

Branch:	All depots	Activity:	Work during Covid-19	Assessment dates:	Original: 31/03/2020 Revised: 19/05/2020
Assessment completed by:	Andrew Bowler Adrian Devine	People involved:	Patrick Guest, Ian Drayner		
Associated RA Refs:	These measures are in addition to site risk assessments which remain applicable for other hazards.		Associated SSOW Refs:	TSI01 Symptoms, review & travel, 02 Offices, 03 Branches, 04 Collect customers, 06 Transport, 07 Production, 08 Goods in & warehouse, 09 Welfare facilities, 10 First aid	

What are the Aspects/Hazards?	Impact/Who might be harmed & how	Control Measures	Further Action	Action Owner	Target Date
Covid-19 (coronavirus) transmission	Most people are at risk from infection (staff, children, visitors, etc.). The risk of serious health effects is higher for vulnerable persons. The list of who is currently vulnerable includes: the elderly; those with chronic underlying health conditions; pregnant women. The majority of cases lead to mild symptoms (a new continuous cough, or fever, or a loss or changed sense of normal smell or taste (anosmia))). The disease, however, can be fatal. Transmission is via person to person spread as airborne droplets and also via surfaces contaminated with virus.	<p>Government Advice:</p> <ul style="list-style-type: none"> ● Government guidance is reviewed by the management team to ensure the latest available information is put into practice. ● People identified by the NHS as 'clinically extremely vulnerable' will have received a letter from the NHS or been contacted by their GP or hospital clinician, strongly advising them to take shielding measures to keep themselves safe. ● All unnecessary travel should be avoided. Increase the use of telephone calls, web conferencing, etc. TSI 01 implemented. ● All employees are encouraged to work from home unless it is impossible for them to do so. COVID-19 RTW Form implemented. ● Employees are encouraged to not turn up at the same time and finish work to prevent congregations and avoid public transport on route to work where possible. The company is adopting a more flexible approach to time and attendance within the business to facilitate this. ● All meetings on site will be observing 2m social distancing rules or conducted utilising technology. ● All non-essential appointments on site have been postponed and necessary appointments will be evaluated in accordance with current guidance as they occur. ● All training that requires congregations, fire drills and group exercises has been suspended within the business and work adapted to avoid social contact where possible. ● Poster material related to social distancing has been applied throughout the business and employees are reminded every morning and during their working day of the importance of social distancing. ● Poster re Covid-19 compliance will be displayed at gate and shop/factory/office door. ● Risk assessment on company website. <p>Self-Isolation:</p> <ul style="list-style-type: none"> ● The company is following government guidance on self-isolation. In the event of any staff member exhibiting symptoms they must self-isolate. Guidance on time scales changes. The latest advice from the NHS is here: https://www.nhs.uk/conditions/coronavirus-covid-19/what-to-do-if-you-or-someone-you-live-with-has-coronavirus-symptoms/ ● The Company has implemented TSI 01 & COVID-19 RTW Form to ensure that any employees returning to the workplace are managed in line with current Government Guidelines. Procedures ensure that employees deemed vulnerable are supported if possible to stay at home and work from there. ● The Company will ensure employees self-isolating are made aware of the importance of social distancing in line with current government guidelines. ● Staff levels will be kept under review with the Managing Director, to ensure all sites have enough persons to operate safely. 			

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		<p>Personal Hygiene/Cleaning on Site</p> <ul style="list-style-type: none"> • Staff advised about the importance of frequent washing hands. • Hand sanitiser provided where handwashing cannot be achieved. • Staff have been advised by management regarding common control measures such as sneezing into a tissue or elbow and not just into hand, followed by immediate disposal of tissue and frequent hand washing. Hand washing posters and catch it, bin, kill posters have been issued around the sites. • Sanitizer stations in place in branches/factories/offices. • Preventative cleaning is taking place on a daily basis including frequent cleaning of touch points such as vehicle steering wheels, door handles, toilets and is detailed in TSI's. Cleaning materials are provided to each branch/factory/office. • Office workstations cleaned at the end of each day. TSI 02 implemented. • Company will undertake deep cleaning in the event of any staff member being confirmed as having coronavirus, following government guidance: https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings • Each staff member makes their own refreshments and cups washed straight after use. TSI 09 implemented. • Hygiene maintained in terms of washing hands before and after preparing food and wiping surfaces down. TSI 09 implemented. <p>Social distancing</p> <ul style="list-style-type: none"> • All staff that are able to home work to complete their duties are working from home. COVID-19 RTW Form implemented. • Any office staff that remain that can't work from home have been spaced out. TSI 02 implemented. • Congregating in small offices/rooms prohibited with signage. • All non-essential travel between branches has been suspended. Increased use of call and web conferences. TSI 01 implemented. • Yard staff and drivers wear gloves. If paperwork needs to be exchanged, this will be done observing the 2 metre social distancing rules. • Mechanical lifting aids used to minimise dual manual handling where required. Where dual person lift required this is undertaken maintaining the 2m distance rule. Where 2m distance cannot be maintained, the activity must be reported to Line Manager, be risk assessed and a task specific safe system of work implemented. TSI 07 implemented. • TSIs issued to all branches/factories/offices include information on social distancing which includes maintaining the 2m distance rule, keeping distances by marking out the floors, avoiding handshakes etc. • Staff advised to stay apart in lunch and restroom areas. Signage & TSI 09 implemented. • If 2m rule can't be adhered to then only one person is permitted in the tea making facilities at anyone point. Signage & TSI 09 implemented • Where possible breaks are staggered, additional space for rest areas utilised, multiple tea making stations created. TSI 09 implemented. • Each staff member makes their own refreshments. TSI 09 implemented. • Depots only accepting pre-arranged orders from customers for collection. 			

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Receiving Deliveries at Site / Branch (Goods in / Despatch)	Spread of virus due to insufficient hygiene measures.	<p>Deliveries and collections from branch (TSI03, TSI06 & TSI08 implemented):</p> <ul style="list-style-type: none"> ● All deliveries and collections should be pre-arranged where possible with an agreed time slot for drop off and collections to be made. ● Visitor access to the building is minimal to pre-approved and essential visitors only. The number of vehicles entering the site is limited to encourage social distancing. ● Where possible entry and exit points will be limited to the warehouse to make it easier to implement controls such as cleaning and disinfection of door handles. ● Additional signage, hand sanitiser stations are set up at entry/exit points ● Where possible greet the driver externally to prevent the driver needing to enter the building. Avoid social greetings such as shaking hands and nudging elbows, adhering to the 2-metre clear social distancing measures. ● Conversations should take place at a minimum of 2 metre distance and if paperwork needs to be exchanged, this will be done observing the 2 metre social distancing rules, or at arm's-length if this is not possible. Pens will not be shared between customers and members of staff; Goods in paperwork / parcels not be signed for, only provide name to driver for them to write in. ● Increased cleaning and disinfection of frequently handled or touched surfaces within common and welfare areas such as door handles, light switches, toilets, rest areas. ● Contact points on vehicles and lift trucks are cleaned down at least daily or at the end of each shift. ● If visitors need to use welfare facilities they will be reminded of social distancing rules. ● Parking spaces, loading bays or collection points are planned where possible to give a segregated area around loading area to unstrap the load, consider using signage, barriers or cones. ● When receiving and dispatching goods, clear instruction should be discussed with the delivery or collection driver of loading arrangements. e.g. to confirm banksman signals and to prevent drive away. ● Drivers coming to site will be asked to leave or collect stock in marked/designated locations, this may be marked on the floor or placed on pallets or trolleys. ● Drivers collecting goods will be asked to go to their designated location e.g. loading bay or parking area and wait for goods to be brought to them. They will be asked to turn the engine off, remove keys and to wait in their vehicle for instructions before getting out of the cab and abide by the 2-metre distance. If unload is performed by branch staff, drivers must stay in their cab. ● Where possible use of a purchase order is used rather than a delivery note to confirm the delivery contents. 			

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Customer Collections	Person-to-person spread due to being in close proximity to other staff members.	<p>Customer collections only (TSI04 implemented):</p> <ul style="list-style-type: none"> • All collections should be pre-arranged where possible with an agreed time slot for collections to be made. Clear instructions will be given to customers on where to go on arrival at site if allocated a bay or loading area and keeping to social distancing guidelines • Customers will be encouraged to make payments in advance either over the telephone or online using credit account or card (preferably contactless). Cash orders accepted by exception and must be approved by Branch Manager. TSI03 & TSI04 implemented. • Steward customers arriving at the branch and point them to their collection location. • Avoid social greetings such as shaking hands and nudging elbows, adhering to the 2-metre clear social distancing measures. • Car parking spaces or collection points are planned to give a clear loading area around the parking space or loading bay where possible. • Whilst verifying orders with customers on arrival, customers should be asked to stay in their vehicle until told they can start to load their items and the collection staff has moved from the area. • Where possible, customers' orders will be picked and made ready for their arrival in the collection location. Where this is not possible, products are brought to the customer and placed at the loading area prior to them exiting their vehicle. • Customers are encouraged to load their goods, ensure social distancing is maintained if customers need help lifting goods. • Any trolleys used to assist in the loading of materials should be sanitised between uses. • Designated collections staff and drivers will wear gloves, which are changed or sanitised regularly between assisting customers. If paperwork needs to be exchanged, this will be done observing the 2 metre social distancing rules, or at arm's-length if this is not possible. 			

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<p>Deliveries and Collections for Customer Sites</p>	<p>Spread of virus due to insufficient hygiene measures.</p> <p>Restricted access or closed service/welfare facilities.</p>	<p>Pre delivery (TSI 04 implemented):</p> <ul style="list-style-type: none"> ● All unnecessary travel should be avoided; ensure that customer deliveries are booked and confirmed before travel. ● Customers will be encouraged to make payments in advance either over the telephone or online using credit account or card (preferably contactless) to avoid drivers having to handle cash from customers. Cash orders accepted by exception and must be approved by Branch Manager. TSI03 & TSI04 implemented. ● The site/ driver will call ahead to the delivery location/ customer to confirm the social distancing and delivery arrangements. ● In line with Government guidance, no work including deliveries will be carried out in a household which is self-isolating (or where an occupant is being shielded). <p>Delivery at customer properties (TSI 04 implemented):</p> <ul style="list-style-type: none"> ● Continue to abide by driving regulations in relation to driving on work business. ● A review is carried out of all deliveries to remove non-essential or condense loads to reduce the number of vehicles/drivers required to access other premises. ● Where possible, the customer will be contacted prior to arrival and agree where to offload the materials. Face to face conversations should be avoided as far as reasonably possible, maintaining at least a 2-metre distance from other persons. ● If paperwork needs to be exchanged, this will be done observing the 2-metre social distancing rules, or passed at arm's length where this is not possible. Pens must not be shared between customers and members of staff. HGV drivers advised to take name of client and write in the signature box rather than obtain signature. ● Delivering staff are advised to wash their hands regularly and to ensure they use hand sanitiser/alcohol gel on arrival to customer properties, and after coughing/sneezing or blowing nose. ● All PPE must be worn where provided. ● Any items that would normally require assistance with offloading should be palletised and wrapped/strapped so they can be offloaded mechanically. ● Drivers will sanitise the cab at least daily or between uses. Any tools and equipment used within the vehicle should be cleaned and disinfected after each use. ● All personal items such as hard hats, gloves and any other PPE, should be stored appropriately, not left in vehicles and not shared between individuals. <p>Travel to site (TSI 01 implemented):</p> <ul style="list-style-type: none"> ● Wherever possible workers should travel to site alone using their own transport. Where this is not possible and public transport is used, social distance guidelines should be followed. <p>Site Meetings (TSI 01 implemented):</p> <ul style="list-style-type: none"> ● Unnecessary travel to sites will be avoided and where possible meetings will be held via telephone calls / web conferences. ● Only if absolutely necessary participants should attend in person. ● Attendees should be two metres apart from each other. ● Rooms should be well ventilated / windows opened to allow fresh air circulation. ● Consider holding meetings in open areas where possible. 			

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RPE use	Possible confusion regarding RPE use and potential for transmission of virus during RPE fit tests.	<ul style="list-style-type: none"> Guidance on the use of RPE (respiratory protective equipment) to protect against COVID-19 relates to health care settings ONLY. In all other settings, risk should be managed via social distancing measures, good hand hygiene and other organisational measures, NOT the use of RPE. Where RPE is a requirement for risks associated with the work undertaken a face fit test will be carried out to ensure the respiratory protective equipment (RPE) can protect the wearer. Wearers must be clean shaven. To minimise the risk of transmission of COVID-19 during face-fit testing social distancing should be observed to the extent that it is possible. Both the fit tester and those being fit tested should wash their hands before and after the test. Those being fit tested with non-disposable masks should clean the mask themselves before and immediately after the test using a suitable disinfectant cleaning wipe (check with manufacturer to avoid damaging the mask). Test face pieces that cannot be adequately disinfected (e.g. disposable half masks) should not be used by more than one individual. Fit testers should wear disposable gloves when undertaking cleaning of the tubes, hoods etc. and ensure they remove gloves following HSE guidance: https://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm 			
Employee mental health	Employees	<ul style="list-style-type: none"> Weekly communication from CEO to all furloughed employees including details of Coronavirus Hotline open 10:00 to 14:00 Monday to Friday – 0114 223 0321 & supplemented by local communication from branch/manager. Promotion of mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help Regular communication of mental health information and open door policy for those who need additional support. <p>https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</p> <p>www.hse.gov.uk/stress</p>			

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Coronavirus (Covid-19) – First Aid	Insufficient first aid due to staff shortages, concerns of first aiders administering first aid.	<p>Provision of First Aid (TSI 10 implemented):</p> <ul style="list-style-type: none"> • Undertake a first aid needs assessment to determine the specific needs of the business during a reduced hours and staff basis relative to the hazards. • Ensure that there is enough first aid cover to support your business during the pandemic period. • Consider sharing first aid arrangements with a neighbouring business as long as they are aware of the hazards specific to your operations. • You can obtain a 3 months extension for first aid certificates which expire on or after the 16th March 2020 when retraining cannot be accessed. • If your first aid training has been interrupted by the coronavirus outbreak, it can be restarted at a later date following discussion with your provider. • Ensure that there is enough PPE for first aiders to utilise including gloves, disposable aprons, masks if required. • When dealing with first aid incidents, always be aware of the risks to yourself and others. • Wear gloves or cover hands when dealing with injured persons, particularly those with open wounds. • Cover cuts or grazes on your hands or arms with a waterproof dressing. • Always dispose of all medical waste safely in medical waste bin. • Give early treatment by ensuring that you wear appropriate PPE such as gloves, a disposable apron. Masks can be worn if deemed necessary by the first aider. • In the unlikely event of cardiac arrest, do not perform rescue breaths on the casualty https://www.sja.org.uk/get-advice/first-aid-advice/unresponsive-casualty/how-to-do-cpr-on-an-adult/ • Do not place your face close to the casualty to hear for breathing. Watch the chest. • If possible, lay a towel or similar over the nose and mouth. • Ensure that CPR is performed using chest compressions and if possible a defibrillator if available and trained to do so. 			
Coronavirus (Covid-19) – Fire Safety	Insufficient fire marshal cover, transmission of virus during fire drills.	<ul style="list-style-type: none"> • Interim measures addressing fire safety management will be of a temporary nature in response to the current Covid-19 situation. Once business as usual commences the fire safety measures should again be reviewed, and normal procedures implemented, if deemed appropriate or revise them to ensure they are suitable and sufficient for the establishment. • Fire Marshall provision will be kept under review. If additional Fire Marshalls are required, newly appointed Fire Marshalls will be asked to undertake the e-learning course. • Employees will be encouraged to use hand sanitiser when re-entering the building. • Social distancing will be maintained at the assembly point – this will be led by the fire marshals and all staff have been informed about maintaining social distancing in the workplace. NB: In an emergency, people do not have to stay to metres apart if it would be unsafe. • Usual in-house testing of the fire alarm / emergency lighting will continue. • Planned 6 monthly fire drills will be postponed until more Government guidance is given on the Covid-19 situation. All staff will be advised on any changes to fire evacuation procedures. • Fire doors will not be propped open, even as a measure to minimise surface contact. Door handles and touch points will be cleaned on a daily basis as per government guidance. 			