

TRADING DURING CORONAVIRUS RISK ASSESSMENT

<p>Risk Assessment of trading during coronavirus.</p> <p>Who Might be Affected? Staff, customers, delivery drivers, cleaners</p>	<p>Date of Assessment March 2020 Dates Reviewed: April 2020, May 2020, July 2020</p> <p>Name of Assessor Andy Murray (Southall), Rebecca Barker (NTGS)</p> <p>NB: These control measures are in addition to site risk assessments which are held on Safety Cloud and remain applicable for other hazards.</p>
<p>Controls identified in this Risk Assessment have been implemented via Temporary Safety Instructions (TSI's) & COVID-19 Forms referenced throughout:</p> <p>TSI 01 – Coronavirus Symptoms, Review & Travel TSI 02 – Offices TSI 03 – Branches TSI 04 – Branches Serving Collect Customers TSI 05 – Branches Service Customers in Trade Counters or Shops TSI 06 – HGV / Transport TSI 07 – Production TSI 08 – Goods Receiving & Warehouse TSI 09 – Welfare Facilities TSI 10 – First Aid TSI 11 – Homeworking</p> <p>COVID-19 Staff Return to Work Form Following Furloughed Leave (RTW Form) COVID-19 Return to Work Induction Form</p>	

What are the Hazards?	How could people be Harmed?	Control Measures Applied
<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 (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>	<p>Government Advice:</p> <ul style="list-style-type: none"> • Government guidance is being reviewed on a daily basis by the NTGS H&S Manager to ensure the latest available information is put into practice. • 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 physical (social) distancing rules 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 provided with access to an eLearning title in relation to infection control and the importance of social distancing • 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 physical (social) distancing, hand hygiene and respiratory hygiene has been applied throughout the business and employees are reminded every morning and during their working day of the importance of physical (social) distancing. • Poster re Covid19 Compliance will be displayed at gate and shop/factory/office door. TSI 05 implemented. • Risk assessment on company website (if over 50 employees). • Poster material related to mandatory wearing of face coverings in retail environments. • Provision of disposable face coverings for employees accessing retail environments on company business.

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		<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 NHS Scotland is here: https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-guidance-for-households-with-possible-coronavirus-infection 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 physical (social) distancing in line with current government guidelines. Where staffing levels may be reduced due to absences within the company the Managing Director will undertake an assessment of the necessary controls to operate the business with a reduced capacity and seek guidance from NTGS H&S Manager / Southalls. Company will undertake deep cleaning in the event of any staff member being confirmed as having coronavirus following Health Protection Scotland Guidance: https://www.hps.scot.nhs.uk/web-resources/container/covid-19-guidance-for-non-healthcare-settings/ TSI 01 implemented. <p>Personal Hygiene/Cleaning/Dealing with Waste 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. 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.

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		<ul style="list-style-type: none"> • Undertaking deep cleaning in the event of any staff member being confirmed as having coronavirus following Health Protection Scotland Guidance: https://www.hps.scot.nhs.uk/web-resources-container/covid-19-guidance-for-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. • Manager and staff to complete infection control eLearning to raise awareness about important control measures and safe systems of work. • Staff provided with disposable face coverings for access to retail environments on company business. • Staff advised on proper use of face coverings, including washing reusable face coverings at 60°C, washing/sanitising hands before applying or removing the covering, and avoiding touching face. TSI 01 implemented. • Waste face coverings and PPE used for physical (social) distancing should be disposed of as regular branch waste. Staff and customers informed not to put face coverings and PPE in a recycling bin as they cannot be recycled through conventional recycling facilities. <p>Physical (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. Signage implemented. • 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 2m physical (social) distancing rules, or at arm's length if this is not possible. • Mechanical lifting aids used to minimise dual manual handling where required. Where dual person lift is required this is undertaken maintaining the 2m distance

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		<p>rule. Where 2m distance cannot be maintained, the activity must be reported to Line Manager.</p> <ul style="list-style-type: none"> • TSIs issued to all branches/factories/offices include information on physical (social) distancing which includes maintaining the 2m distance rule, keeping distances by marking out the floors, avoiding hand shakes 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. • Screens used on counters. TSI 05 implemented. • Credit account, card (preferably contactless) or online payments taken wherever possible. Cash orders accepted by exception and must be approved by Branch Manager. TSI03 & TSI04 implemented. • Stock used where required to create 2m barrier near counters. TSI 05 implemented. • In trade counters and shops, where 2m physical distancing cannot be maintained/screens not in place, staff will wear face coverings, when the shop is open. TSI 05 implemented. <p>RPE</p> <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 physical (social) distancing measures, good hand hygiene and other organisational measures, NOT the use of RPE. Face coverings are NOT respiratory protective equipment. • 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 physical (social) distancing should be observed.

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		<ul style="list-style-type: none"> • 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/coronavirus/ppe-face-masks/index.htm <p>Mental Health</p> <ul style="list-style-type: none"> • Due to the significantly increased numbers that have returned to work furloughed employees will now be supported via local communication from their branch/department manager and the Coronavirus Hotline which is open 10:00 to 14:00 Monday to Friday – on 0114 223 0321. • Promotion of mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help via trained Mental Health First Aiders. • All staff to be provided with access to eLearning title Mental Health Awareness • All working staff to be surveyed at regular intervals to ascertain how safe & supported they feel. • 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/ www.hseni.gov.uk/stress</p>

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<p>Receiving Deliveries at Site / Branch (Goods in / Despatch)</p>	<p>Spread of virus due to insufficient hygiene measures.</p>	<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. • 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 physical (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 physical (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 will be done observing the 2 metre physical (social) distancing rules, or at arm's length if this is not possible. Pens are not be shared with visiting drivers. • Increased cleaning and disinfection of frequently handled or touched surfaces within common and welfare areas such as door handles, light switches, toilets, rest areas. TSI03 implemented. • 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 physical (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, consideration given to using signage, barriers or cones.

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		<ul style="list-style-type: none"> • 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. • If paperwork needs to be exchanged, this will be done observing the 2m physical (social) distancing rules, or at arm's length if this is not possible. Pens are not be shared with visiting drivers. • 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>NB: Some depots continue to only accept pre-arranged orders from customers for collection, while trade counter/shop areas remain closed.</p>	<p>Person to person spread due to being in close proximity to other staff members.</p>	<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 physical (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 2m clear physical (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 have 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 physical (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 sanitised / changed regularly. If paperwork needs to be exchanged, this will be done observing the 2m physical (social) distancing rules, or at arm's length if this is not possible.

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<p>Trade Counter & Shop Areas Open to the Public</p>	<p>Transmission of virus between customers, between customers and staff, or staff and customers.</p>	<p>Trade Counters and Shops (TSI05 implemented):</p> <ul style="list-style-type: none"> • Prior to approval being given to open trade counters or shop areas, each branch must submit a checklist for NTGS H&S Manager review with evidence that all required provisions have been met. Once satisfied that required standards have been met, NTGS H&S Manager makes recommendation to NTGS Managing Director to approve re-opening of trade counter or shop. Trade counters & shops will only re-open with prior approval from NTGS Managing Director. • Layout of shop areas have been reviewed and measures to reduce congestion and contact points have been taken as appropriate for the shop layout (e.g. one-way systems, floor markings, etc.) • Queue locations and 2 metre intervals marked. • Maximum number of customers permitted in shop determined and procedures put in place to manage this, as appropriate for depot layout, etc. (e.g. customer signage, designated outdoor queuing points, etc.) • Trade counters fitted with screens where 2-metre distancing is not achieved by other methods (e.g. depth of counter, use of remote terminals, etc.) • Notice to confirm government guidance is being followed by depot is displayed at customer access points. • Signage to remind customers of the need to wear face coverings displayed at entrance points and other points where necessary according to depot layout. • Employees are also to wear face coverings when in the public shop area when members of the public may be present and other mitigations/controls cannot be guaranteed. • Physical (social) distancing and handwashing signage displayed at appropriate points in the area. • Hand sanitising facilities provided for customers with clear signage. • Signage present to discourage unnecessary handling of stock by customers where appropriate. • Customers are encouraged to make payments using credit account or card (preferably contactless), with signage displayed to that effect (including a reminder regarding the £45 contactless limit).

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		<ul style="list-style-type: none"> • Cash handling procedure included in TSI05. • Canteen facilities and vending machines are not to be used by customers. • Customers are encouraged to load their own goods. Ensure physical (social) distancing is maintained if customers need help lifting goods and appropriate handwashing is carried out once finished. Employees can also wear a face covering if felt beneficial according to the circumstances of the assistance being provided and must be worn if physical (social) distancing cannot be maintained. • Any trolleys used to assist in the loading of materials should be sanitised between uses. • Suitable cleaning regime in place for surfaces that may be touched regularly by employees and customers. • Employees working in shop and trade counter areas are briefed on TSI05.

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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 physical (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 2m physical (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; 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 with the crane. • 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>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, physical (social) distancing and face covering guidance must 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. • Consideration given to holding meetings in open areas where possible.

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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>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. Where there is an absence of first aiders, persons will be appointed to take charge of the first-aid arrangements. • 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 an 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.

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<p>Coronavirus (Covid-19) – 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 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 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. • Physical (social) distancing will be maintained at the assembly point – this will be lead by the fire marshals and all staff have been informed about maintaining physical (social) distancing in the workplace. NB: In an emergency, people do not have to stay 2m 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.

Please contact Andrew Murray (Southalls) or Rebecca Barker (NTGS) in the event any of the controls within this risk assessment require updating or changing so amendments can be recorded.