# Coronavirus Risk Assessment

## Waterside Garden Centre

Including Aquatics

# Contents

# Risk Assessments

| Business name: | Waterside Garden Centre | | Date of assessment: December 2021 |
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| Area being assessed: | Management of Coronavirus (COVID-19) for staff & customers | | Assessor's name(s): Steven Welch |

Coronaviruses are a family of viruses common across the world in animals and humans; certain types cause illnesses in people. COVID-19 is the name of the virus of which we are currently experiencing a pandemic around the world.

Common symptoms of COVID-19 include fever, cough and shortness of breath and a change or loss of sense of smell and/or taste, although many other symptoms may be experienced alongside these. Some people will suffer from mild illness and recover easily, whilst in other cases infection can progress to pneumonia. Reports suggest that the elderly and those that are classed as "clinically extremely vulnerable" or "clinically vulnerable" e.g. those with weakened immune systems, diabetes, cancer and chronic lung disease are the most susceptible to serious illness and death. Generally, pregnant women do not appear to be more likely to be seriously unwell than other healthy adults if they develop Coronavirus. However, as a precaution, they are classed as vulnerable.

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| 1. | **Coronavirus (Management of)** (COVID – 19) | Risk to anyone.<br><br>Risk of death / ill health<br>There is the potential to contract COVID-19 from another person or from surfaces contaminated with the virus | ▪ Ongoing monitoring of Government Guidance through all media streams and Government websites.<br>▪ High standards of personal hygiene are implemented as per Government guidelines (20 seconds frequent hand washing / application of alcohol sanitiser or approved virucide).<br>▪ Hand hygiene posters are displayed by each hand washing facility.<br>▪ Vulnerable staff (including those returning to work following shielding) are risk assessed on a case by case basis. They are working from home where this is possible.<br>▪ Heavily used areas /multiple user areas are cleaned more frequently (i.e. door handles, bathroom fixtures and fittings, hand rails, light switches, touch screens, till points etc).<br>▪ Staff are aware how to reduce the spread of germs when they cough or sneeze and are asked to practice respiratory hygiene. Bins | **High / Medium** | ▪ Download, complete and display the "Staying Covid-19 secure in 2020" UK Government poster (England only).<br>▪ If you employ more than 50 employees, publish this risk assessment on your website.<br>▪ Review current risk assessments, safe systems of work, CoSHH assessments and update accordingly with any changes as a result of the Coronavirus prevention measures.<br>▪ Ensure a specific expectant mother risk assessment is conducted for any expectant mother and follow the latest advice from their medical team.<br>▪ Keep all work areas well ventilated where possible, even when this causes some thermal discomfort. Review the need for warm clothing if it gets too cold.<br>▪ Remind staff to wash their hands when arriving and leaving work and regularly | ▪ Risk assessment published on website – ASAP<br>▪ Toilet posters put up<br>▪ Install Wall-Mounted Body Thermometer |

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| | | | are provided for disposal of tissues.<br>▪ Staff are aware of social distancing measures and to exercise social distancing at work as far as possible. This is monitored by managers.<br>▪ Only essential visitors / contractors / delivery drivers etc are permitted on site. Access is declined for all others.<br>▪ Staff are required to follow self-isolation guidelines when requested to do so by public health.<br>▪ Staff are reminded to raise concerns with their line manager about health and safety provisions.<br>▪ Regular communication is maintained with all staff on work site and furloughed staff.<br>▪ Staff training is maintained for new working procedures and practices and this training is recorded.<br>▪ Staff are required to notify their line manager if they are planning to travel abroad for personal reasons.<br>▪ Staff travelling outside of the UK is done with the current expectations/law set by government including isolation & testing when/if required.<br>▪ Continuation of monitoring Government guidance and appropriate action being taken when needed.<br>▪ COVID-19 officer or representative for the premises or business appointed to help ensure accurate monitoring is maintained to identify trends of compliance or omissions and to help take corrective action<br>▪ Coronavirus Management Policy implemented and all acknowledged with signature. Copies available in all key areas of the building. | | during the day. Display simple posters.<br>▪ Complete Daily Visual Health Checks. Encourage staff to use the Wall Mounted Body Thermometer upon entry to building.<br>▪ Monitor compliance with the arrangements you implement.<br>▪ Continue to implement changes which best mitigates the risks to consumer safety. | |

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| | | | ▪ Management of suspected COVID-19 cases at work implemented within the Coronavirus Management Policy.<br><br>▪ Communicate all Coronavirus prevention measures to new, temporary and existing employees and formally record that you have done so.<br><br>▪ Remind staff that if they show Coronavirus symptoms, they must not come to work and act in accordance with Government guidance.<br><br>▪ Continue to monitor staff who may be at higher risk following government guidance.<br><br>▪ Continue to conduct safety critical training, ensuring social distancing measures are complied with.<br><br>▪ Wherever possible, workflow has been re-designed to minimise contact with surfaces. (i.e. by keeping non-fire doors open to reduce the need for hand contact. Consider use of "foot operated door handles" to reduce the need to touch door handles with hands.<br><br>▪ Continue regular cleaning and sanitising of hard surfaces following government guidance and waste disposal considerations.<br><br>▪ Under public health legislation, it is mandatory in England and Scotland for customers to wear face coverings in your premises unless they are exempt. Coronavirus Management Policy menitons enforcing compliance with this rule and staff trained accordingly.<br><br>▪ Business information signs displayed on entrance roadway and all entrance doors advising that the business is complying | | | |

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| | | | with Government Guidance and no one is to enter premises if they have any of the relevant symptoms.<br>▪ Security risk assessment undertaken. This ensures good security is maintained as far as possible and that there are no unintended security consequences as a result of COVID-19 implemented changes<br>▪ Government's guidance Working Safely during Coronavirus implemented.<br>▪ Face coverings have been reintroduced to help stop the spread of the omicron variant. It is expected that both staff & customers wear a face covering throughout the garden centre, including the Oasis Restaurant. | | | |
| 2. | **Cleaning** | Risk to anyone.<br>There is the potential to contract coronavirus from another person or from surfaces contaminated with the virus.<br><br>The infection risk from Coronavirus (COVID-19) following contamination of the environment decreases over time. It is not yet clear at what point there is no risk. However, studies of other viruses in the same family suggest that, in most circumstances, the risk is likely to be reduced significantly after 72 hours. It does depend | ▪ Cleaning regimes are in line with Government Guidance.<br>▪ Disposable gloves are worn when cleaning. A disposable apron is also worn for when cleaning an area where a person with suspected or confirmed Coronavirus is or has been.<br>▪ Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths, mops, tissues and disposable PPE) are double-bagged, stored securely for 72 hours then thrown away in the regular waste receptacle after cleaning is finished.<br>▪ Hands must be washed with soap and water for 20 seconds after all PPE has been removed<br>▪ Hard surfaces are cleaned using a disposable warm soapy water.  Normal disinfectant cleaning products are then used to disinfectant the surfaces.<br>▪ Frequently touched areas and surfaces, such as customer changing rooms, staff rooms, toilets, grab-rails in corridors and | **High / Medium** | ▪ Clean public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids thoroughly as normal, wearing a minimum of disposable gloves and an apron.<br>▪ Inform cleaning staff that dirty laundry that has been in contact with an unwell person can be washed with other people's items (as per Government guidance).<br>▪ Monitor the cleaning procedures for effectiveness.<br>▪ If required, the CoSHH Assessment will be updated following the introduction of new or substitute cleaning products.<br>▪ If storage of waste for at least 72 hours is not possible, arrange for collection as a Category B infectious waste either by your local waste collection authority or otherwise by a specialist clinical waste contractor.<br>▪ Consider if all work uniforms can be | |

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| | | on the type of surface and the ability to clean it.<br><br>Normal cleaning methods do appear to kill this virus.<br><br>Not using the correct type of cleaning materials or methods. | stairwells and door handles are identified as high priority clean areas.<br>▪ All hard surfaces, floors, chairs, door handles, and sanitary fittings that a symptomatic person could have come into contact with are cleaned immediately with disposable cloths, or paper roll and disposable mop heads with suitable detergent as per Government guidelines, using either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine or a household detergent followed by disinfection (1000 ppm av.cl.).<br>▪ Creation of splashes and sprays avoided when cleaning.<br>▪ Cloths and mop heads are thoroughly laundered after use or disposed of (double-bagged, stored securely for 72 hours then thrown away in the regular waste receptacle).<br>▪ Laundry items are washed in accordance with the manufacturer's instructions. The warmest water setting is used.<br>▪ Waste is stored safely and kept away from third parties.<br>▪ Welfare rubbish bins for hand towels are frequently emptied and cleaned.<br>▪ Trolleys / Baskets are cleaned by entrance security prior to be handed to customers.<br>▪ Checks made with our suppliers that the cleaning and sanitising chemicals are certified as effective against enveloped viruses such as Coronavirus. Household bleach and other potent oxidisers are also known to kill similar viruses and can be effective for up to 24 hours.<br>▪ All hand sanitisers have been checked or approved virucide and have sufficient alcohol content. | | laundered on site rather than staff taking them home. Suitable changing facilities will be needed. | |
| 3. | **Communal / Welfare Areas** | Risk to anyone.<br>Risk of death / ill health | ▪ Increased cleaning regime is in place with frequently touched areas identified as a | **High / Medium** | ▪ Consider the use of alternative door openers, such as automatic door, foot | |

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| | | (COVID-19):<br><br>There is the potential to contract coronavirus from another person or from surfaces contaminated with the virus.<br>The main risks come from using communal areas and welfare facilities after someone has shed infection. The risk may be ever present but unseen around the premises. | high priority (hand rails, light switches, door handles etc.).<br>▪ Alcohol hand sanitiser or approved virucide points at all entry / exit points to the buildings, in meeting rooms and welfare facilities.<br>▪ Windows are kept open in all communal areas when possible(regardless of thermal comfort requirements).<br>▪ Signs are displayed to remind all building users of social distancing requirement.<br>▪ Floor markings used to indicate social distancing requirement.<br>▪ Where possible, non-safety critical doors are held open to reduce likelihood of infection. Fire doors are kept closed unless interlinked with fire alarm so they automatically close if the alarm sounds.<br>▪ The number of people using welfare facilities is restricted at any one time and signage used, such as floor markings, to ensure the required social distance is maintained between people when queuing.<br>▪ Non-essential trips within buildings and sites are discouraged.<br>▪ Congestion in bottle neck areas marked with signage and staff directing customers.<br>▪ Breaks are staggered to reduce contact in communal areas.<br>▪ During busy times ensure staff are parked in alternative location.<br>▪ Handwashing or hand sanitation facilities provided at all entry and exit points.<br>▪ Contactless clocking in machine.<br>▪ Review of Christmas related events e.g. Storytime with Santa in relation to Government Guidelines and our own policies. | | operated door handles, electro-magnetic door fasteners to reduce the need to keep touching the hard surface door furniture (review your fire risk assessment if you make any changes).<br>▪ Consider if you can move away from touch-based security devices such as keypads and replace with non-touch alternatives. | |
| 4. | **Contractors / Suppliers** | Risk to anyone. | ▪ Only business critical contractors are permitted on site to undertake essential | **High / Medium** | ▪ Maintain normal supplier and contracting management and vetting procedures | |

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| | | Risk of death / ill health (COVID-19): There is the potential to contract coronavirus from another person or from surfaces contaminated with the virus. There is an additional risk bringing contractors onto the premises, especially if working in teams. | maintenance works, ensuring social distancing is adhered to. <br>▪ Only business critical supplier appointments are scheduled. <br>▪ Contractors / suppliers are reminded of hand hygiene and social distancing requirements on arrival. <br>▪ Communication with contractors and suppliers whilst on site where possible is via phone / emails / apps to limit social interaction. <br>▪ Contractors' and suppliers work area / equipment is cleaned and disinfected upon completion of work. <br>▪ Contractor / supplier should use their own equipment to minimise infection risk. | <span style="background-color:red"> </span> | including obtaining risk assessments and insurance details and enquiring what measures they have to keep themselves and staff safe from infection. | |
| 5. | **Customer deliveries** | Risk to anyone. Risk of death / ill health (COVID-19): Travelling to and from customer premises and unloading at customer premises. Potential to contract coronavirus from another person or from surfaces contaminated with the virus Drivers may have to stop at services / petrol stations etc. which are a likely hotspot for contamination. Using public highways so visiting public places, services, mixing with public. Driving distances that require overnight stays | ▪ When loading and unloading ensure gloves are worn or hands washed / sanitised afterwards. <br>▪ Drivers are aware of the social distancing protocols to be maintained to observe the required social distance away from others. <br>▪ Deliveries made to a customer's property is to be delivered to the door then customer notified they have a delivery to collect. Customers are required to socially distance. <br>▪ Do not require customers to sign paperwork or a process for paperwork that requires signing in place (no sharing pens, wash hands after contact). <br>▪ Staff are equipped with relevant PPE. <br>▪ The inside cab of the delivery vehicle is cleaned down each shift including all touch points. <br>▪ Where possible drivers are allocated to designated vehicles and no passengers to be carried. <br>▪ Should a two-person delivery be needed sit as far away as possible, keep windows open and avoid face to face contact. | <span style="background-color:yellow">**Medium**</span> | ▪ Customers are asked to make us aware of any additional needs they might have prior to delivery | |

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| | | away from home.<br><br>Delivery to customers with potential for person to person transmission or from contaminated surfaces e.g. controls, hand over documents and paperwork.<br><br>People not showing symptoms of COVID19 but unknowingly infectious.<br><br>Accepting food and drink from customers. | Support the use of face coverings.<br>▪ On occasions if another driver needs to move or drive the vehicle the wheel, hand holds, and controls are cleaned and sanitised.<br>▪ Gloves worn when refuelling vehicles.<br>▪ Close contact should remain at a minimum and limited to less than 15 minutes at a time<br>▪ Drivers must continue to follow social distancing<br>▪ Drivers avoid entering buildings and mixing with other people | | | |
| 6. | **Fire** | Risk to anyone.<br>Risk of death / ill health (COVID-19):<br><br>Changes in working methods and staff numbers due to safeguarding the risk of the spread of COVID-19 within the workplace may require changes in fire safety mitigation. This in turn may increase the risk of fire within the workplace. | ▪ The fire risk assessment has been reviewed against current circumstances and Coronavirus prevention measures.<br>▪ A full functional test of the fire detection and alarm system (using multiple call points across the site) was carried out prior to building re-occupation, which has been recorded in the log book.<br>▪ A visual inspection of all fire extinguishers has been conducted (to ensure that they are correctly located, full and not obviously damaged and that annual servicing is within date) prior to premises re-occupation, which has been recorded in the log book.<br>▪ Fire escape routes are regularly checked for any obstructions, which is recorded in the log book.<br>▪ Final fire escape doors are checked and operational, formally documented.<br>▪ Internal fire escape door are checked, and operational, remedial works immediately addressed, formally documented.<br>▪ Sufficient fire marshals are in place continue with the required fire safety arrangements. | **Medium** | ▪ Continue to review the fire risk assessment (taking into account if you are storing large quantities of alcohol hand sanitiser or approved virucides which contain ethanol and is classed as highly flammable) or have increased stock of any flammable, combustible items.<br>▪ Include the fire alarm panel and call points in the cleaning regime.<br>▪ Review Personal Emergency Evacuation Plans (PEEPS) where relevant. Bubbles?<br>▪ Review whether the number of available fire marshals is sufficient (due to staff either self-isolating or furloughed).<br>▪ Consider the use of Dorguard fire door retainer / electromagnetic hold open devices to all high usage areas.<br>▪ Ensure fire action call points are included in the cleaning regime.<br>▪ Consider fire safety refresher training, ensuring social distancing requirements are complied with.<br>▪ Ensure that people are made aware of the flammable nature of alcohol-based | |

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| | | | ▪ Continue to carry out checks on fire safety arrangements, including weekly fire alarm tests, emergency lighting tests, fire drills etc.<br>▪ Fire safety professionals and engineers considered business critical contractors, so any essential works continues as long as they can be carried out safely and within the Government guidelines<br>▪ Assembly Points and management of evacuation reviewed to ensure compliance with social distancing measures.<br>▪ Continue to allow fire safety engineers on site to undertake safety critical works.<br>▪ Continue to review external housekeeping to reduce the likelihood of arson threat.<br>▪ Continue to review build-up of waste and increase the frequency of waste collection where needed.<br>▪ Remind staff not to prop open fire doors.<br>▪ Immediately action any fire alarm panel warning notifications. | | sanitisers and to keep away from naked flames when applying to surfaces or hands. | |
| 7. | **First Aid Safety** | Risk to anyone.<br><br>Risk of death / ill health (COVID-19):<br><br>Changes in working methods due to safeguarding the risk of the spread of COVID-19 within the workplace may require changes in first aid procedures.<br><br>Risk of cross contamination from | ▪ First aider safety is considered at all times.<br>▪ A sufficient number of trained first aiders is available.<br>▪ First aiders wash hands for 20 seconds or apply alcohol sanitiser or approved virucide before and after treating casualty.<br>▪ First aiders are aware not to cough or sneeze over a casualty when they are applying treatment.<br>▪ First aiders have been instructed where possible to assist at a safe distance from the casualty and to minimise the time spent in shared breathing zone. Casualties are directed to do things for the first aider where possible.<br>▪ First aiders are aware that CPR can be applied in the normal manner but in the | **Medium** | ▪ Consider sharing first aid provision with a neighbouring business where appropriate. | |

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| | | casualty especially when you may have to get close to the casualty to assess what is wrong or to check their breathing. | current climate should avoid giving rescue breaths.<br>▪ AED units are maintained in accordance with manufacturer's instructions.<br>▪ First aid boxes are located around the premises.<br>▪ First aid training should continue to be organised where possible or for annual refresher training only, consider online refresher training instead to keep skills up to date.<br>▪ Provide a face visor, surgical mask and disposable gloves to all first aiders and where possible ensure the casualty also wears a mask or face covering.<br>▪ Review the first aid needs assessment and implement the required actions.<br>▪ Review staffing levels to ensure sufficient first aid cover is available. If needed stop undertaking higher-risk activities.<br>▪ Ensure AED units are included in the cleaning regime.<br>▪ Continue to regularly check contents of first aid box(es).<br>▪ Ensure any area where first aid treatment has been given a symptomatic person is immediately cleaned and sanitised.<br>▪ Ensure disposable items are safely disposed of and reusable ones cleaned thoroughly. | | | |
| 8. | **Goods In / Out and Stores / Warehousing** | Risk to anyone.<br>Risk of death / ill health (COVID-19):<br>Sharing pump trucks, sack barrows, forklifts with other staff.<br>Delivery / collection | ▪ When accepting deliveries gloves are worn and/or hands are washed or sanitised with alcohol sanitiser or approved virucide afterwards.<br>▪ Visiting drivers are reminded to observe the required social distancing guidelines.<br>▪ Regularly cleaning and sanitisation of pump trucks and trolleys etc. – avoid | **Medium** | ▪ Ensure hand sanitiser or approved virucide is provided at the entrance point to Goods In and storage buildings. All visiting drivers should wait outside and not enter the premises whenever possible while waiting for unloading.<br>▪ Close contact should remain at a minimum and limited to less than 15 | |

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| | | drivers bringing the virus onto the premises. Drivers will have stopped at services / petrol stations etc. which are a likely hotspot for virus contamination. Trucks or goods may have come from abroad and hot spot areas with drivers who have contact with external areas. Contaminated paperwork. Staff or delivery / collection drivers not showing symptoms of COVID19 but unknowingly infectious. | sharing but if used by more than one person to be sanitised between use or wear gloves and wash hands.<br>▪ Forklift truck wheel, controls and hand holds are regularly cleaned and sanitised.<br>▪ Limited use of paperwork that requires signing in place.<br>▪ Visiting drivers are not permitted to use the toilet facilities.<br>▪ Non-essential people should not be permitted in Goods In or stores.<br>▪ Support staff to wear face coverings or visors if they wish.<br>▪ Goods in / collection points are clearly marked with no public in the building.<br>▪ Gloves worn throughout the process of unloading deliveries and taking product to the shop floor and merchandised.<br>▪ Access to goods in by shop floor teams is limited to maintain safe working zones.<br>▪ Where possible and safe, have one worker load or unload vehicles.<br>▪ Where possible, using the consistent pairing of people for loads where more than one is needed. | | minutes at a time.<br>▪ Implement methods to reduce frequency of deliveries, for example, by ordering larger quantities less often. | |
| 9. | **Hand Hygiene** | Risk to anyone.<br><br>Risk of death / ill health (COVID-19):<br><br>Potential to contract coronavirus from another person or from surfaces contaminated with the virus.<br><br>Potential to spread coronavirus when touching surfaces. | ▪ Staff follow Government guidance for hand washing (frequent handwashing 20 seconds or apply alcohol sanitiser or approved virucide).<br>▪ Public Health hand hygiene posters are displayed.<br>▪ Hand dryers will be continued to be used where provided. Where paper towels provided these are disposed of in waste receptacles - non-disposable towels have been removed from premises to prevent use.<br>▪ Sharing of equipment is limited. Any equipment that is shared is cleaned and disinfected prior to another person using | **High / Medium** | ▪ Display How to Wash Your Hands and How to apply alcohol hand wash posters.<br>▪ Alternatives to touch-based security devices such as keypads to be investigated. | |

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| | | Inadequate hand washing or sanitising.<br><br>Not using the right type of hand sanitiser or approved virucide. | it.<br>▪ Frequently touched areas are routinely cleaned with suitable cleaning materials and methods.<br>▪ Cash or cheque payments are not generally accepted but if necessary, would wear gloves or wash / sanitise hands after.<br>▪ All packages / post are either handled with gloves or hands washed / sanitised after contact.<br>▪ Contact is minimised at "handover" points with other staff, customers and delivery drivers, such as when presenting documents, food and packages etc<br>▪ Continue to supply alcohol hand sanitiser or approved virucide to staff assuming supplies can be purchased and distributed.<br>▪ Provided hand washing facilities at till area to allow staff to wash their hands more frequently. | | | |
| 10. | **Members of the Public** | Risk to anyone.<br>Risk of death / ill health (COVID-19):<br>Potential to contract coronavirus from another person or from surfaces contaminated with the virus.<br>The risk may be ever present but unseen around the premises.<br>Customers picking up goods and replacing them on the shelves.<br>Staff not showing symptoms and transferring to surfaces.<br>Staff or customers not | ▪ Customer information signs displayed at front and entrance to premises to remind of coronavirus symptoms and our current social distancing measures that are in place.<br>▪ A queueing system is provided to enter the premises which is marked out at the required social distance intervals and directing customers to the queue. Queuing used during busy periods.<br>▪ A member of staff is stationed at the entrance to inform the customer of the social distancing measures inside e.g. how many allowed in at one time. This is to control the number of people entering the shop based on size and layout and to ensure social distancing can be maintained.<br>▪ Customers are responsible for supervising children under school age at all times. | High / Medium | ▪ Signs displayed as you enter the car park advising customers to park in every other bay to aid in complying with social distancing guidelines.<br>▪ Display signs for customers to only pick up / touch goods if they wish to purchase them and avoid touching goods and putting them back to reduce the risk of contamination. | |

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| | | social distancing.<br><br>Staff or customers coughing / sneezing and shedding virus.<br><br>Staff or customers cross contaminating surfaces. | • Trolleys/baskets are cleaned / sanitised by a member of staff after each use.<br>▪ Members of the public are advised by signage that only card payments / contactless is accepted before entering the store and before they get to the till.<br>▪ There is signage throughout the shop advising customers of the social distancing guidelines. There is signage to advise customers of the customer flow through the centre.<br>▪ Wheelchairs available to customers are cleaned before and after each use.<br>▪ Face coverings have been reintroduced to help stop the spread of the omicron variant. It is expected that both staff & customers wear a face covering throughout the garden centre, including the Oasis Restaurant.<br>▪ Staff must keep to the required social distancing guidelines as much as possible. Staff bubbles have been created to help with this.<br>▪ Customers are politely reminded to keep their distance during interaction with staff.<br>▪ Monitor of government guidance continuously monitored and procedures updated accordingly.<br><br>▪ To monitor customer behaviour and update procedures accordingly.<br>▪ Inform customers who are accompanied by non-school aged children that they are responsible for supervising them at all times – particularly if they are misbehaving or touching displays / goods.<br>▪ Procedures created to manage clothes that have been tried on, for example delaying their return to the shop floor.<br>▪ Tables put in place at tills for picking-up and dropping-off products where possible, | | | |

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| | | | rather than passing goods hand-to-hand. | <span style="background-color:red"> </span> | | |
| 11. | **Mental Health** | Risk to anyone.<br><br>Risk of death / ill health due to mental health issues (i.e. suicide / depression / feeling of isolation, anxiety | ▪ Staff are fully briefed and appropriately supported during this time.<br>▪ Regular communication is taking place with all staff at work, self-isolating, furloughed, via various communication facilities.<br>▪ Continue to monitor staff who may be considered at higher risk and implement alternative working arrangements where possible.<br>▪ Encourage an open and collaborative approach with staff / managers where any issues can be openly discussed and addressed. | **Medium** | ▪ Provide managers with training for managing remote teams and staff mental wellbeing.<br>▪ Communicate various mental health online resources to staff. | |
| 12. | **Office Working** | Risk to anyone.<br><br>Risk of death / ill health (COVID-19):<br>Potential to contract coronavirus from another person or from surfaces contaminated with the virus. | ▪ Hot desking is prohibited.<br>▪ Where possible, in-person meetings between staff are not held. Instead mobile phones, telephone conferencing or meeting apps are used.<br>▪ If in-person meetings are necessary only necessary meeting participants attend while others attend remotely.<br>▪ Meeting rooms are kept well ventilated with windows kept open where possible.<br>▪ Hand sanitiser or approved virucide provided in meeting rooms and offices.<br>▪ Work area / equipment / meeting room is cleaned and disinfected upon completion of work/meeting.<br>▪ Equipment is not shared where possible and cleaned after each use.<br>▪ Staff apply high standards of personal hygiene.<br>▪ Limit amount of paperwork that is circulated internally. Send all paperwork electronically where possible.<br>▪ If you need to exchange paperwork, this should be done at arm's length.<br>▪ Wash hands after touching paperwork or | **Medium** | ▪ Check with your air-conditioning unit manufacturer whether the system requires cleaning prior to operation.<br>▪ Open window blinds to allow more natural light into the premises, review the workstation layouts / DSE assessments. | |

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| | | | • pens.<br>▪ Workers work side by side or back to back rather than face to face where possible. | | | |
| 13. | **Outdoor Working** | Risk to anyone.<br><br>Risk of death / ill health (COVID-19):<br>Potential to contract coronavirus from another person or from surfaces contaminated with the virus.<br>Risk of airborne transmission outside is lower due to good ventilation. | ▪ Work processes have been reviewed to ensure staff work alone or further apart, where necessary.<br>▪ Where the social distancing measures cannot be applied:<br>  o The frequency and time workers are closer than the required social distance from each other is minimised.<br>  o The number of workers involved in these tasks is minimised.<br>▪ Consistent pairing systems are in use of staff working in close proximity.<br>▪ Alcohol hand sanitiser or approved virucide provided to supplement hand washing.<br>▪ Sharing of work equipment is restricted where possible<br>▪ Where necessary equipment is cleaned prior to each use.<br>▪ Discourage nonessential trips into the buildings where work is taking place.<br>▪ Current risk assessments, safe systems of work, CoSHH assessments reviewed and updated accordingly with any changes as a result of the Coronavirus prevention measures. Pay particular attention to manual handling and lone working risks | **Medium** | ▪ Where needed stagger arrival/departure times to reduce congestion and contact when coming in and out.<br>▪ If staff are lone workers suitable lone working arrangements must be put in place, such as remote supervision and restriction of high-risk tasks and security. | |
| 14. | **Personal Protective Equipment (PPE)** | Risk to anyone.<br><br>Risk of death / ill health (COVID-19):<br>There is the potential to contract coronavirus from another person or from surfaces contaminated with the | ▪ Sharing of Personal Protection Equipment (PPE) is not permitted.<br>▪ Routine (business as usual) PPE continues to be worn as required, in accordance with the existing health and safety risk assessments and method statements.<br>▪ Face coverings are compulsory for staff.<br>▪ If a risk assessment has identified that a FFP 2 or FFP 3 mask is required to safeguard the health and safety of staff and | **High / Medium** | ▪ Source alternative suppliers if needed, ensure you maintain a dialogue with your usual supplier, planning how long your current stocks are expected to last and what the lead time for new stock is.<br>▪ KN95 must not be used as PPE at work as their effectiveness cannot be assured | |

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| | | virus.<br>Sharing PPE<br>Inadequate PPE supplies<br>Incorrect selection of PPE | protect them from hazardous substances it is not permitted to use a homemade or surgical mask.<br>▪ Staff trained in the use / wearing of PPE appropriate to activity.<br>▪ Re-usable PPE is thoroughly cleaned after use.<br>▪ Single use PPE is disposed of in waste receptacles to ensure it cannot be reused.<br>▪ Individuals are provided with a stock of their own PPE to prevent other inadvertently touching PPE that others will use.<br>▪ Implement stock conservation protocol:<br>  o Providing PPE to all workers.<br>  o Issuing PPE specific to the level of risk e.g. only use FFP2 masks where the risk assessment has identified that FFP2 is required<br>  o Maximising the use life of PPE by following manufacturer user checks, cleaning and storage instructions<br>  o Reminding staff of the reasons why PPE is used, the need to use PPE appropriately and the need to treat equipment that is in short supply with respect.<br>▪ Buy from a reputable supplier and only buy equipment which is CE marked.<br>▪ Suitable systems should be put in place to keep the PPE clean and free of contamination. Suitable storage facilities must be provided.<br>▪ Eye protection is necessary when there is a risk of contamination of the eyes from splashing.<br>Ensure all staff are trained in the use of PPE, including gloves, surgical masks and/or face coverings to ensure its correct use, as incorrect use can increase the risk | | | |

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| | | | to workers. <br>• Ensure that all staff understand that any use of PPE is not a substitute for social distancing practices, which must be maintained wherever possible. <br>• Even if PPE is being used for work activities, disinfecting surfaces and adequate ventilation must also be maintained. <br>• Face coverings are not classified as PPE (personal protective equipment) but are instead largely intended to protect others, not the wearer, against the spread of infection because they cover the nose and mouth, which are the main confirmed sources of transmission of virus that causes coronavirus infection (COVID-19). | <span style="color:red">(red)</span> | | |
| 15. | **Queue Management** | Risk to anyone. <br><br> Risk of death / ill health (COVID-19): <br> Potential to contract coronavirus from another person or from surfaces contaminated with the virus. <br> Risk of airborne transmission outside is lower due to good ventilation. <br><br> Risk of pedestrian / staff / vehicle collision | • Social distancing floor indicators / markers are provided to areas where queues typically form. <br>• Outside areas are used for queuing, where available and safe to do so (i.e. car park). <br>• Queuing systems have been introduced with appropriate markers / barriers and appropriately managed. <br>• Staff direct customers to enter the shop and inside the shop. <br>• Staff direct customers to numbered tills. <br>• High vis clothing is provided to outdoor working staff. <br>• Staff are reminded to wear sun screen. <br>• Continuous monitoring of how people walk through the shop and how it could be adjusted to reduce congestion and contact between customers, for example, queue management. <br>• Review external messaging to visitors and customers to make sure it does not provide information that may present a risk, such as the location of queues or the number of | **Medium** | | |

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| | | | people permitted in a queue. | | | |
| 16. | **Return to Work** | Risk to colleagues<br><br>Risk of ill health from stress, anxiety, increased work capacity in addition to Coronavirus infection | ▪ Staff are fully briefed and appropriately supported during this time.<br>▪ The Coronavirus management policy is reviewed when changes to guidance becomes available.<br>▪ Returning staff receive health and safety training prior to starting work, which is formally documented.<br>▪ All staff receive training on hand / respiratory hygiene, social distancing, how to raise concerns about health and safety on site and who to alert if a colleague starts showing coronavirus symptoms.<br>▪ Public Health hand hygiene posters are displayed around the premises.<br>▪ Safe working practices are reviewed and communicated to all staff.<br>▪ Managers / Supervisors constantly monitor compliance.<br>▪ Discussions are taken to understand and identify the concerns (if any) with the individual staff member. All staff have access to the reviewed risk assessments and the associated additional controls that have been implemented to protect them. Question staff about what additional measures may put their mind at ease and determine whether this is possible. If their concerns are not alleviated following your discussions, refer the matter to a HR professional or contact ACAS for further advice. | **Low** | | |
| 17. | **Retail Areas** | Risk to anyone.<br>Risk of death / ill health (COVID-19):<br>There is the potential to contract coronavirus from another person or | ▪ Signs and floor marking are displayed to remind customers of social distancing requirement.<br>▪ Where possible, non-safety critical doors are held open to reduce likelihood of infection from door handles. Fire doors are | **High / Medium** | ▪ Inform customers who are accompanied by children that they are responsible for supervising them at all times.<br>▪ If customer changing rooms are to be opened strictly limit the contact between customer and staff and they must be | |

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| | | from surfaces contaminated with the virus. The risk may be ever present but unseen around the premises. Customers picking up goods and replacing them on the shelves. Customers not social distancing. Customers coughing / sneezing and shedding virus. Customers cross contaminating surfaces. | to remain closed.<br>▪ Increased cleaning regime is in place with frequently touched areas identified as a high priority.<br>▪ Only business critical suppliers and contractors are permitted on site to undertake essential work in retail areas, ensuring social distancing is adhered to.<br>▪ Work schedules have been reviewed and reduce the amount of time spent replenishing stock in customer areas.<br>▪ Colleagues must keep to the required social distancing guidelines in retail areas as much as possible.<br>▪ Customers should be politely reminded to keep their distance during interaction.<br>▪ Stagger replenishment using as much out of hours replenishment time to keep staff and customers apart as far as possible. Using early morning / late afternoon/evening to accomplish the tasks that will need to be completed each day.<br>▪ Layout changes are completed and ensure space for customers to flow around the retail areas is maximised.<br>▪ Methods put in place to reduce the need for customers to need shop worker assistance, i.e. clearer labelling of aisles.<br>▪ Tables put in place at tills for picking-up and dropping-off products where possible, rather than passing goods hand-to-hand.<br>▪ Reduce job and location rotation, for example, assigning employees to specific retail areas.<br>▪ Introduce one-way flow routes for customers through buildings.<br>▪ Using floor tape or paint to mark areas to help customers maintain the required social distance.<br>▪ Reduce congestion in bottle neck areas by removing dump bins, displays to widen | | ~~cleaned and sanitised after each use. To document what you will do with clothing that has been tried on but not purchased as cannot be put back for sale immediately in case of contamination.~~<br>▪ ~~Display signs for customers not to pick up goods unless they intend to buy. You could consider displaying label / information details to reduce the need for customers to pick goods up.~~<br>▪ Avoid displays that encourage customers / children to climb or sit on – barrier off unless the customer intends to buy.<br>▪ Consider the use of alternative door openers, such as automatic door, foot operated door handles, electro-magnetic door fasteners to reduce the need to keep touching the hard surface door furniture (review your fire risk assessment if you make any changes).<br>▪ Consider if you can move away from touch-based security devices to staff only areas such as keypads and replace with non-touch alternatives.<br>▪ Placing protective coverings on large items that may require customer testing or use, for example, furniture, beds or seats. Ensuring frequent cleaning of these coverings between uses, using usual cleaning products. | |

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| | | | the retail area.<br>▪ Provide handwashing or hand sanitation facilities at all entry and exit points.<br>▪ Implement clearly designated positions from which colleagues can provide advice or assistance to customers whilst maintaining social distance.<br>▪ Customer Service has been set up as a no contact' return procedures place for customers to take returned goods.<br>▪ Encourage contactless refunds, where possible.<br>▪ Store items that have been returned, donated or brought in for repair in a container or separate room for 48 hours, or cleaning such items with usual cleaning products, before displaying them on the shop floor.<br>▪ Provide guidance to staff how they can safely assist customers with handling large item purchases.<br>▪ Face coverings have been reintroduced to help stop the spread of the omicron variant. It is expected that both staff & customers wear a face covering throughout the garden centre, including the Oasis Restaurant. | <span style="color:red">▮</span> | | |
| 18. | **Return to Work following COVID-19 recovery** | Risk to anyone.<br><br>Risk of death / ill health (COVID-19):<br>Risk of ill health from stress, increased work capacity in addition to Coronavirus infection | ▪ Return to work interviews are completed by all returning staff, which is conducted by managers. Initial return to work interview is conducted over telephone to assess fitness to work.<br>▪ Training and support needs are identified on return to work and implemented accordingly.<br>▪ Ensure visual daily health check are completed.<br>▪ Take the individual through the changes in the workplace and how it may affect them | **Medium** | | |

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| | | | (e.g. social distancing rules, screens, cashless payments etc), check if they need additional training.<br>▪ Closely monitor the wellbeing of staff members returning to work and those around them for signs of stress or anxiety.<br>▪ Monitor ongoing work levels for returning staff. | | | |
| 19. | **Social Distancing Amongst Staff** | Risk to anyone.<br><br>Risk of death / ill health (COVID-19):<br>There is the potential to contract coronavirus from another person or from surfaces contaminated with the virus. | ▪ Staff are aware of social distancing measures that have been implemented.<br>▪ Plastic sheeting / solid plexiglass screens have been fitted to customer/ visitor/ contractor facing areas e.g. till areas and customer service, but still permitting, verbal communication.<br>▪ Where the social distancing guidelines cannot be followed in full in relation to a particular activity, safe working procedures have been put in place to include;<br>  o  increasing the frequency of hand washing and surface cleaning.<br>  o  Keeping the activity time involved as short as possible.<br>  o  Using screens or barriers to separate people from each other.<br>  o  Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.<br>  o  Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).<br>▪ Where loading and offloading arrangements on site will allow it, drivers remain in their vehicles.<br>▪ Where drivers are required to exit their vehicle, they are required to wash or sanitise their hands before handling any materials. | **High / Medium** | ▪ Encourage workers to remain on-site throughout the working day and, when not possible, maintaining social distancing while off-site.<br>▪ Consider creating social distancing champions to demonstrate social distancing guidelines to customers, if helpful. | |

| N° | What are the hazards / tasks / activity? | Who could be harmed and how? | What are the control measures? | Risk Rating | What further measures are required? | Target completion date/ Comments / progress |
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| | | | ▪ Work schedules have been reviewed and updated to prevent mass gatherings at the same time (i.e. starting / finishing work, changeover of shift, use of locker rooms / staff rooms, smoking shelters).<br>▪ Business critical contractors / visitors are given specific arrival time appointments.<br>▪ Signage and floor markings to ensure the required social distance is maintained have been applied, including at entry points to premises, toilets and communal break areas where queues may form.<br>▪ Workers only attend physical meetings if absolutely necessary, with social distancing compliance and in a well-ventilated room or outside.<br>▪ Groups of workers that have to work closer than the required social distance are kept in the same group / teams.<br>▪ Changing of team members strictly prohibited.<br>▪ Standard processes are spread out to enable only 1 team in an area to complete a task at a given time.<br>▪ Tables /chairs in staff rooms have been repositioned to maintain the required social distance, markings are applied to the floor and the room is well ventilated.<br>▪ Workers who travel to the business each day (i.e. car sharing) are grouped into cohorts that always work together.<br>▪ Staggered breaks introduced for cohorts to minimise the amount of people using rest areas and canteens at the same time.<br>▪ Where the social distancing rule cannot be maintained, employees are physically separated (for example plastic sheeting / solid plexiglass screens).<br>▪ Consider holding meetings in open areas where possible.<br><br>▪ Implement arrangements for monitoring compliance. | | | |

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| | | | ▪ Wherever possible, re-design workflow to minimise congestion.<br>▪ Workers should be prevented from congregating in groups. Consider marking physical distancing spaces on the ground & smoking shelters, so they are clearly identifiable, moving certain tasks to different locations where practical, or staggering break times for staff to reduce congestion in communal areas.<br>▪ Discourage nonessential trips within buildings and sites.<br>▪ Reduce job and location rotation, for example, assigning employees to specific floors.<br>▪ Introduce more one-way flow routes through buildings.<br>▪ Reduce congestion, for example by having more entry points to the workplace.<br>▪ If staff are lone workers suitable lone working arrangements must be put in place, such as remote supervision and restriction of high-risk tasks and security.<br>▪ Review your incident and emergency procedures to ensure they reflect the social distancing principles as far as possible. | | | |
| 20. | **Staffing Levels (Reduced)** | Risk to colleagues<br><br>Risk of ill health from stress, increased work capacity in addition to Coronavirus infection | ▪ Safety critical tasks are risk assessed to identify safest way of working with reduced availability of staff.<br>▪ Tasks are not undertaken if there are safety concerns.<br>▪ First aid needs assessment is reviewed.<br>▪ Fire marshal's duty rota is reviewed.<br>▪ Regular rest breaks are scheduled.<br>▪ Consider reviewing your absence policy, ensuring you have a robust system in place to identify workers that are absent and have a process to follow up on any absences that have not been reported or are suspected to be related to coronavirus | **Medium / Low** | | |

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| | | | ▪ Continue to monitor staff who may be considered higher risk and implement alternative working arrangements where possible.<br>▪ Adjust business operating hours depending on availability of staff.<br>▪ If staff are lone workers suitable lone working arrangements must be put in place, such as remote supervision and restriction of high-risk tasks and security | | | |
| 21. | **Statutory Inspections of Work Equipment** | Risk to operator, other persons within close proximity.<br><br>Risk of death or ill health through failure to maintain safety critical testing regime. | ▪ Equipment is maintained in accordance with manufacturer's instructions.<br>▪ Safety critical inspections / examinations programme implemented, undertaken by competent contractors.<br>▪ Documents are retained.<br>▪ Daily equipment checklist are carried out.<br>▪ Compliance with social distancing measures.<br>▪ Vehicles statutory testing is conducted as far as possible and will only be driven if safe to drive. Daily vehicle checks maintained.<br>▪ Continue to schedule statutory inspections (ensuring social distancing measures are complied with). However, if there are problems in undertaking scheduled thorough examinations (e.g. can't access inspection services), adopt a risk-based process to determine whether there are steps that can be taken to safely continue to use equipment that has not had its scheduled thorough examination and testing (TE&T), or decide to stop using the equipment.<br>▪ Equipment should only be used outside of its statutory examination regime if you can demonstrate that it is critical for essential work and that it can still be operated safely.  You must be able to demonstrate | **Medium** | | |

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| | | | that you have made all reasonable attempts to have the TE&T carried out, made a thorough assessment of the increased risk and taken appropriate action to manage it.<br>▪ MOT certificates for cars, light vans or motorcycle's will be updated in line with government guidance and policy. | | | |
| 22. | **Suspected or confirmed case of COVID-19 in the workplace** | Risk to anyone.<br><br>Risk of death / ill health (COVID-19):<br>There is the potential to contract coronavirus from another person or from surfaces contaminated with the virus. | ▪ Staff are informed regarding self- isolation and NHS reporting procedures.<br>▪ Where a staff member becomes unwell on site and is displaying Covid-19 symptoms, they are asked to go leave the site immediately using a route that exposes them to as few other people as possible.<br>▪ In the case that the individual is displaying severe symptoms, emergency services are contacted<br>▪ The individual's previous occupancy is traced through the building and any enclosed areas (such as a meeting room) and placed off limits for at least 72 hours, if possible. Alternatively, the affected area is cleaned in line with the UK Government's guidelines.<br>▪ Staff members who have been in continuous direct contact with the infected individual are asked to leave the site immediately using a route that exposes them to as few other people as possible. It is not necessary to close the business or workplace unless government policy changes.<br>▪ Staff members who may have been in contact with the infected individual are notified, and dealt with on a case by case basis depending upon the evidence.<br>▪ Disposable gloves are worn when cleaning. A disposable apron is also worn for when cleaning an area where a person with suspected or confirmed Coronavirus | **High** | | |

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| | | | is or has been.<br>▪ All hard surfaces, floors, chairs, door handles, and sanitary fittings that a symptomatic person could have come into contact with are cleaned immediately with disposable cloths, or paper roll and disposable mop heads with suitable detergent as per Government guidelines, using either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine or a household detergent followed by disinfection (1000 ppm av.cl.).<br>▪ Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths, mops, tissues and disposable PPE) are double-bagged, stored securely for 72 hours then thrown away in the regular waste receptacle after cleaning is finished.<br>▪ Cloths and mop heads are thoroughly laundered after use or disposed of (double-bagged, stored securely for 72 hours then thrown away in the regular waste receptacle).<br>▪ Any suspected or confirmed case of COVID19 in the workplace is to be documented.<br>▪ Advise staff to use NHS online tool if their symptoms worsen.<br>▪ If an area has been heavily contaminated, such as with visible bodily fluids, from a person with coronavirus, use protection for the eyes, mouth and nose, as well as wearing gloves and an apron when cleaning.<br>▪ Keep monitoring the government response page for the latest details.<br>▪ If there is more than one case of COVID-19 | | | |

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| | | | associated with a workplace, employers should contact their local health protection team to report the suspected outbreak. | | | |
| 23. | **Tills** | Risk to anyone. Risk of death / ill health (COVID-19): There is the potential to contract coronavirus from another person or from surfaces contaminated with the virus. Customers have picked up goods and the cashier may need to handle them once contaminated. Customers not social distancing in the queue or at the till. Customers coughing / sneezing and shedding virus at the till Customers cross contaminating surfaces around the tills. Accepting contaminated cash, cards from customers. Staff or customers not showing symptoms of COVID19 but unknowingly infectious. | ▪ Perspex screens provided at the tills to protect staff. ▪ There is signage as the customer approaches the checkout area of the social distancing guidelines and that only accept cashless payments (contactless, Apple Pay or chip & pin). The customer will have been made aware of this when they entered the shop. ▪ If a customer only has cash or cheque, it will not be accepted. ▪ Access to the tills at busy times will be controlled by staff who will direct customers to the next available till. ▪ Staff will observe the required social distancing guidelines while supporting customers at the Checkout area. ▪ Mark out queuing process on the walkway to the checkouts with lines on the floor at the required social distance intervals to aid social distancing guidelines. ▪ Checkout areas will be free of all dumpbins to reduce touching. ▪ Continue to follow Government guidance ▪ To constantly monitor government guidance and update procedures accordingly ▪ To monitor customer behaviour and update procedures accordingly ▪ Face coverings have been reintroduced to help stop the spread of the omicron variant. It is expected that both staff & customers wear a face covering throughout the garden centre, including the Oasis Restaurant. | **High / Medium** | ▪ Use the customer display screens to display key social distancing messages. | |
| 24. | **Work** | Risk to operator, other | ▪ Operators are competent and | **Medium** | | |

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| | **Equipment** | persons within close proximity.<br><br>Risk of death or ill health through failure to maintain work equipment in accordance with manufactures instructions<br><br>Potential to contract coronavirus from another person or from surfaces contaminated with the virus. | experienced.<br>▪ Frequent cleaning of machinery controls and equipment takes place throughout each shift.<br>▪ Equipment is serviced and maintained in accordance with manufacturer's instructions.<br>▪ Equipment test runs take place prior to it being brought back into operation, faults are immediately rectified. Where this is not possible, equipment is taken out of service until repairs have been completed.<br>▪ Emergency stops tests are conducted and formally documented.<br>▪ 1 operator to 1 machine/piece of equipment policy is in place where possible. If this is not possible then cleaning is undertaken between usage.<br>▪ Verify the continued availability of critical spares/ safety equipment and personal protective equipment.<br>▪ Ensure servicing of any ventilation systems is kept up to date.<br>▪ Check continued support from critical third-party suppliers and contractors.<br>▪ Continue to monitor HSE guidance. | | | |

Signed: …………………………………………………….……

Name: ………………………………………………

Position: ……………………………………………………………….

Date: ………………………………………………

# Declaration

Staff should sign below to record that they have been made aware of the contents of relevant Risk Assessments and will comply with the Control Measures detailed.

| Print Name | Signature | Date |
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