## **Coronavirus COVID-19 Risk Assessment**



Location: Hargreaves and Son Limited. 16-18 Spring Gardens, Buxton, Derbyshire. SK17 6DE			Date Assessed: 25/05/2020		Assessed by: Martin Coles-Evans			
Task/Activ	vity: Shop and Tea	Rooms work	Review Date: Every day after 5pm		Reference Nu	mber: C250	520	
Activity/ Task	Hazard/Risk	Persons at Risk	NEW Controls in Place	Severity (1-5)	Likelihood (1-5)	Risk/ Priority	Additional Controls Required	
Working in the office, shop and tea rooms	Contact with persons suffering from coronavirus	Employees Customers Visitors	If an employee or known visitor tests positive for coronavirus, further advice will be sought from the local Health Protection Team. They will take over the risk assessment process from that point.  Once symptomatic, all surfaces that the person has come into significant contact with must be cleaned, including:  • All surfaces and objects which are visibly contaminated with body fluids; and  • All potentially contaminated high-contact areas such as toilets, door handles, telephones, etc.  Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with bodily fluids do not need to be specially cleaned and disinfected.	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.  https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19  Control measures will be revised and updated daily at 4pm when the latest government guidance is released.	

			If a person becomes ill in a shared space, these				
			should be cleaned using disposable cloths and				
			household detergents, according to current				
			recommended workplace legislation and practice.				
Working in the office,	Contact with persons who may have been exposed to coronavirus	Employees Customers	Employees who are suspected to have coronavirus are to self-isolate in accordance with the government guidance.  Other persons who may have been exposed to the coronavirus have been instructed by the government guidance to self-isolate.  Employees who have returned from overseas should review the latest guidance from the Foreign and Commonwealth Office (FCO).  Depending on which country they have returned from, they may need to self-isolate, even if they do not show any symptoms.  Employees who have returned from other countries should self-isolate if they start showing	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.  https://www.gov.uk/guidance/travel-advice-novel-coronavirus  Control measures will be revised and updated daily at 2pm when the latest government guidance is released.
shop and		Visitors	symptoms of coronavirus.				
tea rooms	Contact with packages or items handled by persons who may have been exposed to coronavirus		All existing risk assessments will be maintained and followed. There is currently no perceived increase in risk for handling post or freight from specified areas.	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.
	Disposal of waste that may be contaminated by a coronavirus sufferer		All waste that has been in contact with the relevant person, including used tissues, and masks if used, should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied. It should be put in a safe place and marked for storage until the result is available. If the	5	2	10	Control measures will be revised and updated daily at 2pm when the latest government guidance is released.

		individual tests negative, this can be put in the normal waste.  Should the person tests positive, the Health Protection Team will provide instructions about what to do with the waste.				
Overseas travel by employees	Employees Customers Visitors	Overseas travel should be prohibited except in essential cases.  If travel is essential, employees should review the latest FCO advice before travelling. Border entry restrictions may prevent travel regardless of how essential it is.  Employees must comply with any local restrictions and quarantine orders from local authorities when operating overseas.  Employees who have returned from overseas should review the latest guidance from the FCO. Depending on which country, they may need to self-isolate, even if they do not show any symptoms.  Employees who have returned from other countries should self-isolate if they start showing symptoms of coronavirus.	5	2	10	FCO advice will be reviewed regularly.  https://www.gov.uk/guidance/travel-advice-novel-coronavirus

Working in the office, shop and tea rooms	Contracting and spreading of infection		<ul> <li>Basic infection controls should be followed as recommended by the government:</li> <li>Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.</li> <li>Put used tissues in the bin straight away.</li> <li>Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available.</li> <li>Try to avoid close contact with people who are unwell.</li> <li>Clean and disinfect frequently touched objects and surfaces.</li> <li>Do not touch your eyes, nose or mouth if your hands are not clean.</li> <li>Persons worried about symptoms should use the NHS 111, only call if they cannot get help online, and NOT go to their GP or other healthcare centre.</li> <li>Where eligible, employees are strongly recommended to take part in the government's testing programme for COVID-19 and ensure that the results are communicated to senior management. If the test results reveal that the individual has contracted COVID-19, action will be taken as prescribed in the Emergency Action Plan and a decision will be made on when they can return to work.</li> </ul>	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.  Control measures will be revised and updated daily at 2pm when the latest government guidance is released.  https://www.nhs.uk/conditions/coronavirus-covid-19/
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Travelling to work	Contact with persons who may have been exposed to coronavirus	Employees	It is recommended that all Employees travel to work by walking or cycling. Those using public transport should follow strict social distancing and keep 2 metres apart on buses or trains and seated as far away as possible to the driver in taxis. Where possible, increase ventilation and avoid sitting face-to-face.  Fixed travel partners will be designated for employees who travel together for work  Shared vehicles that are used either by non fixed travel partners or non employees must be thoroughly cleaned with disinfectant or viralcide spray between handovers.	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.
Arriving for work and entering the premises	Contact with persons who may have been exposed to coronavirus	Employees Customers Visitors	All employees, customers and visitors will be required to use hand sanitizer upon entry to the building. They will be available at all entry points into the building. Anyone not using hand sanitizer will be asked not to touch or asked to leave.  To reduce crowding, arrival and departure times may have to be staggered to avoid congestion in rooms within the work place. All employees should follow instruction without question and adhere to strict 2 metre social distancing.	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.

Leaving the premises during the working day	Contact with persons who may have been exposed to coronavirus	Employees	To minimise unnecessary movement within the workplace, employees are advised not to change into alternative clothing when leaving the premises, unless it is a food hygiene requirement when working in food preparation areas.	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.  Provide support around mental health and wellbeing.
Working in the office, shop and tea rooms	Contact with persons who may have been exposed to coronavirus	Clinically vulnerable employees	Clinically vulnerable individuals, who are at higher risk of severe illness, should take extra care in observing social distancing. Employees should speak to their manager if they have any queries about further help, home working or finding an alternative safer on site role within the business.	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.  Provide support around mental health and wellbeing.
Working in the office, shop and tea rooms	Contact with persons who may have been exposed to coronavirus	Clinically extremely vulnerable employees	The Government strongly advises clinically extremely vulnerable employees not to work outside the home. Employees should speak to their manager if they have any queries about further help for home working.	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.  Provide support around mental health and wellbeing.
Managing customer and employee movement	Contact with persons who may have been exposed to coronavirus	Employees Customers Visitors	A one way route around the shop and tea rooms has been implemented with floor markings to maintain social distancing for keeping persons 2 metres apart. Clear signage for customers and visitors to obey social distancing is placed in prominent positions where they are allowed to walk. They will be asked to use the provided hand sanitizer upon entry to the premises.  There should be no passing on the stairways. If necessary, an employee may have to manage the	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.

			flow of customers using the stairs.				
			The shop will limit the number of 6 customers and 2 employees (a total of 8) to maintain social distancing. This includes customers shopping together from the same household.				
			Customers with children should make sure that they remain together whilst on the premises or they will be asked to leave.  WHEN PERMITTED TO REOPEN CAFES				
			The tea rooms tables are spread out far enough to maintain social distancing with markings on the floor and signage for all to see.				
Customer and employee interaction at point of sale	Contact with persons who may have been exposed to coronavirus	Employees Customers Visitors	The use of transparent screens at the till locations will be used to separate people from each other and will help to avoid spread of disease by coughs and sneezes.  All employees who move away from behind the screens must wear a visor at all times to deflect their breath downwards and not in the direction of people nearby.	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.
Handling money and card payments	Contact with persons who may have been exposed to coronavirus	Employees Customers Visitors	It is encouraged that customers pay using contactless card payments. The card terminal machine will be wiped with a disinfectant wipe after each use or frequently whenever the employee feels necessary. The wipe will be safely disposed of after use.  If cash is used for payment the customer must place the coins and notes in the dish provided. The coins and notes will then wiped with a	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.

			disinfectant spray and cloth before placing in till.  The cloth will be safely disposed of immediately after use. The employee should wash hands or use the hand sanitizer available nearby afterwards.				
Handling products for purchase	Contact with persons who may have been exposed to coronavirus	Employees Customers Visitors	We ask for all customers to use the hand sanitiser upon entry. It is encouraged that customers do not handle products unless they wish to purchase the item. Where this is not possible, stock should be rotated frequently or cleaned with disinfectant spray to reduce the risk of cross contamination. Employees should wipe stock frequently if they have been handled repeatedly.  Employees should regularly wash their hands using the soap and sinks provided or use hand sanitizer. Where possible, employees should hold the products for purchase differently from where a customer would normally hold the item.  Shop purchases should not be handed directly to the customer after purchase, but placed in a bag and put to the far side of the counter where they can pick up at a safe distance	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.
Working in confined spaces	Contact with persons who may have been exposed to coronavirus	Employees Contractors Visitors	To maintain strict social distancing for all employees:  the new office should only have one person working in the room at any one time.  the new large staff room has clear floor markings and designated resting areas to keep employees 2 meters apart at all times.  the store room should have a maximum of 2 people in the room at any one time and should	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.

			adhere to keeping 2 metres apart at all times.  WHEN PERMITTED TO REOPEN CAFES The tea rooms kitchen will have floor markings to maintain social distancing. If this distance cannot be maintained then transparent screens will create a division to reduce possible transmission between employees. There should be no more than 3 employees in the tea rooms kitchen at any				
			one time.  the warehouse should have a maximum of 1 person using the room at any one time.				
Working face-to- face	Contact with persons who may have been exposed to coronavirus	Employees Contractors Visitors	Employees should work back-to-back or side-by- side (rather than face-to-face) whenever possible. All employees must wear visors if working in close proximity or confined spaces.  If the activity is for a sustained period, employees will be grouped together in a fixed partnering (so that each person works with only a few others).	5	2	10	Regular consideration will be made as to whether the relevant face-to-face activity can continue and adjustments made if necessary.
Wearing PPE face coverings and gloves	Contact with persons who may have been exposed to coronavirus	Employees Contractors Visitors	PPE protects the user against health or safety risks at work. When managing the risk of COVID-19, additional PPE beyond what you normally wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in the workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE. The Government does not recommend the precautionary use of extra PPE in the workplace unless the risk of COVID-19 transmission is very high.	5	2	10	Government guidance on the use of face masks changes daily and all risks with be reexamined where appropriate  Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.

<ul> <li>If you choose to wear a face covering you should use the following guidelines:         <ul> <li>Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.</li> <li>When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with your hands.</li> <li>Change your face covering if it becomes</li> </ul> </li> </ul>	
<ul> <li>damp or if you have touched it.</li> <li>Continue to wash your hands regularly</li> <li>Change and wash your face covering daily</li> <li>If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it in your usual waste.</li> <li>Practice social distancing at all times.</li> </ul>	
Disposable face coverings are available from your manager upon request.  It is not recommended to wear gloves (unless necessary for food preparation) as this provides a false sense of security. The frequent washing of hands is much more effective in elimination of coronavirus.  See Appendix for further Government Guidance.	

Receiving and handling deliveries	Contact with packages or items handled by persons who may have been exposed to coronavirus	Employees Contractors Visitors	Couriers and visitors making deliveries to the premises should maintain strict social distancing at all times and must not be permitted to enter areas where the control of the number of people is in place.  There will be designated 'pick-up and drop-off' locations for deliveries to be placed so that employees, couriers and visitors can exchange goods whilst still maintaining 2 meters apart.  Employees should not sign for the goods and let the courier do this on their behalf unless specifically told to do so by the courier.  Appropriate signage will be located for visitors, couriers or delivery drivers to explain procedures in place for delivering or taking away goods.  Where possible it is recommended that drivers remain in their vehicle whilst employees handle goods received.  Items that need 2 people to lift or move must only be done so by designated employees using the fixed partnering grouping.  Suppliers and couriers will be notified by telephone or email on our procedures	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.
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Customers returning goods	Contact with packages or items handled by persons who may have been exposed to coronavirus	Employees Customers	The customer returns policy has been extended from 14 day to 100 days for customers unable to leave their homes if they are self isolating or are clinically vulnerable and have to stay indoors.  Customers should place the returned goods in the designated plastic 'returns' box and left for 72 hours before being put back on sale.  Employees should not handle any returned goods unless wearing gloves or until 72 hours has elapsed. Gloves should be safely disposed of immediately after use.  Items that need 2 people to lift or move must only be done so by designated employees using the fixed partnering grouping.  For faulty/broken items, the customer should demonstrate the reason for return. For obvious faults an immediate refund or replacement can be processed. Where inspection/testing is required to verify the problem, the employee should wear nitrile gloves when handling any returned goods and dispose of them immediately after use; or wait 72 hours when not using gloves. The customer should be advised on the time period needed to process any refunds or replacements and their contact details taken (as per GDPR guidelines).  When Items have been held for 72 hr isolation, refunds will be processed by telephone whenever possible to avoid social contact.	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.
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Using washroom facilities	Contact with persons who may have been exposed to coronavirus	Employees Contractors Visitors	WHEN PERMITTED TO REOPEN CAFES  PUBLIC TOILETS ON THE PREMISES WILL REMAIN CLOSED UNTIL CAFES ARE ALLOWED TO REOPEN  To restrict close proximity and queing for toilet use, both Tea Rooms customer toilets will be unisex. The Tea Rooms Ladies toilet will only have one toilet available allowing only one user at a time to maintain social distancing. The Tea Rooms Gents toilet will remain unchanged allowing only one user at a time. Doors that are surplus to requirements may be removed to reduce contact of surfaces that are touched. Mirrors have been removed to encourage swift use of the facilities. To reduce airborne transmission, the electric hand driers have been replaced with paper towel dispensers and waste paper bins. Soap and signage provided throughout to ensure strict hygiene.  The warehouse toilet (only for employees to use) will remain unchanged allowing only one user at a time. To reduce airborne transmission, the electric hand driers have been replaced with paper towel dispensers and waste paper bins. Soap and signage provided throughout to ensure strict hygiene.	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.
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Using equipment	Contact with persons who may have been exposed to coronavirus	Employees Contractors Visitors	The cleaning of all equipment that is handled by employees should be done hourly or as often as the employee sees fit; and after every change in shift. These include telephones, tills, pricing ticket machines, pens, thermometers, computer keyboards etc.  A disinfectant viralcide spray for eliminating COVID-19 is provided for all employees use.	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.
Cleaning rota	Contact with persons who may have been exposed to coronavirus	Employees Contractors Visitors	Over and above all normal cleaning schedules there will also be additional hourly cleaning of all items touched regularly by employees and visitors, e.g. door handles, toilets handles and seats, stair banisters, screens. A disinfectant viralcide spray for eliminating COVID-19 is provided for all staff to use.	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.
Meetings with representa tives and other visitors	Contact with persons who may have been exposed to coronavirus	Employees Contractors Visitors	To minimise social contact it is recommended that meetings be held using video conferencing or by telephone wherever possible. The use of Skype, Zoom or GoToMeeting are available for secure business use when required. It is recommended that product orders are placed by telephone or online B2B portals.	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.
Meetings with employees	Contact with persons who may have been exposed to coronavirus	Employees Contractors Visitors	Where required for a group staff meeting, an outdoor location (for example as the rear yard, weather permitting) would be preferred to minimise possible transmission of COVID-19. If this is not possible, smaller groups or individual meetings at a social distance will be held indoors and in well ventilated rooms.	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.

Rest periods for employees	Contact with persons who may have been exposed to coronavirus	Employees	The new large staff room will provide enough space for social distancing for 4 employees. Employees are also permitted to use the open yard or rear car parking areas for better ventilation if preferred.	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.
Employee training	' I ' I FMNIOVEES I FMNIOVEES MIIST WEAR VISORS IT TRAINING IS DONE IN I		5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.	
Emergency accidents, fires and break ins	Contact with persons who may have been exposed to coronavirus	Employees Contractors Visitors	In an emergency, accident, fire or break in, people do not have to stay 2 metres apart if it would be unsafe.  People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.	5	2	10	Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.

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	PPE protects the user against health or safety risks at	et
	work. When managing the risk of COVID-19, additional	nal
	PPE beyond what you normally wear is not beneficial.	al.
	This is because COVID-19 is a different type of risk to	0
	the risks you normally face in the workplace, and	
	needs to be managed through social distancing,	
	hygiene and fixed teams or partnering, not through	
	the use of PPE. The Government does not recommen	
	the precautionary use of extra PPE in the workplace	
	unless the risk of COVID-19 transmission is very high.	
	diffess the risk of COVID-13 transmission is very flight.	
	There are some circumstances where wearing a face	
	mask may be beneficial as a precautionary measure.	
	The evidence suggests that wearing a face covering	
	does not protect you, but it may protect others if you	Du
	are infected but do not develop symptoms.	
	A face covering can be very simply and may be worn i	
	enclosed places where social distancing isn't possible	le.
Appendix	It just needs to cover your mouth and nose.	
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	It is important to know that the evidence of the	
	benefit of using a face mask covering to protect other	ers
	is small; therefore face coverings are not a	
	replacement for the other ways of managing risk.	
	Wearing a face covering is optional and is not require	red
	by law, including in the workplace. If you choose to	
	wear one, it is important to use face coverings	
	properly and wash your hands before putting them of	on l
	and taking them off.	
	Who is 'clinically extremely vulnerable'?	
	Expert doctors in England have identified specific	
	medical conditions that, based on what we know	
	about the virus so far, place someone at greatest risk	sk
	of severe illness from COVID-19.	
	Clinically extremely vulnerable people may include th	the

following people. Disease severity, history or treatment levels will also affect who is in this group.  1. Solid organ transplant recipients. 2. People with specific cancers:  • people with cancer who are undergoing active chemotherapy  • people with lung cancer who are undergoing radical radiotherapy  • people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment  • people having immunotherapy or other continuing antibody treatments for cancer  • people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors	
people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs	
<ol> <li>People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary (COPD).</li> <li>People with rare diseases that significantly increase the risk of infections (such as severe combined immunodeficiency (SCID), homozygous sickle cell).</li> <li>People on immunosuppression therapies sufficient to significantly increase risk of infection.</li> <li>Women who are pregnant with significant heart disease, congenital or acquired.</li> </ol>	
People in this group should have been contacted to tell them they are clinically extremely vulnerable.  Clinically vulnerable people	
If you have any of the following health conditions, you are clinically vulnerable, meaning you are at higher	

others outside your household.  Clinically vulnerable people are those who are:  aged 70 or older (regardless of medical conditions)  under 70 with an underlying health condition listed below (that is, anyone instructed to get a flu jab each year on medical grounds):  chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis  chronic heart disease, such as heart failure  chronic kidney disease  chronic liver diseases, such as heart failure  chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy  diabetes  a weakened immune system as the result of certain conditions, treatments like chemotherapy, or medicines such as steroid tablets  being seriously overweight (a body mass index (gMI) of 40 or above)  pregnant women  As above, there is a further category of people with serious underlying health conditions who are clinically extremely ulnerable, meaning they are at very high risk of severe illness from coronavirus.
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## Risk/Priority Indicator Key

Severity (Consequence)
1. Negligible (delay only)
2. Slight (minor injury / damage / interruption)
3. Moderate (lost time injury, illness, damage, lost business)
4. High (major injury / damage, lost time business interruption, disablement)
5. Very High (fatality / business closure)

Likelihood
1. Improbable / very unlikely
2. Unlikely
3. Even chance / may happen
4. Likely
5. Almost certain / imminent

RISK / PRIORITY INDICATOR MATRIX							
	5	5	10	15	20	25	
0	4	4	8	12	16	20	
<b>LIKELIHOOD</b>	3	3	6	9	12	15	
LIKEI	2	2	4	6	8	10	
	1	1	2	3	4	5	
		1	2	3	4	5	
			SEVERITY	(CONSEQU	ENCE)		

Summary		Suggested Timeframe
12-25	High	As soon as possible
6-11	Medium	Within the next three to six months
1-5	Low	Whenever viable to do so

## **Daily Monitoring Checklist**

## Ensure that you have:

Action	Yes	Confirmed by	Comments
Reviewed the updated guidance from the government	Υ	Martin Coles-Evans	Government guidance reviewed daily
Reviewed and updated the risk assessment to incorporate any changes to the guidance	Υ	Martin Coles-Evans	Assessed daily for any changes
Ensured sufficient stocks of soap, hand sanitiser and disinfectant are available	Y	Martin Coles-Evans	Sanitation stock levels reviewed daily
Identified and implemented the (new) recommended control measures	Υ	Martin Coles-Evans	Assessed daily