



Covid 19 Risk Assessments and Guidance

Phase 1 - Reopening the Building

Key details

Prepared by	Ray Dyer (Managing Director)
Approved by board / management on	14 May 2020
Policy became operational on	18 May 2020
Revised	29 May 2020
Next review date	1 Sep 2020 (subject to government guidance)

Introduction

At Peters Ltd we have a legal duty to ensure, as far as reasonably practicable, the health, safety and welfare of our staff and anyone else who may be affected by contact with our business. We consider this our highest priority when considering how to return to work following the Covid 19 pandemic.

This document outlines the work we have undertaken to identify Covid-19 related risk and appropriate measures to control that risk that we have in place. This will be reviewed on an ongoing basis in line with the government guidance.

In addition to the work undertaken by the company, each individual member of staff, and visitors to our site, has a legal responsibility to take reasonable care for their own and others' health and safety and to cooperate with the preventative measures we have put in place.

These measures should also be considered when visiting other places of work, such as schools, public libraries, local government offices or our suppliers.

As part of our management of the risk, reopening our site will be done in phased stages based upon customer ordering patterns and government advice. The guidance below relates to the first phase of reopening.

All unfurloughed colleagues that can work from home will be expected to do so and not to attend the offices until further notice. We have put measures in place to enable secure access to our systems, video conferencing and facilities to ensure business continuity.

Assessment of Risk

We have used a scoring and assessment system to identify a Risk Rating for each of the areas of the business. This is defined as the Outcome multiplied by the Likelihood equals the Risk Rating

Each Outcome and Likelihood is given a 'score' and each part of the business is assessed accordingly.

The scores we apply are:

Outcome:

1 – No illness, **3** – Minor illness, **5**- Lost time due to illness, **8** Severe illness, **10** – Fatality

Likelihood:

1 – Remote, **2** – Unlikely, **5** – Likely, **8** – Very likely, **10** – Certain

The combined score gives a figure which then indicates a Risk Rating. These are:

Risk Rating:

Low – a score between 1-19

Medium – a score between 20-49

High – a score between 50-100

Following the allocation of a Risk Rating to each element of the business we also assess the action that may need to be taken to maintain the risk at the existing level, or improve the Risk Rating.

Staff consultation

Prior to allowing staff to return to the premises, Richard Butler, our Commercial Director, undertook a consultation process with the staff involved. This was a series of questions designed to assess the ability of the staff to return, any barriers that they may encounter, their home circumstances and their willingness to return.

The consultation also included a copy of the planned measures that would be in place and would need to be adopted to allow a safe return. This was conducted via email on Monday 11th May 2020.

Following the responses, a small team was identified as the first group to be able to return to work at the site.

Reopening our building – Risk Assessment and controls

1. Access to 120, Bromsgrove Street, B5 6RJ

Risk identified – the need to minimise contact between staff when entering, leaving, or moving through the building.

Control measures for colleagues

- Only staff that are physically required to supply orders are allowed to return to site. Initially this is deemed to be designated members of the operational team and showroom team only.
- To open the site and provide supervision of staff the Commercial Director (Richard Butler) will also work from the office.
- Staff will enter the building from the normal car park entrance. From there they can travel up to the showroom, up to the ground floor, or down to the basement. Staff will use the middle stair cases to travel from the basement to the ground floor, and from the showroom to the basement.
- All staff will exit the building via the door in the staff canteen.
- Signage will be used to emphasize this behaviour.
- Currently Simon Redwood (IT support) requires regular access to the site to change backups. To reduce risk, RB to do this when the site reopens. SR to return to site only to provide essential IT support required to supply orders – ideally while no other colleagues are on site.
- **ALL other colleagues** will be advised that they should in no circumstances visit site and to do so will be considered a disciplinary matter. Unfurloughed staff who are able to work from home should do so until further notice. Furloughed staff should not attend site under any circumstances.

Risk Rating – 40 – Medium - (Outcome 8 and Likelihood 5).

Comment: The risk is considered to be medium at present due to the significantly reduced numbers of staff on site. This will be reassessed following an increase in staff numbers.

Control measures for visitors

- No visitors are allowed on site until further notice.
- The showroom will remain closed for visitors and no events will be held on site.
- Couriers should remain at 2m distance from staff while unloading and are not allowed onto site. Deliveries should not be signed for. Paperwork for collections should be attached to pallets and not passed to drivers.
- Essential maintenance visits. Wherever possible weekends/out of hours appointments will be scheduled. Non-essential maintenance visits are suspended indefinitely.

Risk Rating – 6 – Low - (Outcome 3 and Likelihood 2).

Comment: The risk is considered to be low at present due to no visitors attending the site. This will be reassessed following a relaxation of this policy.

2. Distancing on site – while working

Risk identified – colleagues working in close proximity could increase the risk of infection. Avoid face to face working and enforce social distancing.

Control measures in place for colleagues

- Workstations will be situated so that there is at least 2 **metres** between staff. Workstations that are close to choke points – access routes, the lift, doorways, common machinery will not be used.
- Initially it is anticipated that there is sufficient space on the basement and ground floors to adhere to a 2m separation of workstations. If we require additional staff on site then new workstations will be provided in the showroom floor to maintain the 2m separation.
- Workstations will be positioned so that no-one is working “face to face”.
- Staff that are completing functions that are not workstation based will be asked to maintain a 2m separation at all times. Staff will be asked to sign a disclaimer to this effect, acknowledging their responsibilities for this. Examples of activities that need to be carefully thought out so as to maintain distance – moving trolleys, taking goods from the warehouse, moving consignments from couriers, collecting invoices from printers.
- Conversations with supervisors and managers can be held at a distance. If privacy is required they can be held in the showroom, while maintaining a 2m separation.
- In order that staff do not arrive and leave at the same time, the building will be open from 7:45am until 4:30pm. Staff are asked to stagger when they arrive and when they leave so that a 2m distance is observed at all times.
- Staff should not travel in the goods lift. Staff should not use staircases with other colleagues present.

Risk Rating – 40 – Medium - (Outcome 8 and Likelihood 5).

Comment: The risk is considered to be medium at present due to the significantly reduced numbers of staff on site. This will be reassessed following an increase in staff numbers. Staff will be reminded about the need to maintain a safe distance.

Recommend the use of additional signage to communicate to colleagues.

3. Distancing on site – socialising etc

Risk identified – colleagues being in close proximity could increase the risk of infection.

Obviously after weeks of lockdown staff on site will be keen to hear from their friends and colleagues. However distancing measures MUST BE maintained at all times not just while working. Conversations should be held at a distance.

Control measures in place for colleagues

- The staff canteen and showroom kitchen will remain closed and off limits.
- Staff should bring in their own drinks and refreshments and eat them at their workstations. Staff should buy refreshments during their regular daily shopping and not make special trips to local convenience stores.
- Kettles will not be available for use. Staff should bring in a flask if hot drinks are desired. If any staff do not currently own a flask, an allowance will be provided so that one can be purchased.
- Staff should not exchange or share any items between each other, eg. crockery, cutlery, gifts or refreshments. Birthday cakes/samosas/cards etc should NOT be distributed.
- Smokers must maintain a 2m distance in the car park and not congregate together.
- Staff must maintain distance at all times and will be reminded of this by RB at regular intervals. This is a pre-requisite for colleagues being able to return to the site.

Risk Rating – 40 – Medium - (Outcome 8 and Likelihood 5).

Comment: The risk is considered to be medium at present due to the significantly reduced numbers of staff on site. This will be reassessed following an increase in staff numbers.

Colleagues will be reminded about the importance of maintaining a safe distance and about the use of cleansing routines for hands and equipment.

Recommend the use of additional signage to communicate to colleagues.

4. Reducing contact points

Risk identified – possible transfer of infection between colleagues from poor hygiene regimes and retention of viruses on surfaces or equipment.

Control measures in place for colleagues

- As far as reasonably practicable staff will not share equipment. Where they are required to use common equipment (including door handles, invoicing PCs and printers, lift doors and buttons, etc) staff should refrain from touching their mouth and face and use hand sanitiser before resuming other work.
- The FLT rota is suspended – a single named driver will take responsibility for all usage.
- Powered pallet movers – a single operator will be designated for each powered pallet mover and manual pallet mover.
- Use of signing in machines will be suspended. Staff will be required to fill out their own weekly timesheet.
- There are a total of 15 toilet cubicles on site. These will become gender-neutral. When initial staffing is below this level each member of staff will be allocated their own private cubicle.

- Workflows will be amended so that goods are handled by fewer members of staff. Goods inwards staff will continue to work on their own consignments and warehouse them. All other orders will be picked, checked, serviced and dispatched by the same operator.
- A single person will be designated the “owner” of each staff radio and allowed to turn it on/off and change channels.
- To aid staff welfare in these circumstances the use of personal music devices and headphones will be allowed. Staff should control volume to ensure they are able to hear the fire alarm.
- Trolleys will be designated for the personal use of staff members and not re-circulated to other departments.
- Where common equipment is required to be used – eg. invoicing keyboards, printers, staff should wipe down surfaces using their disinfectant wipes before handling.

Risk Rating – 40 – Medium - (Outcome 8 and Likelihood 5).

Comment: The risk is considered to be medium at present due to the significantly reduced numbers of staff on site. This will be reassessed following an increase in staff numbers.

Colleagues will be reminded about the importance of maintaining a safe distance and about the use of cleansing routines for hands and equipment.

Recommend the use of additional signage to communicate to colleagues.

5. Cleaning

Risk identified – the need to ensure all work areas, touch points, such as door handles, trolleys and work surfaces are kept clean to avoid transfer of viruses.

Control measures in place for colleagues

- In order to reduce the number of people coming to site the cleaning team will not be coming to site – at least initially.
- Each member of staff will take responsibility for cleaning their own workstation and trolley(s) and emptying their own bin into the containers in the car park.
- The caretaker will take responsibility for hoovering when necessary and for cleaning door handles and other controls that can be touched by multiple members of staff.
- Staff will be reminded to take sensible measures to control the spread of infection – including washing hands for 20 seconds with soap and water frequently during the day including after toilet breaks.

Risk Rating – 40 – Medium - (Outcome 8 and Likelihood 5).

Comment: The risk is considered to be medium at present due to the significantly reduced numbers of staff on site. This will be reassessed following an increase in staff numbers.

Colleagues will be reminded about the importance of maintaining the routines of washing hands regularly, using hand cleansers , wiping equipment and keeping their work space clean.

Recommend the use of additional signage to communicate to colleagues.

6. Travelling to site

Risk identified – the use of public transport has not been recommended at this stage by the government. Being in close proximity to others can increase the risk of infection and spread of the virus.

Control measures in place for colleagues

- Peters cannot be held responsible for the safety of staff travelling to site and endorse the government advice about the use of public transport. It is not currently recommended.
- However, we will do anything in our power to support staff getting to site safely. To this end, staff will be preferentially selected for working if they have their own private transport (bike or car); or live sufficiently close to site that public transport is not required (can walk); or can be brought to work in private transport by a person that they are living with.
- The staff car park will be open to all staff attending site.
- If there are more people who wish to cycle to work than we currently have bike stands, bikes may be stored on premises for security.
- The pool car is currently available to a member of staff attending site who has a driving licence but does not have their own car.
- Staff who do have to use public transport will be encouraged to travel during non-peak times and follow government advice on the use of face coverings.

Risk Rating – 6 – Low - (Outcome 3 and Likelihood 2).

Comment: The risk is considered to be low at present due to the government advice, endorsed by Peters, regarding the use of public transport. This will be reassessed following a relaxation of this policy.

Travel off site

Control measures in place for colleagues

- Unless it is necessary to carry out work that cannot be done remotely, we do not currently advise travel to other locations. All business meetings should be conducted by video or phone conference where possible.
- The pool car is currently available, but it should be cleaned using bacterial wipes before use to avoid transfer of viruses.
- When visiting another site, the rules on social distancing must be adhered to, as must any rules requested by the organisation being visited.

- Peters endorse the government advice about the use of public transport. It is not currently recommended.

Risk Rating – 6 – Low - (Outcome 3 and Likelihood 2).

Comment: The risk is considered to be low at present due to the government advice, endorsed by Peters, regarding the use of public transport and remote working. This will be reassessed following a relaxation of this policy.

A separate assessment will be undertaken for the furniture installations

7. Staff with symptoms

Risk identified – high risk of transfer of infection if symptoms ignored.

Control measures in place for colleagues

- All staff are asked to be aware of COVID-19 symptoms and to monitor themselves daily for symptoms. According to the WHO the most common symptoms are fever, dry cough loss of smell or taste and tiredness
- If a member of staff experiences other symptoms, they believe might be related to COVID-19 they should call the NHS for advice.
- If they or a member of their household begins to exhibit symptoms, they must report this IMMEDIATELY.
- They will be asked to self-isolate and not allowed to return to work until the NHS advises they can return.
- A disclaimer to this effect will be signed by staff

Risk Rating – 64 – High (Outcome 8 and Likelihood 8).

Comment: The risk is considered to be high and will be reliant of the common sense and honesty of colleagues.

Recommend the use of signage and constant reminders from management to be vigilant and aware of the symptoms.

8. Personal Protective Equipment

Risk identified – increased risk of infection and virus spreading.

Control measure in place for colleagues

- The company will provide hand sanitiser to all members of staff on site. Each bottle should be used by one person only and kept on their desk.
- The company will provide disinfectant wipes for cleaning their workstation and trolley as required.
- The company will provide gloves and masks to any member of staff who requests them. If government advice mandates their use then the company will provide to all members of staff and their correct use will be compulsory. Until then, their use will be discretionary.

Risk Rating – 40– Medium (Outcome 8 and Likelihood 5).

Comment: The risk is considered to be medium and will be subject to the availability of PPE as demand increases.

Recommend that we hold sufficient materials to last for two months

9. Despatch and Receipt of Goods

Risk identified – possible transfer of infection between colleagues from poor hygiene regimes and retention of viruses on surfaces or equipment. Possible transfer from delivery drivers who may have visited multiple premises.

Control measures in place for colleagues

- The FLT rota is suspended – a single named driver will take responsibility for all usage.
- Powered pallet movers – a single operator will be designated for each powered pallet mover and manual pallet mover.
- Use of signing in machines will be suspended. Staff will be required to fill out their own weekly timesheet.
- Workflows will be amended so that goods are handled by fewer members of staff. Goods inwards staff will continue to work on their own consignments and warehouse them. All other orders will be picked, checked, serviced and dispatched by the same operator.
- All parcels despatched should display a label giving packing date – see sample at end of this document.
- When unloading and loading vehicles, encourage the (courier) driver to remain in their vehicle, where safe to do so.
- Paperwork for deliveries should be attached to the consignment where possible
- Do not allow courier drivers to use the toilet facilities, unless there is a designated cubicle for this.

Risk Rating – 40– Medium (Outcome 8 and Likelihood 5).

Comment: The risk is considered to be medium at present due to the significantly reduced numbers of staff on site. This will be reassessed following an increase in staff numbers.

Additional information

Communication / signage

- This document will be shared with all operational staff and their feedback taken into consideration.
- If staff have any concerns while on site they should immediately raise it with RB.
- Simple signage will be posted at entry points and at multiple places in the line of sight of workstations:

Keep 2m distance
from colleagues



Regularly wash
your hands for 20
seconds



Other health and safety issues

- It is anticipated that there will not be a trained first aider on site. Legally this is only a requirement if there are 25 people or more on site. Instead RB will be the appointed person with responsibility for first aid – in the event of an accident staff should speak to him.
- It is anticipated that there will be qualified fire marshals on site, they will resume standard fire safety checks as normal

Sample parcel label for all goods

COVID-19 GUIDANCE

This parcel contains serviced books
that were handled by Peters staff on
Wed 20 May 2020.

Please follow your organisations risk
assessment when receipting these goods.

Peters' risk assessment in respect of
COVID-19 can be viewed at
peters.co.uk/covid-19.