Risk Assessment and Control Form

Department(s):	ALL	Assessor Name(s):	John Cooper
Location(s):	Harbour House	Assessor Position(s):	Operations Manager
Date:	13/05/2020	Review period:	1 Month

Description of location, equipment, substances and work activities: All business operations and equipment.

Hazard	Who might be harmed and how	Likelihood level	Consequence level	Risk level	Risk controls required?
Spread of COVID-19 Coronavirus	Staff, Cleaners, Contractors, Drivers and other visitors to the premises who come in to physical contact with each other in relation to business operations.	2	3	6	Yes
Symptoms of COVID-19 Coronavirus	Staff, Cleaners, Contractors, Drivers and other visitors to the premises who come in to physical contact with each other in relation to business operations.	2	4	8	Yes
Staff Wellbeing	Staff, Cleaners, Contractors, Drivers	2	2	4	Yes

Hazard	Existing risk controls	Further risk controls required	Probable likelihood	Potential consequence	Residual risk level	Monitoring required
Spread of COVID-19 Coronavirus	Social Distancing – Setup works spaces to introduce at least a 2-meter gaps between staff work areas. Provide sufficient rest areas to allow social distancing to be adhered to. Alter working processes where possible to meet social distancing measures. Discourage movement within the building by staff where it is not necessary. Fire assembly zones large enough to accommodate social distancing in the event of an emergency.	Regular reminders to be given by supervisors and managers to staff on the importance of social distancing. Additional signage and markings to be implemented to provide visual guidance in key areas around the business. The use of shared workstations should be prevented where possible or kept to a minimum with extra attention on cleaning. Use fixed teams to maintain consistent working partnerships	*2*	*3*	*6*	Yes – Inspect regularly to make sure staff are adhering to controls. Monitor work processes that cannot comply with social distancing measures and look for alternate solutions. Monitor high traffic areas to maintain social distancing
Spread of COVID-19 Coronavirus	Hand Washing – Maintain hand washing facilities with soap and water. Guidance and signage provided on the proper way to clean hands.	Regular reminders by supervisors and managers to be given to staff on the importance of proper hygiene and to avoid touching face,	2	3	6	Yes – Stocks of wash room supplies to be monitored and maintained at high availability to make sure no shortage to

	Gel sanitisers provided in multiple locations and areas around the business where washing facilities not readily available Tissues provided in multiple locations and areas around the business to catch coughs and sneezes	eyes nose or mouth with unclean hands. Additional signage where required to provide visual reminders about hand washing and also the Catch it, kill it, Bin it processes.				operations where required
Spread of COVID-19 Coronavirus	PPE – Gloves are available as hand protection for staff where required. Further protection methods such as facemasks and eye protection will be made available where required when social distancing measures cannot be maintained as part of a work process and an increased risk to staff has been identified. Protection available for First aiders to carry out first aid where it's absolutely essential and social distance cannot be maintained.	Staff to be reminded that gloves are not a replacement to maintaining good hand hygiene. Where staff are required to use further PPE, measures make sure they are correctly trained in the application and disposal of the PPE.	2	3	6	Yes – Stocks of PPE to be monitored and maintained at high availability to make sure no shortage to operations where required

Spread of COVID-19 Coronavirus	Cleaning – Enhanced cleaning of areas around the building and increased frequency of disinfecting surfaces that are touched regularly using appropriate cleaning products in shared areas	Regular reminders by supervisors and managers to be given to staff to wipe down work areas at the start and end of shift.	2	3	6	Yes – Inspect regularly to make sure staff are adhering to controls and that cleaning processes are being carried out.
	Doors handles cleaned and sanitized multiple times a day using appropriate cleaning products. Wipes and cleaning sprays provided to allow workstations and work areas to be wiped down regularly. Wipes and cleaning sprays provided to allow shared warehouse equipment such as fork lifts and pallets trucks to be cleaned regularly.	Additional signage and markings to be implemented to provide visual guidance Increased frequency of waste removal from work areas. Update guidance on cleaning processes for deep cleans. Make sure all personal belongings kept in staff lockers or staff drawers				
Spread of COVID-19 Coronavirus	Remote working – Promote remote / home working for staff members where this can be achieved. Reduction of staff on site to only those staff members who require to be on site to	Where home working not possible or staff need to return to office temporarily or permanently, necessary adjustments made to work areas to allow safe working distances and	2	2	4	No

	support business operations. Additional facilities / areas available to staff on site due to aid social distancing.	control on number of people in these areas Will need to perform additional assessments on staff home working to make sure they have adequate setup for DSE				
Spread of COVID-19 Coronavirus	Inbound and Outbound Goods – Non contact deliveries promoted. Goods unloaded by drivers to pallets where possible and then collected by our staff to bring in to the building while maintaining social distancing. Drivers encouraged to stay in vehicles when our staff required to unload vehicles such as when fork lift unloading required Loading and unloading using our staff should be carried using single workers where safe to do so or with regularly paired people when more than one is needed for health and safety reasons using relevant	Additional signage to outside loading areas to provide visual reminders to delivery drivers to practice social distancing measures on our site Where staff are required to use further PPE, measures make sure they are correctly trained in the application and disposal of the PPE.	2	3	6	Yes – Inspect regularly to make sure staff are adhering to controls.

	PPE Facemasks, eye protection, gloves.					
Spread of COVID-19 Coronavirus	Clinically extremely vulnerable individuals – All staff falling in to this group must follow the advice given by public health authority and shield themselves at home for their own protection. Individuals can continue to work from home through remote working or where their current role does not allow this alternative role can be found where possible to achieve this.	Working on site is not an option so efforts must be made to accommodate these individuals whose current role cannot easily be done from home to be given a role able to work from home.	2	3	6	Yes – Through HR reporting chain
Spread of COVID-19 Coronavirus	Clinically vulnerable individuals - Staff with some pre-existing conditions that place them at additional risk Individuals can continue to work from home through remote working where possible. Where the role does not allow for remote working, roles on-site that provide the safest placement should	Additional assessments will need to be made for any staff who falls in to this category such as over 70's, expectant mothers, asthma suffers as determined in the public heath guidance in order to make sure their individual needs and risks are understood and that appropriate measures put in place to protect them such as	2	3	6	Yes – Through HR reporting chain

	be given to maintain 2m social distancing.	changing to home working or job role change. Higher Risk groups now identified as Older Males, Those with a high body mass index (BMI), People with existing health conditions such as Diabetes and those that are from Black, Asian or Minority Ethnicity (BAME). Extra consideration must be given to these categories in the assessment of risk				
Spread of COVID-19 Coronavirus	Customer Order – Collection point External barrier queuing system in place with 2m distance markings to keep customers practicing social distancing. Restricted area collection counter inside store for 1 person at a time to be served with 2m guidelines for staff to keep distance from customer Area set out for returned goods from customer to	Fever screening camera technology installed in shop entrance area to help filter out possibly infected members of the public. Members of the public to wear face coverings as per government regulations unless exempt. Store Staff to wear face coverings as per government regulations unless exempt.	2	3	6	Yes – Inspect regularly to make sure staff are adhering to controls and that cleaning processes are being carried out.

	be held in quarantine before being processed. Signage up to clearly indicate service level offerings and procedure to follow. PPE- Gloves, wipes and cleaning products to wipe down customer areas and to handle returned items. Hand Sanitiser for both staff and customers available Perspex screen directly between customer area and serving sales agent.	Displayed NHS QR Code to help support the Test and Trace application.				
Symptoms of COVID-19 Coronavirus	Temperature testing of staff to check for high temperature. Staff who develop symptoms related to Coronavirus such as a new persistent cough, a high temperature or a change in normal sense of taste or smell (anosmia) are not to report to work and instead follow stay at home guidance for individuals and make arrangements to book a COVID-19 test.	Managers and Supervisors to provide support and understanding to staff who are affected by COVID-19 or have family members that have been affected by COVID-19 Staff carrying out assessment of ill team members must practice social distancing and where not possible, make use of PPE such as facemasks, gloves and eye protection.	2	4	8	Yes – Through HR reporting chain and from staff testing.

	Staff who live with someone who develop symptoms related to Coronavirus such as a new persistent cough or a high temperature are not to report to work and instead follow stay at home guidance for households and make arrangements to book a COVID-19 test. Staff who become ill at work to be taken to the Quarantine Room for further assessment and to be provided guidance on what action to take. If notified that a member of staff or visitor has developed COVID-19 and were recently on the premises, then the situation will be reported to the relevant Public Health Authority and will follow advice and precautions as they instruct	Fever screening camera technology installed in Staff entrance area to help filter out possibly infected staff.				
Staff Wellbeing	Company wide mental health awareness in place. Mental first aiders available for staff who feel they need additional support during this	Regular communication of mental health information and promotion of togetherness.	2	3	6	Yes – Monitor through survey feedback and from managers and supervisors contact with staff for potential issues that could need

| | difficult time via phone or onsite one on one meetings. Counselling also available 24/7 via company health shield policy

Promotion of regular contact via Managers and Supervisors with remote workers to check on their health and well-being and make sure people are not feeling secluded.

Staff surveys to get a regular update on how people are currently feeling. | Open door policy for people to report issues or if they need to additional support to improve overall staff health and safety.

Clear messaging cascading down through internal channels via line managers to regularly assure and support staff during this difficult and fast changing situation. | | | | addressing or for things that could provide positive benefits to all staff. |
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Review date	Reviewer name	Reason for review and changes made
19/05/2020	J COOPER	Updated to include change in common symptoms list as per UK Government guidance
28/05/2020	J COOPER	Updated Measures.
26/06/2020	J COOPER	Updated Measures

Added control measures for Customer Collection Counter. |
| 24/09/2020 | J COOPER | Updated control measures |

		Updated PPE requirements for Customer Collection Counter to meet new UK Government Regulations.