



Coronavirus COVID-19

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

WHO IS AT RISK	Employees, members of the public, clients and any other site personnel.		
WHAT ARE THE HAZARDS, WHO MAY BE HARMED AND HOW	Transmission of COVID-19 virus leading to infection. Transmission may occur: <ul style="list-style-type: none"> between employees and others when working on customer premises. between employees working together in teams. 		
	Symptoms are: <ul style="list-style-type: none"> a persistent cough, fever (high temperature) & shortness of breath Can lead to death for vulnerable people i.e. those with pre-existing conditions, elderly, pregnant. 		
CURRENT MEASURES IN PLACE		RISK LEVEL	FURTHER ACTION REQUIRED
<ul style="list-style-type: none"> Welfare facilities provided with hot and cold running water, soap and hand drying facilities for handwashing. Hand sanitising gel/wipes provided to all employees who may not have access to soap and handwashing facilities at all times e.g. site operatives & drivers. NHS hygiene and handwashing information posters displayed in welfare facilities. Links to government guidance disseminated to employees. Managers given information of symptoms to be able to monitor and respond to reported infections. Suspension of non-essential business travel. Use of telephone, Watts App and video conferencing facilities for meetings where practicable. 		HIGH	<ul style="list-style-type: none"> All employees must wash hands upon entry & more frequently Use hand sanitising gel/wipes where they cannot easily access handwashing facilities and soap Managers to monitor employee symptoms (risk of non-reporting) and refer suspected individuals to 111 and/or send home. Logging of employee travel to other sites & customers visited (information may be useful to mitigate further spread). All employees MUST self-isolate if they develop symptoms, however mild, and report to their manager immediately. Site operatives are to establish work area exclusion zone with 2 metre perimeters to exclude access to non-employees. Site operatives working together should avoid physical contact as much as possible. Continue to monitor updates on government guidance for employers and implement accordingly.

INSTRUCTIONS TO ALL EMPLOYEES:

Read the information provided by the government and NHS on COVID-19 and what to do:

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

You should stop coming to work and immediately self-isolate if you have any of the symptoms listed above in the government guidance or have been in close contact to someone with confirmed Covid-19 (at home or at work). Please report this to your manager by phone urgently.

Whilst at work, follow hygiene and handwashing guidelines. Wash hands more regularly than normal.

Other than your normal place of work, keep a log of all other sites visited, dates and times.

Employees who are returning travellers must notify their manager of the countries they have visited, and must follow the respective travel advice for the country/countries visited before returning to work: <https://www.gov.uk/foreign-travel-advice>

BRANCH OPERATION: General Instructions for all sites:

- Managers to ensure social distancing can be practised and that adequate welfare facilities are available on sites.
- All staff must wash their hands as soon as they enter the building and continue to wash their hands regularly with soap and hot running water. Dry your hands using paper towels and then bin these afterwards. All cloth towels and tea towels should be thrown away.
- Identify any staff members who fit into the vulnerable groups – they should be encouraged to complete social distancing
- Maintain a 2-metre social distancing as much as possible by using barriers & signage to establish a perimeter around your work areas.
- If 2m rule can't be adhered to, then you should use a face mask. Try to work side by side or back to back and avoid working face to face
- Additional signage, hand sanitiser stations are set up at entry /exit points for all visitors and staff
- Entry and exit via a controlled flow with separate entry and exit doors where possible. Rope off areas or create barriers for diversion
- Create clear customer standing area and 2 metre gap using clear signage on the floor where possible
- Limit & control the number of customers allowed into the counter area by keeping the doors locked and adopt a 'one in one' out process

- All door handles and counter tops must be cleaned using antibacterial wipes on a regular basis – minimum twice daily
- Regularly clean the contact surfaces of your tools and equipment with sanitising wipes
- When sharing equipment, you must clean after each point of contact
- Each branch must create a poster explaining the process for their branch and this must be clearly displayed to all customers
- No customers to be allowed access to the warehouse or sales office unless absolutely essential and authorised by the branch manager
- Returns, avoid taking goods back where ever possible. Returned goods must be wiped down using antibacterial wipes
- Customer Payment: Where possible all payments by credit card. If cash or cheque then disposable gloves must be worn and hands washed immediately afterwards.
- Unnecessary travel to sites should be avoided and where possible meetings will be held via telephone calls / web conferences.
- Visitor access to the building is limited to essential visitors and must be pre-approved by the branch manager.
- Consider holding meetings in open areas where possible and only if absolutely necessary
- All rooms should be well ventilated / windows opened to allow fresh air circulation.
- Only one person is permitted in the kitchen / tea making facilities at any one point. Only make hot drinks for yourself
- Dispose of all shared mugs.
- Workers are asked to bring pre-prepared meals and refillable drinking bottles / mugs from home
- Initial or name any food kept in the fridge to prevent contamination – avoid sharing
- Where possible greet customers and drivers externally to prevent them needing to enter the building. Avoid social greetings such as shaking hands and nudging elbows, adhering to the 2-metre rule at all times.
- If paperwork needs to be exchanged, this should be done at arm's length. Pens will not be shared between customer and member of staff; disposable pens will be provided if necessary
- Limit of 2 operatives to be in one work area at any time while maintaining the 2m distance.
- You must move desks and ensure we maintain a 2-metre gap between work stations where ever possible
- Where possible we should restrict PC and telephone access to one per individual. If you use shared equipment you must wipe it down after each use. This includes kettle, calculators, staplers, supplier folders and catalogues etc
- Toilets must be cleaned on a daily basis using disposable gloves, sprays and detergents etc. You must have sufficient paper towels and a waste bin for safe disposal

PPE

- Re-usable PPE must be thoroughly cleaned after use and not shared between workers
- Single use PPE will be disposed of so that it cannot be reused
- All counter staff, warehouse operatives and drivers will wear gloves which are changed regularly between assisting customers
- Any trolleys used to assist in the loading of materials should be sanitised between uses.
- Trade counter staff should wear disposable gloves when picking and putting away stock

FIRST AID:

- Ensure that there is enough first aid cover to support your branch during the pandemic period.
- When dealing with first aid incidents, always be aware of the risks to yourself and others.
- Wear gloves or cover hands when dealing with injured persons, particularly those with open wounds.
- Cover cuts or grazes on your hands or arms with a waterproof dressing
- Always dispose of all medical waste safely in medical waste bin.
- Give early treatment, wear appropriate PPE such as gloves, a disposable apron. Masks can be worn if deemed necessary by the first aider.
- In the unlikely event of cardiac arrest, do not perform rescue breaths on the casualty <https://www.sja.org.uk/get-advice/first-aid-advice/unresponsive-casualty/how-to-do-cpr-on-an-adult/>
- Do not place your face close to the casualty to hear for breathing.
- Watch the chest if possible, lay a towel or similar over the nose and mouth.
- Ensure that CPR is performed using chest compressions and if possible, a defibrillator if available and trained to do so.

DELIVERIES & VEHICLES:

- Sales staff to provide / pass on any delivery instructions provided by the client
- Sales staff to advise customers that deliveries will be completed on a signed for basis by our driver who will take a name in block capitals and when required a photograph of the goods as proof of purchase
- Regularly clean vehicles, paying attention to contact points such as door handles, steering wheels, operating controls & touch screens etc.
- Where possible payment should be taken for goods prior to the delivery to avoid drivers having to handle cash from customers.
- The site - driver will call ahead to the delivery location / customer to confirm the social distancing and delivery arrangements.

- In line with Government guidance, no work including deliveries will be carried out in a household which is self-isolating (or where an occupant is being shielded).
- Disposable gloves must be worn when making deliveries at customers properties. These must be removed after the delivery and discarded in a bin bag
- BMF 'Essential Worker' letter must be carried by all staff and especially drivers if stopped or questioned.
- Personal items such as hard hats, gloves & any other PPE, should be stored appropriately, not left in vehicles & not shared
- Hands must be wiped down with antibacterial wipe or washed after each delivery
- Drivers must wash their hands with soap and hot water at every opportunity and on a regular basis
- Each van to have a disposal bin liner in the cab to dispose of gloves and paper towels and these should be replaced daily
- Drivers visiting managed sites and operations must follow all instructions and guidelines put in place by the client
- Drivers must maintain a safe working distance at all times and if they are unsure, they are empowered to decline and return goods
- Fork lift – Always wear disposal gloves when operating the fork lift truck
- Fork lift – regularly clean steering wheel and controls

GOODS INWARDS - SUPPLIER DELIVERIES:

- All suppliers / delivery drivers must maintain a 2-metre gap at all times
- If they need to enter the warehouse, then provide a safe waiting area away from other staff members
- If they wish to wash their hands or use the toilets, they must follow our guidelines and ensure they keep away from other employees
- Do not sign paperwork but ensure the delivery note is attached to the pallet or physical product
- Clean down commodity products where possible!

Date of Review**12th May 2020**

Employees Declaration of Acceptance

I confirm that I have received, read and understood this risk assessment and confirm that I will work in accordance with the instructions and conform to the control measures identified at all times.

Print Name:	Signed:	Date:
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Daily Delivery Record:

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