

# QHSE ASSESSMENT OF RISK & GUIDELINES FOR COVID-19

<b>RA 100</b>	<b>Warehouse</b>	
Issue No.	6.0	
<b>Central Risk Assessment Team</b>		
Clare Flanagan	Health & Safety Manager	
Dennis Keegan	Head of QHSE	
<b>Local Risk Assessment Team</b>		
<b>Name</b>	<b>Job Title</b>	<b>Signature</b>

Main considerations	Risk Rating	Required controls	Additional local controls
<b>GENERAL CONTROLS TO BE APPLIED FOR ALL AREAS &amp; ACTIVITIES</b>			
Biological risk of infection of COVID-19 – <b>General</b>	<b>HIGH</b>	<b>Individual</b> <ul style="list-style-type: none"> <li>Personal hygiene practices followed incl. 20 second hand washing technique</li> <li>Regular and frequent hand sanitisation</li> <li>2m safe distancing maintained &amp; 1m side by side</li> <li>Reporting symptoms/ household symptoms and self-isolating where necessary</li> <li>Use of appropriate face coverings when entering / exiting site and when moving around communal areas and offices</li> <li>Follow <a href="#">company standard</a> for testing and notification</li> <li>Dynamic risk assessment process to be adopted for unfamiliar situations and environments</li> <li>NHS Vaccine programme roll out</li> </ul>	

		<p><b>Organisational</b></p> <ul style="list-style-type: none"> <li>○ Communication of guidelines to employees when symptomatic</li> <li>○ <a href="#">Corporate COVID-19 posters</a> displayed; “Keep your distance”, “Handwashing”, “Advice on the Coronavirus”, “Catch it, Bin it, Kill it”</li> <li>○ Regular <a href="#">communications</a> (verbally &amp; electronically) delivered to employees by line managers, to re-inforce the requirements and precautions</li> <li>○ <a href="#">Confirmed case guidance and risk assessment</a></li> <li>○ <a href="#">Use of Gov.uk guidance documents</a></li> <li>○ LFT testing process guidelines</li> </ul> <p><b>Procedures &amp; equipment</b></p> <ul style="list-style-type: none"> <li>○ Sanitisation of equipment i.e. Voice units &amp; headsets, MHE, tools, before and after each use with appropriate sanitising solution and blue-roll (or equivalent)</li> <li>○ Movement of cages with general purpose gloves</li> <li>○ Provision of hand sanitiser at key locations</li> <li>○ Cleaning and sanitisation of touch points frequently particularly in high pedestrian traffic areas</li> <li>○ Increased use of signage and safe distancing markers</li> <li>○ Enhanced cleaning schedules</li> <li>○ Monitoring of adherence to controls in place</li> <li>○ Completion of monthly 1<sup>st</sup> party audits by SEM</li> <li>○ Increase frequency of 1<sup>st</sup> party SEM audits to fortnightly in areas where issues with compliance to controls have been identified</li> <li>○ LFT testing available for depots and to undertake where the need dictates</li> </ul>	
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Biological risk of infection of COVID-19 – <b>Warehouse (general)</b>	<b>HIGH</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ Sanitisation of equipment i.e. Voice units &amp; headsets, MHE, tools, before and after each use with appropriate sanitising solution and blue-roll (or equivalent)</li> <li>○ Use of latex / vinyl gloves to handle products and avoid cross infection where general purpose gloves are not worn</li> <li>○ Follow guidelines for safe use of gloves</li> </ul> <p><b>Procedures / equipment</b></p> <ul style="list-style-type: none"> <li>○ Use of Pre-Op check sheets to record the sanitisation of MHE</li> <li>○ Use of bay / aisle distancing or floor markings</li> <li>○ Local review of staff numbers, times on site etc.</li> <li>○ Monitoring of adherence to controls in warehouse through Manager walk-rounds</li> <li>○ Optional use of face masks (upon employee request)</li> </ul>	
Biological risk of infection of COVID-19 from <b>Goods in and loading activities</b>	<b>HIGH</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ Sanitise MHE controls, headset and other shared equipment before use</li> <li>○ Frequent hand sanitisation</li> <li>○ Sanitisation of bay door controls before use</li> <li>○ Supply drivers' keys not to be handled and placed in envelope when surrendered to goods in and returned back to driver</li> <li>○ Gloves to be worn when handling drivers keys which are placed on bay doors when loading / unloading</li> <li>○ Gloves to be worn when handling equipment inside vehicle such as the securing of restraining straps</li> <li>○ Gloves to be worn when handling paperwork</li> <li>○ Follow guidelines for safe use of gloves</li> </ul>	

		<b>Organisation</b> <ul style="list-style-type: none"> <li>○ Goods in schedule to be more strictly managed to allocate more specific time slots for supply drivers</li> </ul> <b>Procedures / Equipment</b> <ul style="list-style-type: none"> <li>○ Screens installed around goods in desk where a window or physical barrier is not present</li> <li>○ Where practical vehicles not assigned to adjacent bays at same time so as to maintain safe distancing whilst loading / unloading</li> <li>○ Single man assigned per vehicle to load / unload where practical</li> <li>○ Face masks to be worn when 2 people are breaking a pallet down i.e: sub-supply</li> <li>○ Workplace transport risk assessments reviewed to determine whether safe distancing can be maintained through the provision of walkways, one way systems, traffic routes, entrances and exits and whether additional walkways and access points are required to accommodate</li> <li>○ Installation of glass panels in doors where there is frequent two-way pedestrian activity</li> <li>○ Supply drivers to remain in vehicles, however access to toilets and handwashing should be provided.</li> </ul>	
Biological risk of infection of COVID-19 from <b>picking activities</b>	<b>HIGH</b>	<b>Individual</b> <ul style="list-style-type: none"> <li>○ Sanitise MHE controls, headset and other shared equipment before use</li> <li>○ Maintain safe distancing whilst picking, using natural distance of LLOP length as a guide</li> <li>○ Use of general handling gloves whilst picking</li> <li>○ Use lifting equipment (hand pallet trucks, auto lifters, MHE) available to assist with heavy or bulky loads</li> </ul>	

		<ul style="list-style-type: none"> <li>Where assistance is required for heavier lifts, as safe distancing will be difficult to maintain, both individuals to wear face masks for this activity</li> <li>Two-person lifts are only to be for a short duration and not repetitive</li> </ul> <p><b>Procedures / equipment</b></p> <ul style="list-style-type: none"> <li>Floor markers used in picking aisles to identify safe distances</li> <li>Review shift numbers to ensure safe distancing can be maintained and extend duration of shifts to accommodate where necessary</li> </ul>	
Biological risk of infection of COVID-19 from <b>driving /operating MHE</b>	<b>HIGH</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>Sanitise MHE controls, headset and other shared equipment before use</li> <li>When stepping off MHE, ensure safe distancing is maintained</li> </ul> <p><b>Procedures / equipment</b></p> <ul style="list-style-type: none"> <li>Workplace transport risk assessment to be reviewed to identify risks with FLT activity safe distancing and appropriate controls implemented to manage and maintain</li> <li>Sanitising station to be available at battery charging and parking areas</li> <li>Safe distancing whilst driving MHE to be monitored and recorded using the MHE observation log</li> <li>Battery charging / parking areas to be managed so as to maintain safe distancing; manage people activity in area, reconfigure parking and charging where possible to ensure safe distance</li> </ul>	

Biological risk of infection of COVID-19 from <b>Using drying / changing rooms</b>	<b>HIGH</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ Items of clothing of other items not be shared. Strictly personal issue PPE.</li> </ul> <p><b>Procedures / equipment</b></p> <ul style="list-style-type: none"> <li>○ Display signage in areas to reinforce personal hygiene and safe distancing</li> <li>○ Identify maximum number permissible in drying / changing rooms at any one time, based on space available</li> <li>○ Display maximum number allowed in areas at any one time</li> <li>○ Manage breaks and start times so as to maintain safe distancing and avoid excessive numbers in these areas at any one time</li> <li>○ Increase natural ventilation and air flow in areas where possible/practical by opening doors and windows</li> </ul>	
Risk of increased stress and mental health issues	<b>MED</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ <i>Managers</i>; Regularly reinforce management support for those who need additional help</li> <li>○ <i>Managers</i>; Regular contact from Line Managers via phone or video call for home workers and furloughed staff</li> </ul> <p><b>Organisational</b></p> <ul style="list-style-type: none"> <li>○ Regular board member update communications</li> <li>○ Regular communication of <a href="#">mental health information</a> available on The Hub</li> </ul> <p><b>Procedures &amp; Equipment</b></p> <ul style="list-style-type: none"> <li>○ Coronavirus – “<a href="#">What support is available for you</a>” poster</li> </ul>	

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Management of symptomatic people	<b>MED</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ Follow guidelines for isolation when symptomatic or household symptomatic</li> <li>○ <i>Managers</i>; Communicate guidelines to employees for testing and how results are then subsequently reported back to the depot</li> <li>○ <i>Managers</i>; maintain regular contact with individuals who are absent</li> </ul> <p><b>Organisational</b></p> <ul style="list-style-type: none"> <li>○ <a href="#">Stay at home policy</a></li> <li>○ <a href="#">Confirmed case guidance and risk assessment</a></li> <li>○ COVID-19 Managers guidance issued regularly</li> </ul> <p><b>Procedures &amp; equipment</b></p> <ul style="list-style-type: none"> <li>○ Covid-19 Manager Guidance &amp; Q&amp;As reviewed</li> </ul>	
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**These requirements should be used in conjunction with and in addition to existing depot risk assessments**

## Acceptance and completion of controls by General Manager

Name	Signature	Date

## Review

Agreed review frequency		
Review date	Reviewed by	Comments



<b>RA 101</b>	<b>Transport &amp; drivers</b>	
Issue No.	6.0	
<b>Central Risk Assessment Team</b>		
Clare Flanagan	Health & Safety Manager	
Dennis Keegan	Head of QHSE	
<b>Local Risk Assessment Team</b>		
<b>Name</b>	<b>Job Title</b>	<b>Signature</b>

Main considerations	Risk Rating	Required controls	Additional local controls
<b>GENERAL CONTROLS TO BE APPLIED FOR ALL AREAS &amp; ACTIVITIES</b>			
Biological risk of infection of COVID-19 – <b>General</b>	<b>HIGH</b>	<b>Individual</b> <ul style="list-style-type: none"> <li>○ Personal hygiene practices followed incl. 20 second hand washing technique</li> <li>○ Regular and frequent hand sanitisation</li> <li>○ 2m safe distancing maintained and 1m side by side</li> <li>○ Reporting symptoms/ household symptoms and self-isolating where necessary</li> <li>○ Use of appropriate face coverings when entering / exiting site and when moving around communal areas and offices</li> <li>○ Follow <a href="#">company standard</a> for testing and notification</li> <li>○ Dynamic risk assessment process to be adopted for unfamiliar situations and environments</li> <li>○ NHS vaccine programme roll out</li> </ul>	

		<p><b>Organisational</b></p> <ul style="list-style-type: none"> <li>○ Communication of guidelines to employees when symptomatic</li> <li>○ <a href="#">Corporate COVID-19 posters</a> displayed; “Keep your distance”, “Handwashing”, “Advice on the Coronavirus”, “Catch it, Bin it, Kill it”</li> <li>○ Regular <a href="#">communications</a> (verbally &amp; electronically) delivered to employees by line managers, to re-inforce the requirements and precautions</li> <li>○ <a href="#">Confirmed case guidance and risk assessment</a></li> <li>○ <a href="#">Use of Gov.uk guidance documents</a></li> <li>○ LFT Testing process guidelines</li> </ul> <p><b>Procedures &amp; equipment</b></p> <ul style="list-style-type: none"> <li>○ Sanitisation of equipment before and after each use with appropriate sanitising solution and blue-roll (or equivalent)</li> <li>○ Provision of hand sanitiser at key locations</li> <li>○ Cleaning and sanitisation of touch points frequently particularly in high pedestrian traffic areas</li> <li>○ Increased use of signage and safe distancing markers</li> <li>○ Enhanced cleaning schedules</li> <li>○ Monitoring of adherence to controls in place</li> <li>○ Completion of monthly 1<sup>st</sup> party audits by SEM</li> <li>○ Increase frequency of 1<sup>st</sup> party SEM audits to fortnightly in areas where issues with compliance to controls have been identified</li> <li>○ LFT Testing available for depots to undertake where the need dictates</li> </ul>	
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## QHSE ASSESSMENT OF RISK & GUIDELINES FOR COVID-19

<p>Biological risk of infection of COVID-19 from <b>deliveries to customers</b></p>	<p><b>HIGH</b></p>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ Use of latex or vinyl gloves to handle products and avoid infection</li> <li>○ Face masks to be worn for deliveries in shops &amp; supermarkets and/or where there is a requirement to pass through communal areas such as shopping centres, where members of the public are present. Ref TBT; 220720</li> <li>○ Use of sanitiser after each delivery</li> <li>○ Follow guidelines for use of gloves</li> <li>○ Use of near miss reporting process for customer delivery points failing to maintain safe distancing and compromising safety</li> <li>○ When handling paperwork or PDA, safe distancing to be maintained</li> <li>○ Customer to sign for delivery using own pen</li> <li>○ PDA: Once the customer has signed and the driver returned to the cab, the driver should use the sanitiser spray and cloths provided to clean the PDA</li> </ul> <p><b>Organisational</b></p> <ul style="list-style-type: none"> <li>○ Use of latex or vinyl gloves to handle products and avoid cross infection</li> <li>○ Cash payments to be minimised</li> </ul> <p><b>Procedures &amp; Equipment</b></p> <ul style="list-style-type: none"> <li>○ Schedules and timings of deliveries should be adjusted so as to avoid busy periods and crowding, in order that the driver can maintain safe distancing whilst making the delivery</li> </ul>	
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Biological risk of infection of COVID-19 from deliveries to customers in <b>high care environments</b>	<b>HIGH</b>	<b>Individual</b> <ul style="list-style-type: none"> <li>Where practical, avoid entering the customers' premises</li> <li>Face masks to be worn whilst making the delivery ref: TBT 120520</li> </ul> <b>Procedures / Equipment</b> <ul style="list-style-type: none"> <li>Display and distribute "<a href="#">Use of Face masks</a>" poster</li> </ul>	
Biological risk of infection of COVID-19 when <b>double manning vehicles</b>	<b>HIGH</b>	<b>Individual</b> <ul style="list-style-type: none"> <li>Where this is necessary and cannot be avoided; safe social distancing should be maintained where possible and sit side by side in the vehicle and avoid face to face contact within 2 m</li> <li>Increase airflow in vehicles by opening windows and ensure the cab is well ventilated</li> <li>Cleaning and sanitisation of vehicle interior before and after use</li> <li>Face masks should be worn when double manning vehicles</li> </ul> <b>Procedures / Equipment</b> <ul style="list-style-type: none"> <li>Only in exceptional circumstances should double manning of vehicles occur</li> <li>Use fixed pairing system if this occurs more regularly to avoid risk of wider group infection</li> </ul>	
Biological risk of infection of COVID-19 <b>on return to depot</b>	<b>HIGH</b>	<b>Individual</b> <ul style="list-style-type: none"> <li>Use of gloves whilst refuelling</li> </ul> <b>Procedures / equipment</b> <ul style="list-style-type: none"> <li>Workplace transport risk assessment reviewed to determine whether safe distancing can be maintained through the provision of walkways, traffic routes, entrances and exits</li> </ul>	

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		<ul style="list-style-type: none"> <li>○ Screens to be installed around driver de-brief area</li> <li>○ Allocation of drivers to same vehicles where practical</li> <li>○ Latex / Vinyl gloves available for drivers when refuelling to avoid the risk of infection from the fuel pump</li> <li>○ Increased cleaning frequency around fuel island and touch points</li> <li>○ Process for vehicle key sanitisation in place when keys are returned to the transport office</li> <li>○ Safe disposal of gloves and face masks in plastic bags and then into general waste bins at depot</li> <li>○ Increased vehicle cab cleaning and sanitisation frequency (before and after shift)</li> </ul>	
Risk of increased stress and mental health issues	<b>HIGH</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ <i>Managers</i>; Regularly reinforce management support for those who need additional help</li> <li>○ <i>Managers</i>; Regular contact from Line Managers via phone or video call for home workers and furloughed staff</li> </ul> <p><b>Organisational</b></p> <ul style="list-style-type: none"> <li>○ Regular board member update communications</li> <li>○ Regular communication of <a href="#">mental health information</a> available on The Hub</li> </ul> <p><b>Procedures &amp; Equipment</b></p> <p>Coronavirus – “<a href="#">What support is available for you</a>” poster</p>	
Management of symptomatic people	<b>MED</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ Follow guidelines for isolation when symptomatic or household symptomatic</li> <li>○ <i>Managers</i>; Communicate guidelines to employees for</li> </ul>	

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		<p>testing and how results are then subsequently reported back to the depot</p> <ul style="list-style-type: none"> <li>○ <i>Managers</i>; maintain regular contact with individuals who are absent</li> </ul> <p><b>Organisational</b></p> <ul style="list-style-type: none"> <li>○ <a href="#">Stay at home policy</a></li> <li>○ <a href="#">Confirmed case guidance and risk assessment</a></li> <li>○ COVID-19 Managers guidance issued regularly</li> </ul> <p><b>Procedures &amp; equipment</b></p> <ul style="list-style-type: none"> <li>○ Covid-19 Manager Guidance &amp; Q&amp;As reviewed</li> </ul>	
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**These requirements should be used in conjunction with and in addition to existing depot risk assessments**

## Acceptance and completion of controls by General Manager

Name	Signature	Date

## Review

Agreed review frequency		
Review date	Reviewed by	Comments

<b>RA 102</b>	<b>Offices inc: Access &amp; egress &amp; visitor / contractor access</b>	
Issue No.	6.0	
<b>Central Risk Assessment Team</b>		
Clare Flanagan	Health & Safety Manager	
Dennis Keegan	Head of QHSE	
<b>Local Risk Assessment Team</b>		
<b>Name</b>	<b>Job Title</b>	<b>Signature</b>

Main considerations	Risk Rating	Required controls	Additional local controls
<b>GENERAL CONTROLS TO BE APPLIED FOR ALL AREAS &amp; ACTIVITIES</b>			
Biological risk of infection of COVID-19 – <b>General</b>	<b>HIGH</b>	<b>Individual</b> <ul style="list-style-type: none"> <li>Personal hygiene practices followed incl. 20 second hand washing technique</li> <li>Regular and frequent hand sanitisation</li> <li>2m safe distancing maintained &amp; 1m side by side</li> <li>Reporting symptoms/ household symptoms and self-isolating where necessary</li> <li>Use of appropriate face coverings when entering / exiting site and when moving around communal areas and offices</li> <li>Follow <a href="#">company standard</a> for testing and notification</li> <li>Dynamic risk assessment process to be adopted for unfamiliar situations and environments</li> <li>National NHS vaccine programme roll out</li> </ul>	



		<p><b>Organisational</b></p> <ul style="list-style-type: none"> <li>○ Communication of guidelines to employees when symptomatic</li> <li>○ <a href="#">Corporate COVID-19 posters</a> displayed; “Keep your distance”, “Handwashing”, “Advice on the Coronavirus”, “Catch it, Bin it, Kill it”</li> <li>○ Regular <a href="#">communications</a> (verbally &amp; electronically) delivered to employees by line managers, to re-inforce the requirements and precautions</li> <li>○ <a href="#">Confirmed case guidance and risk assessment</a></li> <li>○ <a href="#">Use of Gov.uk guidance documents</a></li> <li>○ LFT Testing process guidelines</li> </ul> <p><b>Procedures &amp; equipment</b></p> <ul style="list-style-type: none"> <li>○ Sanitisation of equipment before and after each use with appropriate sanitising solution and blue-roll (or equivalent)</li> <li>○ Provision of hand sanitiser at key locations</li> <li>○ Cleaning and sanitisation of touch points frequently, particularly in high pedestrian traffic areas</li> <li>○ Increased use of signage and safe distancing markers</li> <li>○ Enhanced cleaning schedules</li> <li>○ Monitoring of adherence to controls in place</li> <li>○ Completion of monthly 1<sup>st</sup> party audits by SEM</li> <li>○ Increase frequency of 1<sup>st</sup> party SEM audits to fortnightly in where issues with compliance to controls have been identified</li> <li>○ LFT testing available for depots to undertake where the need dictates</li> </ul>	
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Biological risk of infection of COVID-19 – <b>Access &amp; Egress</b> and movement around buildings and workplaces	<b>HIGH</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ Car sharing to be avoided</li> <li>○ Where this cannot be avoided, face masks should be worn whilst in the vehicle and where possible windows should be opened to increase ventilation</li> </ul> <p><b>Procedures &amp; Equipment</b></p> <ul style="list-style-type: none"> <li>○ Provision of sanitisation equipment on entry &amp; exit points to site and signage (SD129/SD130)</li> <li>○ Staggered arrival and departure times for employees to reduce crowding and therefore maintaining safe distancing</li> <li>○ Provision of additional facilities for cycle storage</li> <li>○ Use of car sharing to be discouraged</li> <li>○ Review workplace transport and parking to ensure safe distancing is maintained for pedestrians around areas with high footfall activity</li> <li>○ Replacement of all touch based security devices for access to eliminate touch contact and therefore reducing the risk of infection</li> <li>○ Review positioning of personnel to limit journeys around site</li> <li>○ Implement the use of pedestrian one-way systems utilising floor signage and barriers where necessary in order that social distancing can be maintained</li> <li>○ Limit maximum lift capacity to 1 person and indicate with signage around lift entry/exit point</li> <li>○ Increased use of signage, floor markings and monitoring around high footfall areas</li> </ul>	
Biological risk of infection of COVID-19 – <b>Canteen &amp; common areas</b>	<b>HIGH</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ Sanitisation of shared / communal equipment before/after use</li> <li>○ Avoid making drinks for others</li> </ul>	

		<p><b>Organisational</b></p> <ul style="list-style-type: none"> <li>○ Review of RAMS for DINE catering to ensure controls are adequate and appropriate and face masks and gloves are identified for catering staff</li> </ul> <p><b>Procedures &amp; Equipment</b></p> <ul style="list-style-type: none"> <li>○ Manage break times &amp; use of canteen to limit number of people at one time in order that safe distancing can be maintained</li> <li>○ Removal of some chairs around tables to manage safe distancing</li> <li>○ Where possible and where space permits, designate a safe outside space for breaks which is safely accessible</li> <li>○ Provide sanitising equipment for shared items and communal kitchen areas</li> <li>○ Enhanced cleaning schedules in shared areas</li> <li>○ Implement “QR Code and track and trace” system on sites with contract catering</li> <li>○ Open doors and windows where possible, to increase air flow and natural ventilation</li> </ul>	
Biological risk of infection of COVID-19 – <b>Toilets</b>	<b>HIGH</b>	<p><b>Procedures &amp; equipment</b></p> <ul style="list-style-type: none"> <li>○ Review toilet areas to enable safe distancing to be maintained, which may include removing some cubicles and urinals from use</li> <li>○ Increased <a href="#">signage including correct hand washing technique</a></li> </ul>	
Biological risk of infection of COVID-19 - <b>Offices</b>	<b>HIGH</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ Sanitisation of shared / communal equipment before/after use</li> <li>○ Where possible, bring in own food, cutlery and crockery</li> </ul>	

		<ul style="list-style-type: none"> <li>○ Eat at desks and work areas where possible</li> </ul> <p><b>Procedures &amp; Equipment</b></p> <ul style="list-style-type: none"> <li>○ Home working for those roles that allow</li> <li>○ Maximum occupancy for offices to be displayed at the entrance to each area</li> <li>○ Training to be given, in the form of an induction (and sign off), to all employees returning to work from furlough, shielding, and those who have been working from home, detailing all new ways of working and precautions to be taken.</li> <li>○ Assessment to be completed of the home working environment and workstation for those working from home</li> <li>○ Provide sanitising equipment for shared items</li> <li>○ Review and rearrange seating and furniture in office areas to maintain safe distancing and avoid face to face seating at desks where 2m distance cannot be maintained at all times.</li> <li>○ Where safe distancing cannot be maintained, screens or booths should be erected</li> <li>○ Local review of staff numbers, times on site etc. to maintain safe distancing</li> <li>○ Control of the use of hot desks to ensure use is minimised</li> <li>○ Provide clear instructions to hot desk users on the requirements to clean and sanitise before and after use</li> <li>○ Provision of cleaning equipment and sanitiser in office areas</li> <li>○ Enhanced cleaning frequency in shared areas</li> <li>○ Open doors and windows where possible, to increase air flow and natural ventilation</li> </ul>	
Biological risk of infection of COVID-19 – <b>Reception &amp; entrances Inc: Visitor &amp; contractor control</b>	<b>HIGH</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ No personal parcels to be delivered into the depot</li> </ul>	

		<p><b>Organisational</b></p> <ul style="list-style-type: none"> <li>○ <u>Contractors only</u>; Review of RAMS to ensure specific controls around COVID-19 are included</li> <li>○ Restrict visitors to site to essential only</li> <li>○ Depot Manager to approve any visits to site from central / support functions</li> </ul> <p><b>Procedures &amp; Equipment</b></p> <ul style="list-style-type: none"> <li>○ Arrange reception furniture to enable safe distancing to be maintained i.e. Visitor seating at 2m apart or 1m side by side.</li> <li>○ Increased use of <a href="#">signage</a> to indicate waiting / standing points</li> <li>○ Only essential visitors and essential Fleet &amp; Facilities contractors allowed on site</li> <li>○ Review site rules and visitor &amp; contractor guidelines, to ensure they include personal hygiene, sanitisation and safe distancing guidelines</li> <li>○ Display <a href="#">Visitors and contractors poster</a> prominently</li> <li>○ Visitors and contractors reminded of guidelines before permitted on site including internal visitors such as support functions, sales staff etc.</li> <li>○ Additional signage in reception to remind visitors / contractors not to enter site if symptomatic</li> <li>○ Provide information and guidelines to visiting employees on the requirements for use of hot desks</li> <li>○ Screens to be installed for reception staff in areas where space is limited and it is difficult to maintain safe distancing</li> <li>○ Hand sanitisation available for all essential visitors and contractors at reception</li> <li>○ <u>Contractors only</u>; Review of RAMS to ensure specific controls around COVID-19 are included</li> <li>○ <u>Contractors only</u>; Increase frequency of contractor monitoring to ensure controls are being maintained</li> </ul>	
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		<ul style="list-style-type: none"> <li>○ <u>LFT programme to include contractor testing</u></li> <li>○ Open doors and windows where possible, to increase air flow and natural ventilation</li> </ul>	
Risk of infection from stays in <b>overnight accommodation</b>	<b>MED</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ Overnight stays should be booked when absolutely necessary and should be avoided where possible.</li> <li>○ Before booking any overnight accommodation, review the controls in place for COVID-19 on the accommodation's website (not booking agent website) and ensure procedures are in place for cleaning, sanitisation and social distancing at the location.</li> <li>○ Consideration should be given to single occupancy accommodation in the first instance, where the risk of infection and spread from interaction with others is significantly reduced.</li> <li>○ General precautions used in the workplace, should be used throughout the stay</li> <li>○ Familiarisation of <b>travel guidelines during COVID-19</b></li> </ul> <p><b>Organisational</b></p> <ul style="list-style-type: none"> <li>○ Log of employees using overnight accommodation tracked through OneSource expenses system, for tracking purposes should there be any reported localised outbreaks in specific accommodation</li> <li>○ Travel guidelines during COVID-19 published</li> </ul> <p><b>Procedures &amp; Equipment</b></p> <ul style="list-style-type: none"> <li>○ Ensure travel guidelines are made available to all employees who are expected to travel as part of their role</li> </ul>	

Risk of increased <b>stress and mental health</b> issues	<b>MED</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ <i>Managers</i>; Regularly reinforce management support for those who need additional help</li> <li>○ <i>Managers</i>; Regular contact from Line Managers via phone or video call for home workers and furloughed staff</li> </ul> <p><b>Organisational</b></p> <ul style="list-style-type: none"> <li>○ Daily update communication</li> <li>○ Regular communication of <a href="#">mental health information</a> available on The Hub</li> </ul> <p><b>Procedures &amp; Equipment</b></p> <ul style="list-style-type: none"> <li>○ Coronavirus – “<a href="#">What support is available for you</a>” poster</li> </ul>	
Management of symptomatic people	<b>MED</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ Follow guidelines for isolation when symptomatic or household symptomatic</li> <li>○ <i>Managers</i>; Communicate guidelines to employees for testing and how results are then subsequently reported back to the depot</li> <li>○ <i>Managers</i>; maintain regular contact with individuals who are absent</li> </ul> <p><b>Organisational</b></p> <ul style="list-style-type: none"> <li>○ <a href="#">Stay at home policy</a></li> <li>○ <a href="#">Confirmed case guidance and risk assessment</a></li> <li>○ COVID-19 Managers guidance issued regularly</li> </ul> <p><b>Procedures &amp; equipment</b></p> <ul style="list-style-type: none"> <li>○ Covid-19 Manager Guidance &amp; Q&amp;As reviewed</li> </ul>	

**These requirements should be used in conjunction with and in addition to existing depot risk assessments**

## Acceptance and completion of controls by General Manager;

Name	Signature	Date

## Review

Agreed review frequency		
Review date	Reviewed by	Comments



<b>RA 103</b>	<b>Meetings</b>	
Issue No.	5.0	
<b>Central Risk Assessment Team</b>		
Clare Flanagan	Health & Safety Manager	
Dennis Keegan	Head of QHSE	
<b>Local Risk Assessment Team</b>		
<b>Name</b>	<b>Job Title</b>	<b>Signature</b>

Main considerations	Risk Rating	Required controls	Additional local controls
<b>GENERAL CONTROLS TO BE APPLIED FOR ALL AREAS &amp; ACTIVITIES</b>			
Biological risk of infection of COVID-19 – <b>General</b>	<b>HIGH</b>	<b>Individual</b> <ul style="list-style-type: none"> <li>Personal hygiene practices followed incl. 20 second hand washing technique</li> <li>Regular &amp; frequent hand sanitisation before /after breaks</li> <li>2m safe distancing maintained and 1m side by side</li> <li>Reporting symptoms / household symptoms and self-isolating where necessary</li> <li>Use of appropriate face coverings when entering / exiting site and when moving around communal areas and offices</li> <li>Follow <a href="#">company standard</a> for testing and notification</li> <li>Dynamic risk assessment process to be adopted for unfamiliar situations and environments</li> <li>NHS vaccine programme roll out</li> </ul> <b>Organisational</b> <ul style="list-style-type: none"> <li>Furloughing of vulnerable/at risk employees</li> </ul>	

		<ul style="list-style-type: none"> <li>Communication of guidelines to employees when symptomatic</li> <li><a href="#">Corporate COVID-19 posters</a> displayed; “Keep your distance”, “Handwashing”, “Advice on the Coronavirus”, “Catch it, Bin it, Kill it”</li> <li>Regular <a href="#">communications</a> (verbally &amp; electronically) delivered to employees by line managers, to re-inforce the requirements and precautions</li> <li><a href="#">Confirmed case guidance and risk assessment</a></li> <li><a href="#">Use of Gov.uk guidance documents</a></li> <li>LFT Process testing guidelines</li> </ul> <p><b>Procedures &amp; equipment</b></p> <ul style="list-style-type: none"> <li>Sanitisation of equipment before and after each use with appropriate sanitising solution and blue-roll (or equivalent)</li> <li>Provision of hand sanitiser at key locations</li> <li>Cleaning and sanitisation of touch points frequently, particularly in high pedestrian traffic areas</li> <li>Increased use of <a href="#">signage and safe distancing markers</a></li> <li>Enhanced cleaning schedules</li> <li>Monitoring of adherence to controls in place</li> <li>Completion of monthly 1<sup>st</sup> party audits by SEM</li> <li>Increase frequency of 1<sup>st</sup> party SEM audits to fortnightly in where issues with compliance to controls have been identified</li> <li>LFT testing available in depots to undertake where the needs dictates</li> </ul>	
Biological risk of infection of COVID-19 – <b>Meetings</b>		<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>Where face to face meetings cannot be avoided; safe distancing should be maintained throughout</li> <li>Avoid sharing items such as pens, PC accessories, flipchart pens etc.</li> <li>Open doors and windows where possible, to increase air flow</li> </ul>	

		<p>and natural ventilation</p> <p><b>Organisational</b></p> <ul style="list-style-type: none"> <li>○ Guidelines for approved video meeting applications and terms of use issued</li> <li>○ Meetings with external attendees including attendees from other sites, must be authorised by site GM</li> </ul> <p><b>Procedures &amp; Equipment</b></p> <ul style="list-style-type: none"> <li>○ Use of video meeting applications to avoid in-person meetings</li> <li>○ Each meeting room within the depot to be assessed to determine maximum capacity whilst maintaining safe distancing.</li> <li>○ Limit furniture and chairs in meeting rooms to accommodate the maximum number permitted to maintain safe distancing</li> <li>○ Meeting room poster to be displayed in each meeting room indicating maximum number of persons</li> <li>○ Internal meetings e.g. Service Circle, to be limited to the maximum number permissible in the meeting room</li> <li>○ Booking systems to be updated to reflect maximum room capacities</li> <li>○ Provision of hand sanitiser and cleaning equipment in the meeting rooms</li> <li>○ Consider walking meetings in open areas where possible for small number of attendees, maintaining safe distancing and using safe routes</li> <li>○ Provide guidelines to employees on use of meeting rooms which should include: avoid sharing items such as pens, remote presentation aids etc.</li> <li>○ Display <a href="#">Bidfood meeting room guidelines</a> posters in and around meeting room areas</li> </ul>	
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**These requirements should be used in conjunction with and in addition to existing depot risk assessments**

### **Acceptance and completion of controls by General Manager**

Name	Signature	Date

### **Review**

Agreed review frequency		
Review date	Reviewed by	Comments

<b>RA 104</b>	<b>Remote Workers</b>	
Description	This assessment applies to all employees who may work from home or depot and travel to customer locations as part of their normal work. This includes National Accounts, Business Managers and field sales teams	
Issue No.	6.0	
<b>Central Risk Assessment Team</b>		
Clare Flanagan	Health & Safety Manager	
Dennis Keegan	Head of QHSE	
<b>Local Risk Assessment Team</b>		
<b>Name</b>	<b>Job Title</b>	<b>Signature</b>

Main considerations	Risk Rating	Required controls	Additional local controls
<b>GENERAL CONTROLS TO BE APPLIED FOR ALL AREAS &amp; ACTIVITIES</b>			
Biological risk of infection of COVID-19 – <b>General</b>	<b>HIGH</b>	<b>Individual</b> <ul style="list-style-type: none"> <li>Personal hygiene practices followed incl. 20 second hand washing technique</li> <li>Regular &amp; frequent hand sanitisation</li> <li>2m safe distancing maintained and 1m side by side</li> <li>Reporting symptoms/ household symptoms and self-isolating where necessary</li> <li>Use of appropriate face coverings when entering / exiting site and when moving around communal areas and offices</li> <li>Follow <a href="#">company standard</a> for testing and notification</li> <li>Dynamic risk assessment process to be adopted for unfamiliar situations and environments</li> <li>NHS Vaccine programme roll out</li> </ul>	

		<p><b>Organisational</b></p> <ul style="list-style-type: none"> <li>○ Communication of guidelines to employees when symptomatic</li> <li>○ <a href="#">Corporate COVID-19 posters</a> available; “Keep your distance”, “Handwashing”, “Advice on the Coronavirus”, “Catch it, Bin it, Kill it”</li> <li>○ Regular <a href="#">communications</a> (verbally &amp; electronically) delivered to employees by line managers, to re-inforce the requirements and precautions</li> <li>○ <a href="#">Confirmed case guidance and risk assessment</a></li> <li>○ <a href="#">Use of Gov.uk guidance documents</a></li> <li>○ LFT Testing process guidelines</li> </ul> <p><b>Procedures &amp; equipment</b></p> <ul style="list-style-type: none"> <li>○ Sanitisation of equipment before and after each use with appropriate sanitising solution and blue-roll (or equivalent)</li> <li>○ Provision of hand sanitiser at key locations</li> <li>○ Cleaning and sanitisation of touch points frequently, particularly in high pedestrian traffic areas</li> <li>○ Increased use of signage and safe distancing markers</li> <li>○ Enhanced cleaning schedules</li> <li>○ Monitoring of adherence to controls in place</li> <li>○ Completion of monthly 1<sup>st</sup> party audits by SEM</li> <li>○ Increase frequency of 1<sup>st</sup> party SEM audits to fortnightly in areas where local lockdown restrictions have been applied</li> <li>○ LFT testing available for depots to undertake where the need dictates</li> </ul>	
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## QHSE ASSESSMENT OF RISK & GUIDELINES FOR COVID-19

<p>Biological risk of infection of COVID-19 from <b>interaction with customers</b></p>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ Utilisation of video and telephone calls to contact customers and avoid attending customer premises where possible and practical</li> <li>○ Avoid visits to high-care customers where possible, where the risk of infection and spread may be increased</li> <li>○ Avoid car sharing</li> <li>○ If car sharing cannot be avoided, then face coverings must be worn and windows should be opened to increase ventilation</li> <li>○ Apply principles of dynamic risk assessment guidelines when visiting customer premises</li> <li>○ Maintain safe distancing throughout visit</li> <li>○ Avoid eating and drinking at customer premises</li> <li>○ Before visits are undertaken, verify protocols to be followed whilst on site and any local arrangements in place to reduce the spread and infection of COVID-19</li> <li>○ If visits are undertaken, avoid busy times where more people may be present, in order that social distancing can be maintained</li> <li>○ Avoid handling of paperwork with customers and use electronic copies where practical</li> <li>○ Apply hand sanitiser, before and after visit</li> </ul> <p><b>Organisation</b></p> <ul style="list-style-type: none"> <li>○ Supply Bidfood risk assessments to customers for them to be aware of what controls are being taken</li> </ul> <p><b>Procedures/ Equipment</b></p> <ul style="list-style-type: none"> <li>○ Provision of PPE (Latex/nitrile gloves, face masks) where customer requirements dictate</li> </ul>	
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		<ul style="list-style-type: none"> <li>○ Provision of hand sanitiser to all employees and refill/replace when necessary</li> <li>○ Provision of sanitisation equipment such as sanitising wipes / spray</li> </ul>	
Risk of musculoskeletal issues from <b>working from home and whilst mobile</b>	<b>MED</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ Apply work disciplines and work scheduling to avoid working from phone excessively and from laptop whilst in the car</li> <li>○ For longer durations; Arrange suitable work area at home, with comfortable seating where the appropriate posture can be maintained</li> <li>○ Complete DSE / home worker assessment and submit for review, in order that advice can be given relating to the workstation layout and environment</li> <li>○ Review outputs and feedback from assessment with Manager to determine whether any specific equipment is required to work more safely</li> </ul> <p><b>Organisation</b></p> <ul style="list-style-type: none"> <li>○ Provision of appropriate equipment identified through DSE / home working assessment, which prevents the onset of musculoskeletal issues i.e Laptop stands/ risers etc.</li> <li>○ <a href="#">QHSE Home working guidelines</a></li> </ul> <p><b>Procedures / equipment</b></p> <ul style="list-style-type: none"> <li>○ Completion of DSE / home worker assessment for all mobile / home workers and review</li> </ul>	
Biological risk of infection of COVID-19 from <b>working at the depot</b>	<b>HIGH</b>	<b>Refer to RA 102 Offices</b>	



Risk of infection from stays in <b>overnight accommodation</b>	<b>MED</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ Overnight stays should be booked when absolutely necessary and should be avoided where possible.</li> <li>○ Before booking any overnight accommodation, review the controls in place for COVID-19 on the accommodation's website (not booking agent website) and ensure procedures are in place for cleaning, sanitisation and social distancing at the location.</li> <li>○ Consideration should be given to single occupancy accommodation in the first instance, where the risk of infection and spread from interaction with others is significantly reduced.</li> <li>○ General precautions used in the workplace, should be used throughout the stay</li> <li>○ Familiarisation of travel guidelines during COVID-19</li> </ul> <p><b>Organisational</b></p> <ul style="list-style-type: none"> <li>○ Log of employees using overnight accommodation tracked through OneSource expenses system, for tracking purposes should there be any reported localised outbreaks in specific accommodation</li> <li>○ <a href="#">Travel guidelines during COVID-19</a> published</li> </ul> <p><b>Procedures &amp; Equipment</b></p> <p>Ensure travel guidelines are made available to all employees who are expected to travel as part of their role</p>	
Risk of increased stress and mental health issues	<b>HIGH</b>	<p><b>Individual</b></p> <ul style="list-style-type: none"> <li>○ <i>Managers</i>; Regularly reinforce management support for those who need additional help</li> <li>○ <i>Managers</i>; Regular contact from Line Managers via phone or video call for home workers and furloughed staff</li> </ul>	

## QHSE ASSESSMENT OF RISK & GUIDELINES FOR COVID-19

		<b>Organisational</b> <ul style="list-style-type: none"> <li>Regular board member update communications</li> <li>Regular communication of <a href="#">mental health information</a> available on The Hub</li> </ul> <b>Procedures &amp; Equipment</b> <p>Coronavirus – “<a href="#">What support is available for you</a>” poster</p>	
Management of symptomatic people	<b>MED</b>	<b>Individual</b> <ul style="list-style-type: none"> <li>Follow guidelines for isolation when symptomatic or household symptomatic</li> <li><i>Managers</i>; Communicate guidelines to employees for testing and how results are then subsequently reported back to the depot</li> <li><i>Managers</i>; maintain regular contact with individuals who are absent</li> </ul> <b>Organisational</b> <ul style="list-style-type: none"> <li><a href="#">Stay at home policy</a></li> <li><a href="#">Confirmed case guidance and risk assessment</a></li> <li>COVID-19 Managers guidance issued regularly</li> </ul> <b>Procedures &amp; equipment</b> <ul style="list-style-type: none"> <li>Covid-19 Manager Guidance &amp; Q&amp;As reviewed</li> </ul>	

**These requirements should be used in conjunction with and in addition to existing risk assessments**

## Acceptance and completion of controls by General Manager or Director of Sales

Name	Signature	Date

## Review

Agreed review frequency		
Review date	Reviewed by	Comments