

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

FIVE STEPS TO SAFER WORKING TOGETHER

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer Greenhous Group Holdings Limited Date 15th May 2020

Gina Hughes 01952 770740 Ext 7140

Who to contact: Your Health and Safety Representative

(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

Risk Assessment	OHSAS 18001 Planning 4.3.1	Prepared by: Gina Hughes	Approved by: M.Pawson Group Finance Director
Working safely during COVID-19			Assessor: Gina Hughes
Ensuring a safe environment for employees, customers and other visitors to the premises			Date: 15 th May 2020 Review 27 th May. 2 nd & 16 th June 2020 31 st July 2020

Hazard Identification and Initial and Risk Assessment
Review how the task is, or is going to be, undertaken. Consider each step in the task. If possible, observe how the task is undertaken. When conducting this review, ensure you consult personnel who are involved and consider any existing documentation that may have a bearing on your assessment (e.g. documented procedures and policies, equipment used for task, chemicals, substances employed, services used (electricity, gas, compressed air etc.) or maintenance procedures.

Additional Risk Control Measures
For each hazard identified as requiring an additional risk control measure, review the hazard and decide what additional controls can be introduced to sufficiently reduce the risk to an acceptable level. Re-calculate the revised risk rating taking into account the proposed additional controls.

Hazard	Persons at Risk	Potential Harm	Existing Risk Control Measures	Level of Risk			Additional Control Measures	Review Level of Risk	Person Responsible	Date By
				Likelihood	Severity	Risk Score				
Section 2 Keeping your customers and visitors safe	Employees Customers Contractors Visitors	Contact with other persons	<ul style="list-style-type: none"> Defining number of customers follow 2m social distancing or 1m with Perspex screen/face covering Limit the number of customers Mandatory for customers to wear facemasks or coverings in showroom Customers to visit alone where possible Designated entry/exits one way where applicable Clear guidance on arrival to showroom - social distancing & hygiene Encourage customers to use hand sanitiser Designated customer car parking spaces Appointment times arranged Designated positions for 	1	5	5	Follow GOV UK updates Create social distancing champions to demonstrate social distancing guidelines to customers, if helpful. Managing use of high traffic areas including corridors Keep windows & doors open if	5	Site Managers	Ongoing

			<p>employees to advise or assist customers whilst maintaining social distancing</p> <ul style="list-style-type: none"> • Written communication to employees and customers • Latest Poster & guidelines displayed are clearly visible in showroom • Safe Working Procedure for Sales Process • Ventilation (2.3) operating when there are people in building. • Customer toilets (2.4) – signs & posters of handwashing technique displayed 				<p>possible</p> <p>Consider making hand sanitiser available on entry to toilets where safe & practicable</p> <p>Set clear use and cleaning guidance for toilets & putting up a visible cleaning schedule</p>			
<p>Section 3 Who should go to work</p> <p>Protecting people who are at higher risk</p> <p>People who need to self-isolate</p> <p>Equality in the workplace</p>	<p>Employees Customers Visitors</p>	<p>COVID-19</p>	<ul style="list-style-type: none"> • Determine who should return to work and when in line with ongoing GOV UK advice • Enabling workers to work home whilst self-isolating if appropriate • Phased return to work • Communication given to customers ahead of their visit on to expect on site and protocol to follow • Training and guidance for employees returning to work • Safe working procedure to deal with staff or customers, displaying symptoms on site • Shielding of vulnerable staff communicated to HR • Safe working procedure for Home Workers & DSE Assessment • Equality in the workplace making reasonable adjustments • Monitoring Mental Health & Wellbeing - Mental Health First Aiders & via Mercury 	<p>1</p>	<p>5</p>	<p>5</p>	<p>Issue Employees Risk Assessment and retain copy of declaration on return to work</p> <p>Keeping in touch offsite employees</p>	<p>5</p>	<p>Site Manager</p>	<p>Ongoing</p>

<p>Section 4 Social Distancing for Workers maintain 2 metres wherever possible whilst arriving and departing from work</p>	<p>Employees Customers Visitors</p>	<p>COVID-19</p>	<ul style="list-style-type: none"> • Markings and one-way flow at entry and exit points • Limiting passengers in vehicles • Defining alternative entry/exit points • Handwashing or hand sanitiser at entry and exit points • Clear guidance posters for customers and employees • Employees recommended to wear face mask in showrooms when not behind a Perspex screen • Guidance on greeting persons • Maintain social distancing throughout premises • No accompanied test drives • Workshop distancing, flexible hours, a drop off box for keys and restriction of access • No desk sharing, avoid touching, sharing the same objects or equipment where possible • Removal of complementary services drinks, newspapers etc. • Safe Working Procedure for technicians • Maintaining use of security access devices i.e. keypad cleaning process 	<p>1</p>	<p>5</p>	<p>5</p>	<p>Staggering arrival and departure times for employees and customers</p> <p>Wearing a face covering guidance issued to sites July 2020</p>			
<p>Moving around buildings and stores (Section 4)</p>	<p>Employees Customers Visitors</p>	<p>COVID-19</p>	<ul style="list-style-type: none"> • Non-essential movement between departments • Restricting access to areas, communication by telephone • Traffic areas monitored – parking spaces for customers communicated in advance where practicable • Face mask to be worn when moving in or visiting a showroom 	<p>1</p>	<p>5</p>	<p>5</p>	<p>Communicated to group departments</p>		<p>Gina Hughes</p>	<p>July 2020</p>

<p>Workplace and Workstations</p> <p>Maintain social distancing 2m (Section 4.3)</p>	<p>Employees</p>	<p>COVID-19</p>	<ul style="list-style-type: none"> • Review layout to allow employees to work further apart from each other • Floor markings to help people keep to 2m distance • Avoid persons working face to face • Perspex screens used to create a physical barrier • Consistent pairing system for persons working in close proximity • Minimising contacts around transactions – contactless payments or BACS 	<p>1</p>	<p>5</p>	<p>5</p>				
<p>Meetings (Section 4.4)</p>	<p>Employees</p>	<p>Contact with other persons</p>	<ul style="list-style-type: none"> • Using remote working tools • Only absolutely necessary participants should attend meetings – maintain 2m separation throughout • Hand sanitiser in meeting rooms • Avoid sharing pens or other objects • Holding outdoor meetings or in well ventilated rooms 	<p>1</p>	<p>5</p>	<p>5</p>				
<p>Common areas (Section 4.5)</p>	<p>Employees</p>	<p>Contact with other persons</p>	<ul style="list-style-type: none"> • Stagger break times or places to eat • Using safe outside areas for breaks • Perspex screens to protect workers in reception • Reconfigure seating and tables to optimise spacing and reducing face to face interactions • Display notice of number of persons allowed in area at same time • Using other parts of building to 	<p>2</p>	<p>5</p>	<p>10</p>	<p>Consider use of social distance marking for areas such as toilets, showers, lockers and any other areas where queues form.</p>	<p>5</p>		

			maintain social distancing							
Accidents, security and other incidents (Section 4.6)	Employees, customers Visitors	Contact with other persons	<ul style="list-style-type: none"> In an emergency an accident, fire or break in people do not have to stay 2m apart if it would be unsafe Process for first aiders & PPE 	2	5	10				
Section 5 Cleaning the Workplace Workplace Cleaning	Employees Customers Visitors Contractors	COVID-19	<ul style="list-style-type: none"> Cleaning procedure and providing hand sanitiser before restarting work Contract cleaning schedule In-house frequent cleaning of work areas and equipment – cleaning high touch objects Clearing workspaces and removing waste and belongings from the work area at the end of the day Cleaning and sanitising display vehicles 	1	5	5	Providing hand sanitiser in multiple locations (5.3) Enhance cleaning for busy areas (5.3)			
Hygiene – handwashing , sanitation facilities and toilets (Section 5.3)	Employees Customers Visitors Contractors	COVID-19	<ul style="list-style-type: none"> Good Hand-washing and sanitising posters displayed Clear guidance for employees and customers on hygiene for people, property and vehicles. Regular reminders and signage to maintain hygiene standards Pick up and drop off collection points where possible. Rather than hand to hand Staggered drop off and collection times for customers Hand sanitiser available at entry points, service areas and waiting areas. Liquid soaps and hand towels 	1	5	5				

			<ul style="list-style-type: none"> provided in toilets Regular cleaning/disinfecting of tooling pre and post use, keys and pens. Regular cleaning and disinfecting of vehicles Showroom and display vehicles to be locked. Process for moving and viewing Maximise ventilation of premises and vehicles wherever possible. 							
Section 6 Personal Protective Equipment & Face Coverings	Employees	COVID-19	<ul style="list-style-type: none"> Continue to use PPE issued for work activities Provision of appropriate PPE to staff (face masks) if social distancing and other measures cannot be maintained Face coverings worn in showroom Drivers provided with and advised appropriate use of equipment and sanitisation products Disposable vehicle protection 	1	5	5	Temperature checks for employees prior to start of work			
Section 7 Workforce Management Shift patterns and outbreaks Work Related Travel	Employees	COVID-19	<ul style="list-style-type: none"> Fixing shift groups or teams so that where contact is unavoidable, this happens between the same people Maintaining consistent pairing Areas identified where people have to directly pass things to each other i.e. parts Minimising non-essential travel Minimise number of people travelling together in any one vehicle Cleaning shared vehicles between handover i.e. demo's & courtesy vehicles Process to minimise person to 	1	5	5	<p>Single Point of Contact (SPOC) In case of positive test to contact PHE Is Gina Hughes (Contact is Jo Jones if I am unavailable & she will call me)</p> <p>Keeping a record of staff shift patterns for 21 days and assist</p>			

			<p>person contact during deliveries to other sites</p> <ul style="list-style-type: none"> Minimising contact during payments and exchange of documentation using electronic payment methods and electronically signed and exchanged documents 				with NHS test and trace requests			
Communication and Training (Section 7.3)	Employees Customers	COVID-19	<ul style="list-style-type: none"> Clear, consistent and regular communication to improve understanding and consistency of ways of working Ongoing engagement with employees to monitor impacts of changes to working environment Awareness and focus on the importance of mental health at times of uncertainty 	1	5	5				
Section 8 Inbound and outbound goods Goods entering and leaving sites	Employees Customers Contractors	COVID-19	<ul style="list-style-type: none"> Designated pick up and drop off collection points, procedures, signage and markings Single workers load or unload vehicles Use same pairs of people for loads where more than one is needed Drivers access to welfare facilities 	2	5	10				

Review Date:	15/05/2020	Reviewed By:	Name	Gina Hughes	Department Manager	Name	
			Signature			Signature	
Review Date:	27/05/2020	Reviewed By:	Name	Gina Hughes	Department Manager	Name	
			Signature			Signature	
Review Date:	02/06/2020 & 14/06/2020	Reviewed By:	Name	Gina Hughes	Department Manager	Name	
			Signature			Signature	
Review Date:	31/07/2020	Reviewed By:	Name	Gina Hughes	Department Manager	Name	
			Signature			Signature	

Likelihood			Severity		
Very likely	5	Almost certain to happen	Fatal	5	Loss of life
Likely	4	Likely to happen frequently	Major Harm	4	Major injury or harm as detailed under RIDDOR
Possible	3	Evens chance of happening	7-day Harm	3	Over seven-days incapacity (RIDDOR)
Unlikely	2	May happen from time to time	1-day Harm	2	Incapacity between one and seven days
Improbable	1	Very unlikely to happen	Minor Harm	1	First aid injury – no incapacity

		Severity				
		Minor Harm	1-day Harm	7-day Harm	Major Harm	Fatal
Likelihood	Very likely	5	10	15	20	25
	Likely	4	8	12	16	20
	Possible	3	6	9	12	15
	Unlikely	2	4	6	8	10
	Improbable	1	2	3	4	5

Level of risk	Action and timescale
High	You should not start work until the risk has been reduced (See control hierarchy below). You may have to set aside considerable resources to reduce the risk. If the risk involves work in progress, you should take urgent action and stop the job until the risk has been reduced.
Medium	You should use measures to reduce the risk within a defined time period (See control hierarchy below). If the medium risk is associated with extremely harmful consequences, you may need to carry out another assessment to identify more precisely the likelihood of harm. This will help you decide whether you need to use improved control measures.
Low	You should manage the risk - so far as reasonably practicable (See control hierarchy below). You must try to reduce the risk, but should carefully measure the cost of prevention. Monitoring is necessary to make sure that the controls remain effective.

Control hierarchy	You should use the control hierarchy to determine the best method protecting your employees and others from harm. In applying the hierarchy consideration should be given to the relative costs, risk reduction benefits, and reliability of the available options.
Elimination	Modify a design to eliminate the hazard, e.g. introduce mechanical lifting devices to eliminate the manual handling hazard, etc.
Substitution	Substitute a less hazardous material or reduce the system energy (e.g. lower the force, amperage, pressure, temperature, etc.)
Engineering controls	Install ventilation systems, machine guarding, interlocks, sound enclosures, etc.
Signage, warnings, and/or administrative controls	Safety signs, hazardous area marking, photo-luminescent signs, markings for pedestrian walkways, warning sirens/lights, alarms, safety procedures, equipment inspections, access controls, safe systems of working, tagging and work permits, etc.
Personal protective equipment (PPE)	Safety glasses, hearing protection, face shields, safety harnesses and lanyards, respirators and gloves, etc.

