 | COVID-19 (Trade Counter Customers) | Employees & Visiting Trade Counter Customers <i>(A person catches COVID-19 due to coming into close contact with an infected person)</i> | <ul style="list-style-type: none"> • UK Government guidance to be followed. • As of the 24th September 2020, unless exempt, ALL Customers shall by law wear face coverings when entering the building. See section 16 for further information. • A social distancing policy has been implemented. <ul style="list-style-type: none"> - All employees have been asked to maintain 2m social distancing. - Visiting customers will be asked to ensure social distancing. Floor markings to be provided where possible. If this is not possible (ie at the trade counter) protective measures such as temporary screens will be put in place. - Additional signing for social distancing will be provided. - Additional hand sanitisers will be deployed in the trade counter area for customer use. - No handshaking or elbow greetings. - No cash to be taken, only electronic money transfers. • Complementary food and drink will be withdrawn until further notice. • No more than 2 customers at any time to be allowed into the building whilst ensuring social distancing. • Subject to demand, barriers and signage to be provided externally to control queues and ensure 2m social distancing. • Orders will be taken at the trade counter. All goods will be placed in the 'Out of Hours Collection' room/area where only one customer at a time will be allowed access. • All high contact surfaces to be cleaned hourly ie trade counter, door handles, hand rails etc. Cleaning records to be kept. • Goods to be signed as normal although if a customer refuses to do this it will not be forced. • Employees to park their vehicles away from the entrance area to allow customers maximum space for parking and social distancing. • Toilet facilities will not be provided to customers until further notice. • This information has been passed onto all employees. | M | M | M | Yes |

| Ref | Hazards (Unsafe Condition) | Who is at risk? (and how) | Controls in place | L | C | RR | Adequately controlled? |
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| 14 | Covid-19 Inability to social distance – Use of Screens and PPE | Employees, Delivery Drivers & Customers (A person catches COVID-19 due to coming into close contact with an infected person) | <ul style="list-style-type: none"> - UK Government guidance to be followed. - A social distancing policy has been implemented. - All employees have been asked to maintain 2m social distancing. - Where social distancing is unavailable additional safety measures should be taken. - These include: - Erection of Perspex Screens as a separating barrier eg on trade counter. - Increasing ventilation - Provision of PPE ie face coverings – Note this may reduce the spread of the virus from the wearer, but may not protect the wearer from contracting the virus from someone not wearing a mask, or wearing a mask incorrectly. - Face coverings must be fitted correctly see https://www.hse.gov.uk/coronavirus/ppe-face-masks/non-healthcare/index.htm - Face visors – These are better at protecting the wearer and ideally should be used in conjunction with a face mask - Face coverings and gloves must be changed regularly in accordance with the manufacturer’s recommendations - Face visors should be cleaned regularly in accordance with the manufacturers recommendations. - Gloves should be provided when contacting surfaces that may be contaminated. Gloves should be considered as a second skin and hand washing should be carried out prior to donning and after doffing. To Don and Doff safely see https://www.globus.co.uk/how-to-safely-remove-disposable-gloves <p>NOTE - Correct Social Distancing measures are more effective against the spread of Covid-19 than the use of PPE especially if the PPE is not worn correctly. If in doubt speak to your manager.</p> | M | M | M | Yes |

| Ref | Hazards (Unsafe Condition) | Who is at risk? (and how) | Controls in place | L | C | RR | Adequately controlled? |
|-----|-------------------------------|---|--|---|---|----|------------------------|
| 15 | Covid-19 Mental Wellbeing | Employees (a person suffers from mental stress due to change in working practices etc) | <p>Managers are aware of the increased risk to wellbeing due to changes in employment during and after coronavirus.</p> <p>Employees are encouraged to raise concerns with their manager which will be treated in strict confidence.</p> <p>Employees should speak to their doctor and can refer to helpful organisations, such as Mind for further information on wellbeing.</p> <ul style="list-style-type: none"> • UK Government guidance to be followed. • See mental wellbeing of your staff from isolation or general concerns over COVID-19? • Managers should utilise the numerous online resources and guides on how to manage employee wellbeing and stress. | M | M | M | Yes |

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| 16 | COVID-19 (Inability to Social Distance - Use of FACE COVERINGS as required by Law 24/09/2020) | Employees & Visiting Trade Counter Customers (A person catches COVID-19 due to coming into close contact with an infected person) | <ul style="list-style-type: none"> • UK Government guidance to be followed. • There is growing evidence that wearing a face covering in an enclosed space helps protect individuals and those around them from COVID-19. • By law, staff and customers of retail settings are required to wear a face covering, unless they have an exemption. • A face covering can be very simple; it just needs to cover your mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context. Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards. • Face coverings are not a replacement for the other ways of managing risk, including social distancing, increased washing of hands and surfaces, minimising time spent in contact, using fixed teams and partnering for close-up work. These other measures remain the best ways of managing risk in the workplace and the government therefore expects to see employers relying on face coverings as risk management for the purpose of their health and safety assessments. • Face coverings are mandatory on public transport and for customers in shops and supermarkets, indoor shopping centres, banks, building societies, post offices, premises providing professional, legal or financial services, auction houses and where food or drink is purchased. If a shop, outlet or supermarket has a café or seating area for customers to eat and drink, then the face covering can be removed in this area only when customers are seated to eat or drink. Customers must wear a face covering before entering any of these settings and keep it on until they leave unless they have an exemption. People are also encouraged to wear a face covering in other enclosed public spaces where social distancing may be difficult and where there are people you do not normally meet. <p>Continued:</p> | M | M | M | Yes |

| Ref | Hazards (Unsafe Condition) | Who is at risk? (and how) | Controls in place | L | C | RR | Adequately controlled? |
|-----|---|--|--|---|---|----|------------------------|
| 16 | COVID-19 (Inability to Social Distance - Use of FACE COVERINGS as required by Law 24/09/2020) | Employees & Visiting Trade Counter Customers (A person catches COVID-19 due to coming into close contact with an infected person) | <p>Continued:</p> <ul style="list-style-type: none"> • Find further detail on when and where to wear face coverings. • Customers are permitted to remove face coverings for the purposes of identification or when speaking with people who rely on lip reading, facial expressions and clear sound for communication. • Some people don't have to wear a face covering including for health, age or equality reasons. No one who is exempt from wearing a face covering should be denied entry if they are not wearing one. • By law businesses must remind people to wear face coverings where they are required, for instance using signage or verbal reminder. If necessary, police can issue fines to members of the public for non-compliance. Businesses are not be required to provide face coverings for their customers. • All staff in retail settings must wear face coverings when in areas that are open to the public and where they are likely to come within close contact of a member of the public, unless they have an exemption. Employees should continue to follow 'COVID-19 secure' guidelines to reduce the proximity and duration of contact between fellow employees. • Employers will not, by law, prevent their staff from wearing a face covering where they are required to do so. • Where face coverings are required for staff, the company will provide these as part of their health and safety obligations. However, staff are welcome to use their own face coverings if they choose. • If businesses have taken steps to create a physical barrier or screen between workers and members of the public then staff behind the barrier or screen will not be required to wear a face covering. • The company has considered its legal obligations to protect their staff under existing employment law, by taking appropriate steps to provide a safe working environment, include the provision of face coverings where appropriate, alongside other mitigations such as screens and social distancing. <p>Continued:</p> | M | M | M | Yes |

| Ref | Hazards (Unsafe Condition) | Who is at risk? (and how) | Controls in place | L | C | RR | Adequately controlled? |
|-----|---|--|---|---|---|----|------------------------|
| 16 | COVID-19 (Inability to Social Distance - Use of FACE COVERINGS as required by Law 24/09/2020) | Employees & Visiting Trade Counter Customers (A person catches COVID-19 due to coming into close contact with an infected person) | <p>Continued:</p> <ul style="list-style-type: none"> • Employees have been advised how to use face coverings safely, as follows: <ul style="list-style-type: none"> • wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and before and after removing it • when wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands • change your face covering if it becomes damp or if you've touched it • continue to wash your hands regularly • change and wash your face covering daily • if the material is washable, wash in line with manufacturer's instructions; if it's not washable, dispose of it carefully in your usual waste • practise social distancing wherever possible <p>Find further detail on face coverings including when to wear one and how to make your own.</p> | M | M | M | Yes |

| Hazard Ref | Additional control | Assigned to | Date Completed | L | C | RR |
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| Date of Assessment | 02.10.2020 | Signature | Ross Seddon (Chichester) Chris Fionda (Crawley) | | | |
| Review date | Currently daily, to ensure Government Guidance is being followed | | | | | |

References & further information

HSE Workplace health, safety and welfare Workplace (Health, Safety and Welfare) Regulations 1992

The Management of Health and Safety at work Regulations 1999

HSE Managing the Causes of Work Related Stress HSG218 2007

HSE Books 1998 Lighting at Work HSG38

HSE INDG244 Workplace health, safety and welfare: A short guide for Managers

GOV.UK information on Coronavirus (COVID-19):

<https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance>

HSE information on Coronavirus:

<https://www.hse.gov.uk/news/coronavirus.htm>