

Document Title: Risk Assessment Summary

Document Reference: HSP3 Version: 5

RISK ASSESSMENT

Title: **Expose to Infectious Diseases - Primarily COVID-19**

Location: Pearsons of Duns, Cheeklaw Centre, Station Road, Duns, TD11 3EL

Index

Date: 12/01/2021






Ref: **CD005**












Review Date: 12/01/2023














(or before if the process and / or activity changes)





Overview: **This assessment covers:** the everyday activities on and off the premises. It includes staff arriving and leaving the facility, general movement of staff, use of the welfare facilities, first aid cover, interactions with customers and external companies, alongside instances where social distancing cannot be achieved.





Ref:	Nature of Hazard Present and Description:	Who might be harmed:	L	S	Rating (before controls measures)	Controls in place:	Warning:	L	S	Risk Rating	Further Action:	By:	Complete: Y/N
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1	People attending the workplace: Where individuals are coming together in groups of more than two at to any given time for work purposes.	Staff, Contractors, Customers, Delivery Drivers	3	4	12	<p>Good hand washing facilities available so employees can wash hands for 20 seconds using soap and water/or hand sanitiser.</p> <p>Pro-active monitoring in place to ensure that employees are adhering to controls and that control measures are adequate and effective.</p> <p>Following the two-metre guidance where possible, use of PPE where applicable, covering nose when sneezing, etc.</p> <p>Regular cleaning of work area to take place.</p> <p>Increased frequency of cleaning of regular touch points to be carried out - a cleaning rota is now in place across the entire company.</p> <p>The appropriate disinfectant used in line with CoSHH assessment. Disposable cloths use where possible to reduce transmission.</p> <p>Windows and doors opened as much as possible to increase ventilation in all workspaces.</p> <p>From 10/07/20 it is mandatory for everyone entering or working on the shop floor to wear a facemask. This includes staff, customers and other members of the public.</p> <p>Staff have been split into social bubbles to limit the contact with one another.</p>	    	2	4	8			
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2	<p>Shared company vehicle:</p> <p>Employees occupying work vehicles at the same time or shared use of the common vehicle.</p>	Staff	3	4	12	<p>All occupants to wash hands for 20 seconds with soap, and water or use hand sanitiser before and after the journey and should refrain from touching their face.</p> <p>Monitoring the use and cleaning of the vehicle, to ensure controls are being effective.</p> <p>Social distancing measures implemented to ensure that only one member of staff is in a vehicle at one time. Where this is not possible, staff should sit as far away from each other as possible.</p> <p>Where the job permits, vehicles will not be occupied by more than one person at any one time.</p> <p>Where possible the same person will use the same vehicle and not swap with other drivers.</p> <p>If vehicles are to be used by different people at different times, then they will be cleaned before and after each use. Focus will be given to commonly touched areas such as handles, dials, etc.</p> <p>Windows on the vehicle to be kept open where possible to improve natural ventilation.</p> <p>Masks are to be worn when more than one person is in the vehicle.</p>	    	2	4	8			
3	<p>Working in a customer's household:</p> <p>Difficulty in exercising social distance.</p>	Staff, Customers	3	4	12	<p>Prior to entering the customers house, staff are encouraged to ask whether or not the household have COVID-19 or been around people that have COVID-19. If they answer yes, staff are to apologise to the customer and inform them that they are not able to follow through with that work.</p> <p>Staff are not allowed to work in houses where customers are shielding, isolating, displaying symptoms of COVID-19, have been in contact with someone who has tested positive for COVID-19.</p> <p>Disinfectant is to be used to regularly clean objects and surfaces prior to, during and after working on that area.</p> <p>Staff are to sanitiser their hands more frequently.</p> <p>The correct PPE (facemasks, gloves, etc) is to be worn are to be worn whilst working in a customer's house.</p> <p>Staff and the household are to adhere to the two-metre social distancing. Where this cannot be met, staff are to limit the contact spent with customers for a maximum of 15 minutes with a mask on. If a staff member does not feel comfortable with the lack of social distancing, they are to stop their work and call their line manager immediately.</p>	     	2	4	8			

4	<p>Individuals displaying symptoms:</p> <p>Coronavirus is reportedly spread through exposure or contact to cough droplets.</p>	Staff	3	4	12	<p>Any staff who begin to feel unwell, should inform HR immediately.</p> <p>Records maintained of those who are isolating or who have developed symptoms at work.</p> <p>Appropriate risk assessments and work activities reviewed to ensure there are effective controls or if any changes are required.</p> <p>For those displaying symptoms of a high or raised temperature or new/persistent cough, isolation should be exercised immediately, ensuring HR has been informed.</p> <p>Should individuals live with those displaying symptoms, they should isolate for 14 days; if by themselves, 7 days.</p> <p>The employee will be sent home directly from work and maintain social distancing to do so.</p> <p>If they require someone from their household to come and pick them up – they will wait in an isolated room away from anyone else until they are collected.</p> <p>They should then self-isolate in accordance with guidelines.</p> <p>Where there is a COVID outbreak at work, it is to be dealt with accordingly.</p>	    	2	4	8		
5	<p>Interacting with customers:</p> <p>Dropping off customer deliveries.</p>	Staff, Customers	3	4	12	<p>PPE masks to be worn during the deliveries.</p> <p>Deliveries are to be placed in a designated location whilst location whilst deliverer and receiver maintain a 2m distance.</p> <p>Upon making an order, customers will be advised to pay in advance either through cheque or by card; cash will be accepted as a last resort.</p> <p>All staff to sanitize their hands after each delivery and refrain from touching their face.</p>	   	2	4	8		
6	<p>Limiting customers:</p> <p>Minimizing the spread of the virus.</p>	Staff, Contractors, Customers, Delivery Drivers	3	4	12	<p>Adequate signage throughout the building.</p> <p>15 customers in the shop at once – this is to be monitored by a member of staff.</p> <p>The shop layout has been adjusted to allow for walkways of 1.5 – 2.5 metres, depending on structural walls.</p> <p>A one-way system is now in place, guiding customers throughout the store.</p> <p>From 10/07/20 it is mandatory for everyone entering or working on the shop floor to wear a facemask. This includes staff, customers, reps and other members of the public.</p>	   	2	4	8		

7	<p>Interacting with customers: Providing customers and staff with safety measures.</p>	Staff, Contractors, Reps, Customers, Delivery Drivers	3	4	12	<p>On entry to the premises, disinfectant and blue roll is provided for customers to clean their trolleys prior to use.</p> <p>Hygiene guards have been installed at till points to prevent unnecessary social contact between customers and staff. Staff and customers are advised to sanitise once they are at the till.</p> <p>A one-way system is now in place, guiding customers throughout the store.</p> <p>'Click and Collect' or 'Phone order & Collect' service in place to reduce the number of customers in the store.</p> <p>Regular cleaning is in place across the premises, particularly frequently touched surfaces - chairs, keyboards, door handles, equipment control panels.</p> <p>All staff have a responsibility to help maintain a clean/hygienic workspace.</p>		2	4	8			
8	<p>Interacting with a Delivery Driver: Who may have COVID-19.</p>	Staff, Contractors, Customers, Delivery Drivers	3	4	12	<p>When a delivery driver/courier arrives at site, determine the following: Establish the general well-being of the driver.</p> <p>Explain the control measures the business is taking when they load/unload the vehicle.</p> <p>Ensure all persons remain a minimum distance of 2 metres throughout the visit.</p>		2	4	8			
9	<p>Interacting with a Tradesman: Who may have COVID-19.</p>	Staff, Contractors, Customers, Delivery Drivers	3	4	12	<p>If you are inviting a tradesman to the premises, please carry out of the following actions: From 10/07/20 all tradesmen entering the business must wear a facemask.</p> <p>Establish the general well-being of the contractor.</p> <p>Explain the control measures the business is taking when they arrive on site.</p> <p>Ensure they communicate any repairs or diagnosis of the fault to you and acknowledge when they leave the site.</p> <p>After the contractor has left the building, ensure the area they were working in is cleaned as appropriate.</p> <p>Ensure all persons remain a minimum distance of 2 metres throughout the visit.</p>		2	4	8			
10	<p>Infection risk from possible PPE contamination</p>	Staff	3	4	12	<p>Ensure single use PPE and RPE is only used once.</p> <p>Make sure all PPE is bought from a reputable supplier.</p> <p>Under no circumstance must staff share PPE and good inspection, storage and cleaning regimes must be in place for re-usable equipment – goggles, face shields, etc.</p>		1	4	4			

11	Infection risk when in close proximity when conducting a manual handling activity requiring minimum of two-person lift (minimum two metres not reasonably practical)	Staff, Contractors, Customers, Delivery Drivers	3	4	12	<p>Communicate with relevant colleagues to determine and agree required action.</p> <p>Where a minimum of two metres can be achieved, proceed with action.</p> <p>Where practical use wipes to disinfect surfaces to be worked on. Dispose of these wipes accordingly.</p> <p>Tools and equipment are to be disinfected before and after each use.</p> <p>Masks are to be worn, where a 2-metre social distance cannot be achieved.</p>		2	4	8		
12	Infection risk when in close proximity whilst administering first aid treatment (minimum two metres not reasonably practical)	Staff, Contractors, Customers, Delivery Drivers	3	4	12	<p>Wash hands or apply hand gel before putting PPE on, then follow through with the normal first aid hygiene rules.</p> <p>Treat injured person, remove, and double bag contaminated materials for disposal (including used PPE)</p> <p>Use sanitising wipes to disinfect all surfaces in first aid area.</p> <p>Place used wipes within bins provided and wash hands/apply hand sanitiser before replenishing first aid materials.</p> <p>For incidents requiring external emergency assistance (paramedics), the first aider is to manage/monitor the casualty – treating as appropriate. In the meantime, a staff member is to call the emergency services informing of the nature of the incident.</p> <p>Masks are to be worn at all times when administering and receiving first aid.</p>		2	4	8		
13	Infection risk when arriving and leaving Pearsons	Staff	3	4	12	<p>Staff are to maintain the minimum of two metres distance from others and avoid unnecessary contact.</p> <p>Hand sanitisers are readily available throughout the premises.</p> <p>The clocking in and out machines are to be cleaned before and after use. Staff are advised to sanitise their hands before and after use of the machines.</p>		2	4	8		
14	Getting or spreading COVID-19 by not washing hands or not washing hands adequately	Staff	3	4	12	<p>A document titled "COVID-19 Infection Control Procedure" has been sent out, all staff are to adhere to this.</p> <p>Handwashing facilities and hand sanitisers are available across the premises. Handwashing facilities are cleaned on a regular basis.</p> <p>Whilst out on delivery/site visits, staff are provided with hand sanitiser.</p> <p>Signs are in place informing staff on how to clean their hands properly.</p>		2	4	8		

15	Getting or spreading COVID-19 in common use high traffic areas such as corridors, toilet facilities, entry/exit points, other communal areas.	Staff, Contractors, Customers, Delivery Drivers	3	4	12	<p>A one way system is now in place across the garden centre/trade centre.</p> <p>Hand sanitising stations/sanitising stations are in place next to clocking in and out stations. Staff are asked to disinfect the machine before and after use, whilst also sanitising their hands.</p> <p>Staggered arrivals and departures are now in place across the company - a document has been sent around the business.</p> <p>Signage is in place, asking all staff to disinfect the toilet touchpoints before and after use. Toilets are to be cleaned by a cleaner twice a day.</p> <p>Staff are now in social bubbles, this has been put in place to limit the amount of interaction across the business. As such, staff are advised not to mingle with other bubbles - a full document has been sent out across the company informing staff of social bubbles.</p> <p>Doors to high traffic areas have been "wedged" open, with signs in place asking staff to not close that door.</p> <p>A cleaning rota has now been sent out to all departments; this is to be done bi-hourly. The cleaning rotas focus on frequently touched areas.</p> <p>Two metre social distancing signage is in place across the trade centre/garden centre.</p>	   	2	4	8	Further monitoring needed.		
16	...continued from above	Staff	3	4	12	<p>Breaks are now staggered to eliminate social gatherings.</p> <p>Smokers have been advised that only one smoker can be in the shelter at once - this is also to be done with staggered times to avoid social gatherings</p> <p>Signs are now in place across the reception area, asking staff to not use the fire escape other than as a fire escape. Staff to use the sliding doors to gain access to the building or to knock on the window to speak to a member of staff</p> <p>Limited numbers of staff are allowed in the reception area at once.</p> <p>Staff are to have meetings over the phone, where this is not possible staff are to meet in well ventilated areas - ideally outside.</p> <p>Social bubbles have been allocated their own tea/coffee facilities.</p> <p>Tables have been moved around to adhere to the two metre social distancing rules. Where this is not possible, screens have been erected.</p> <p>Staff have been allocated with their own tables, chairs and computers. These should be cleaned at the start and at the end of each day.</p> <p>Customer toilets are to only be used by staff.</p>		2	4	8			
17	Getting or spreading COVID-19 through workers living together and/or travelling to work together.	Staff	3	4	12	<p>Where staff share a vehicle, they are to keep the window open to ventilate the vehicle and to wear a mask.</p> <p>Staff are to travel with the same people to eliminate mingling between social groups.</p> <p>Staff should sit as far away from each other as possible.</p>	   	2	4	8			

18	Getting or spreading COVID-19 by not cleaning surfaces, equipment and workstations.	Staff, Contractors, Customers, Delivery Drivers	3	4	12	<p>A bi-hourly cleaning rota is now in place across all departments, staff are to adhere to this.</p> <p>Staff are to stay in their social bubbles and not mingle with other departments, where this is not possible they should keep a minimum of two metres apart from one another.</p> <p>In the trade centre deep clean should be done on a Saturday and Wednesday evening, when the are swapping over social bubbles.</p> <p>Staff are allocated their own workstations, where this is not possible, staff should deep clean their tables and workstations for the next person.</p> <p>Where possible customers are asked to pay with contactless or via card.</p>		2	4	8			
19	Mental health and wellbeing affected through isolation or anxiety about COVID-19.	Staff	2	4	8	Limited measures are currently in place.		1	4	4	Further monitoring needed.		
20	Contracting or spreading the virus by not social distancing.	Staff, Contractors, Customers, Delivery Drivers	3	4	12	<p>Where social distancing cannot be adhered to, staff are asked to restrict the contact to a maximum of 15 minutes in total whilst wearing their masks.</p> <p>A one way system is in place across the trade/garden centre.</p> <p>Drop zones have now been implemented for the coal department. A procedure is in place where they can hand their bags to the Yard Foreman or they can knock on the office window to hand their money bags in this way.</p> <p>Start times have been staggered to prevent crowding at the clocking in and out machine.</p> <p>The reception has now become a 'drop zone' for the entire business. This is to eliminate staff coming together, where possible documents should be sent digitally to prevent documents being touched by several people.</p> <p>Screens have been put in place across the business where social distancing cannot be achieved i.e. tills, desks, etc.</p> <p>A cleaning rota is now in place for all departments, this should be adhered to at all times.</p> <p>Social bubbles are now in place across the business, please refer to the document sent out on 08/01/21 - 'COVID Infection Control Policy.'</p>		2	4	8			
21	Poor workplace ventilation leading to risks of coronavirus spreading.	Staff, Contractors, Customers, Delivery Drivers	3	4	12	<p>If staff are sharing a company vehicle, their masks should be worn and a window open.</p> <p>One door to each department should be opened to enable ventilation.</p>		2	4	8	Further monitoring needed.		
22	Increased risk of infection and complications for vulnerable workers.	Staff	3	4	12	Limited measures are currently in place.		3	4	12			