

TRADING DURING CORONAVIRUS RISK ASSESSMENT RUXLEY MANOR GARDEN CENTRE

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| Risk Assessment of trading during coronavirus. | | Date of Assessment September, December 2020, January 2021 |
| Who Might be Affected? Staff, clients, customers | | Name of Assessor Kate Careford (Southalls) and James Evans, Bethany Hobbs and Gary Wilson (Ruxley Manor) NB: These control measures are in addition to site risk assessments which are held on Safety Cloud and remain applicable for other hazards. |
| What are the Hazards? | How could people be Harmed? | Control Measures to be Applied |

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| <p>Coronavirus (COVID-19)</p> | <p>Most people are at risk from infection (staff, children, visitors, etc.). The risk of COVID-19 infection is, as we know, 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 (persistent coughing and temperature). The disease, however, can be fatal. Transmission is via person to person spread as airborne droplets and also via surfaces contaminated with virus.</p> | <p>Government Advice:</p> <ul style="list-style-type: none"> • Government guidance is being reviewed on a daily basis to ensure the latest available information is put into practice. • A Covid-19 compliance poster has been displayed at entrances for both staff and customers. • All unnecessary travel should be avoided. Increase the use of telephone calls, web conferencing, etc. • All employees are encouraged to work from home unless it is impossible for them to do so. • Employees are clocking on their mobile phones to avoid the teams reporting to the same location in the mornings and evenings • All meetings on site will be observing 2m social distancing rules where possible or conducted utilising technology. • All non-essential appointments on site have been postponed and necessary appointments will be evaluated taking into account current guidance as they occur. • All staff have been issued with guidance on social distancing and infection control, with regular reminders issued. • All training that requires congregations, fire drills and group exercises have been suspended within the business and adapted all work 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 work day of the importance of social distancing. <p>Self-Isolation:</p> <ul style="list-style-type: none"> • Ruxley Manor Garden Centre 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 is here: https://www.nhs.uk/conditions/coronavirus-covid19/self-isolation-advice/ • Ruxley Manor Garden Centre will make efforts to survey all returning employees to determine if they are self-isolating based on them being classified as a vulnerable group or likelihood of being in a vulnerable group via a health surveillance questionnaire or copy of letter from Government. Employees |

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| | | <p>defined as vulnerable group or shielding – should strongly be advised and supported if possible to stay at home and work from there.</p> <ul style="list-style-type: none"> • Ruxley Manor Garden Centre will ensure employees self-isolating are made aware of the importance of social distancing in line with current government guidelines. • Where staffing levels may be reduced due to absences within the company the managing director on site will undertake an assessment of the necessary controls to operate the business with a reduced capacity and seek guidance from • Ruxley Manor Garden Centre will undertake deep cleaning in the event of any staff member being confirmed as having coronavirus. <p>Personal Hygiene:</p> <ul style="list-style-type: none"> • 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. |
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| <p>Coronavirus (COVID-19) - first aid</p> | <p>Insufficient first aid due to staff shortages, concerns of first aiders administering first aid.</p> | <p>Site Meetings:</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 from outside of Ruxley Manor should attend in person • Attendees should be two metres apart from each other • Rooms should be well ventilated, and/or windows opened to allow fresh air circulation • Consider holding meetings in open areas where possible. <p>First Aid:</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. • Adequate first aid cover made available during the pandemic period. • Where we cannot provide this we will consider sharing first aid arrangements with a neighbouring business (as long as they are aware of the hazards specific to your operations). • First aiders made are aware of the risks to themselves and others. • PPE provided for first aiders to use including gloves and masks if required. • Gloves worn or hands covered when dealing with injured persons, particularly those with open wounds. • Cuts or grazes on hands or arms covered with a waterproof dressing • Always dispose of all medical waste safely in a medical waste bin. • Appropriate PPE such as gloves, will be worn as necessary. 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/ <ul style="list-style-type: none"> ○ 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 staff are trained to do so. |

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| <p>Coronavirus (COVID-19) - first aid</p> | <p>Covid19 impacting fire procedure eg reduction in fire marshals.</p> | <p>Fire Safety:</p> <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 pandemic. 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 reviewed. If additional Fire Marshalls are required, newly appointed Fire Marshalls will be asked to undertake the e-learning on Safety Cloud. • Hand sanitiser will be provided on the main fire exit doors and / or at fire assembly points and employees encouraged to use hand sanitiser when re-entering the building. • Social distancing will be maintained at the assembly point – this will be lead by the fire marshalls and all staff have been informed about maintaining social distancing in the workplace. • 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. |

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| Homeworking | Staff may suffer with musculoskeletal related discomfort due to temporary homeworking arrangements. | <ul style="list-style-type: none"> • All PC users classed as habitual have completed a Display Screen Equipment Assessment whilst at their office/site workstation outlining the principles of good workstation set-up. • Homeworking guide has been sent to all staff which covers importance of good workstation set-up. Link is: https://safety.southalls.com/hubfs/2020%20-%20Coronavirus/Southalls_A%20Guide%20to%20Homeworking_2020.pdf • All staff can access DSE assessment via Safety Cloud if required. • Advice regarding frequent breaks given in home working guide. • Temporary homeworking e-learning is viewed by staff who are based at home throughout this period. • Forearms should be approximately horizontal and the user's eyes should be the same height as the top of the screen. • Make sure there is enough work space to accommodate all documents or other equipment. • Arrange the desk and screen to avoid glare, or bright reflections. Adjust curtains or blinds to prevent intrusive light. • Make sure there is space under the desk to move legs. • Use cushions to help make the workstation set up more comfortable. • Avoid excess pressure from the edge of seats on the backs of legs and knees. |

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| <p>Deliveries and collections for customers.</p> | <p>Restricted access or closed service/welfare facilities.</p> | <p>Pre-Delivery</p> <ul style="list-style-type: none"> ● All unnecessary travel should be avoided; ensure that customer deliveries are booked and confirmed before travel. ● All deliveries are paid for in advance by debit/credit card. ● The customer is informed when placing a delivery order that the driver will only complete a door stop delivery. ● 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</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. ● The customer is informed that the driver will complete a door stop delivery only. ● if paperwork needs to be exchanged, this should be done at arm's length. Pens must not be shared between customers and members of staff; disposable pens will be provided if necessary. ● 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 their nose. ● All PPE must be worn where provided. ● Disposable gloves must be worn when making deliveries at customers properties. These must be removed after the delivery and discarded in a bin bag. Use correct technique (see safe operating procedure) to remove gloves. ● 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. |

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| <p>Receiving deliveries at site. (Goods In/Despatch)</p> | | <p>Deliveries and collections from site.</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. ● If drivers supplying stock try to access the site, they will be asked to wait outside and telephone in to confirm the delivery arrangements. ● 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. ● Where required, any internal 'Goods in' reception, must be limited to 1 person at a time maintaining 2 metres distance with staff remaining behind the screen or counter. ● Conversations should take place at a minimum of 2 metre distance and if paperwork needs to be exchanged, this should be done at arm's length. Pens will not be shared between customer and member of staff; disposable pens will be provided if necessary ● 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. Vending machines and water fountains used for visiting drivers should be turned off to minimise contact points and the routes of virus transmission. |

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| | | <ul style="list-style-type: none"> ● 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 and to wait in their vehicle for instructions before getting out of the cab and abide by the 2 metre distance. ● If paperwork needs to be exchanged, this should be done at arm's length. Pens are not be shared with visiting drivers, disposable pens will be provided if necessary. ● If keys are to be removed from the driver, this is done wearing disposable gloves to handle them. The driver should be asked to place them down and step away or leave them in the door of the cab. ● Where possible use of a purchase order is used rather than a delivery note to confirm the delivery contents. |

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| <p>Customer collections</p> | <p>Person to person spread due to be in close proximity to other staff members.</p> | <p>Customer collections only.</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. ● Steward customers arriving at the site 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 regularly between assisting customers. Paperwork will be passed at arms length between staff where this cannot be avoided. |

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| <p>Serving customers in store</p> | <p>Person to person spread due to be in close proximity to other staff members and customers.</p> | <ul style="list-style-type: none"> ● The garden centre has designated entry and exit points. ● An automated traffic light counting system is in place at the main entrance to control the number of customers in store. ● Signage is displayed to explain Ruxley Manor's social distancing and health and safety policies ● Use trolleys to act as 'counters' to help cap the number of individuals on site, and also use the trolleys to help maintain social distancing. ● Sanitisation stations are available at the entrance for customers to sanitise their hands and trolley baskets as they enter. ● Signage is to be established at the front of the centre to advise of social distancing requirements. ● Regular announcements will be made over the tannoy system advising of social distancing requirements. ● A maximum number of occupants will be set to ensure that social distancing is maintained. This will depend on a number of factors: area of shop; blind spots; available staff, etc. This may vary due to changes in staffing levels. ● Once capacity is reached, queueing will be managed outside the site entrances. 2 metre markers will be placed in each queue. ● The preference will be for single members of a household to be allowed entrance (consider though single parents, carers with vulnerable adults, etc. who may need to come in together). ● One way systems will be implemented inside the store wherever possible. ● Signage hanging from height will be provided and made clear in each department to enable customers to access specific goods quickly and without lingering. ● Staff to, politely, encourage customers not to linger, congregate, etc. in the shop (by, for instance asking them if they need any help - whilst maintaining social distancing). ● Advisory signage will be displayed throughout the shop. |

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| | | <ul style="list-style-type: none"> ● Floors to be marked out with tape at spaces of at least 2 metres in the store where possible, and this will be always be implemented at till points and at customer services. ● Screening will be added at till points and customer services and will feature social distancing signage. ● Soft furnishings are to be removed from seats, and / or signage displayed asking customers not to sit on seating due to the risk of coronavirus spread. ● Sanitising agents and gloves (where required) will be made available to staff working at till points for use to keep hands clean and also clean off till points / conveyors. ● Wherever possible contactless payments will be encouraged. ● Stock replenishment is completed during opening hours but the teams rope/section off the area to avoid customer contact. ● If dealing with customers, staff will look to maintain a 2 metre social distance and politely remind customers if this is breached. ● Where the 2m social distancing rule cannot be adhered to staff will work side by side or back to back. If employees have to work face to face then FFP2/3 face masks that have been face fit tested will be worn. Face masks will be worn for the duration of the shift/work activity and disposed off after use. ● Use of a buddy system when two man lifts are required, so the same two individuals only carry out two man lifts together. ● If customers are flouting any reminders or not heeding warnings, they will be requested to leave the site. ● Toilet access is available to customers and are cleaned regularly throughout opening hours. |

Please contact Kate Careford at Southalls in the event any of the controls within this risk assessment require updating or changing so amendments can be recorded.