



# Risk Assessment

## Customer deliveries during Covid-19 restrictions

This RA has been created to cover a specific task during the Covid-19 restrictions. Controls within this RA are for this limited time only and are subject to change in line with Government guidelines and will be updated as appropriate. All current RA's and SSoW are still in place and should be followed where relevant.

**When fully completed by the site manager and signed by all delivery teams this document is to be kept on site and a copy emailed to Paul Johnson and Sarah Hey**

Completed by: P Johnson

Signature: 

Implemented by.....

CDC.....

Date created: 22 Apr 20 Date issued: 12 May 20

Last reviewed and updated 26 May 2020

Next review date: 26 Jun 20 (or sooner if required)

Reference number: DFS-CDC/(COVID)001

| A  | B  | D  | E                       | F  | G   | H  | I  |
|--|--|--|-------------------------|--|---|--|--|
| Activity and the hazards   | Who might be harmed and how?   | What are you already doing?  | Current Risk Rating LxS | Do you need to do anything else to control this risk?  | Residual Risk Rating once additional controls completed | Action by who?   | Date actions complete and initials           |
| <p><b>Spread of Covid-19 coronavirus</b></p> <p><b>Hygiene</b></p> | <p>Employees<br/>Families of employees<br/>Customers</p> <p>Could become ill due to contracting Coronavirus (COVID-19)</p> | <ul style="list-style-type: none"> <li>Hand washing facilities are in place with soap and hot water within all locations</li> <li>Every colleague will be given a bottle of hand sanitizer</li> <li>Each CDC have barrels of sanitizer to refill the bottles</li> <li>Gloves are available on request</li> </ul> | <p>3x5=15</p>           | <ul style="list-style-type: none"> <li>Extra hygiene stations to be installed within the warehouse</li> <li>Wash your hands on starting and finishing work</li> <li>Wash or sanitise hands before and after every delivery</li> <li>Extra PPE to be provided and worn               <ul style="list-style-type: none"> <li>- A disposable mask to be worn for each delivery when delivering furniture into the customers home and if you cannot maintain a 2 metre distance (back of vehicle).</li> <li>- Disposable gloves available on request</li> </ul> </li> </ul> <p><i>Follow the guidance on PPE use attached to this RA</i></p> | <p>2x5=10</p>   | <p>Site manager</p> <p>All</p> <p>All</p> <p>Site manager</p> <p>(All)</p> | <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> |

| A  | B  | D  | E                       | F  | G   | H                                | I  |
|--|--|--|-------------------------|--|---|----------------------------------|--|
| Activity and the hazards                                     | Who might be harmed and how?   | What are you already doing?  | Current Risk Rating LxS | Do you need to do anything else to control this risk?  | Residual Risk Rating once additional controls completed | Action by who?                   | Date actions complete and initials           |
| <p><b>Spread of Covid-19</b></p> <p><b>Hygiene cont.</b></p> | <p>Employees<br/>Families of employees<br/>Customers</p> <p>Could become ill due to contracting Coronavirus (COVID-19)</p> | <ul style="list-style-type: none"> <li>• Hand washing facilities are in place with soap and hot water within all locations</li> <li>• Every colleague will be given a bottle of hand sanitizer</li> <li>• Each CDC have barrels of sanitizer to refill the bottles</li> <li>• Gloves are available on request</li> </ul> | <p>3x5=15</p>           | <ul style="list-style-type: none"> <li>• Cover your mouth when coughing or sneezing with a tissue or the crook of your elbow if not wearing a mask</li> <li>• Use anti bacterial wipes to clean furniture trolleys and other equipment before and after use</li> <li>• Use the supplied paper towels when drying your hands - do not use a customers towel</li> <li>• Dispose of used tissue, paper towels, antibacterial wipes and PPE in separate doubled bin liners - On return to CDC dispose of this used waste in the specifically marked bin</li> </ul> | <p>2x5=10</p>   | <p>All</p> <p>All</p> <p>All</p> | <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> |

| A  | B  | D  | E                       | F   | G   | H  | I  |
|--|--|--|-------------------------|---|---|--|--|
| Activity and the hazards   | Who might be harmed and how?   | What are you already doing?  | Current Risk Rating LxS | Do you need to do anything else to control this risk?   | Residual Risk Rating once additional controls completed | Action by who?   | Date actions complete and initials   |
| <p><b>Spread of Covid-19 coronavirus</b></p> <p><b>Hygiene cont.</b></p> | <p>Employees<br/>Families of employees<br/>Customers</p> <p>Could become ill due to contracting Coronavirus (COVID-19)</p> | <ul style="list-style-type: none"> <li>Hand washing facilities are in place with soap and hot water within all locations</li> <li>Every colleague will be given a bottle of hand sanitizer</li> <li>Each CDC have barrels of sanitizer to refill the bottles</li> <li>Gloves are available on request</li> </ul> | 3x5=15                  | <ul style="list-style-type: none"> <li>Use your own cup, cutlery and plates. Wash these thoroughly after each use</li> <li>Use and wash your own drinking bottle</li> <li>Employees to shower when you get home and wash your clothes before any physical contact with your family</li> <li>Do not share any stationary such as pens or pencils with other colleagues</li> <li>Call the customer as you arrive to meet you at the door and ensure all doors are opened to the final delivery point</li> <li>Bag any loan, sell off or exchange furniture and quarantine in the WH for 72 hrs then clean with antibacterial wipes</li> </ul> | 2x5=10  | <p>All</p> <p>All</p> <p>All</p> <p>All</p> <p>All</p> | <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> |

| A  | B  | D   | E                       | F  | G   | H  | I  |
|--|--|---|-------------------------|--|---|--|--|
| Activity and the hazards   | Who might be harmed and how?   | What are you already doing?   | Current Risk Rating LxS | Do you need to do anything else to control this risk?  | Residual Risk Rating once additional controls completed | Action by who?   | Date actions complete and initials   |
| <p><b>Spread of Covid-19 coronavirus</b></p> <p><b>Social distancing</b></p> | <p>Employees<br/>Families of employees<br/>Customers</p> <p>Could become ill due to contracting Coronavirus (COVID-19)</p> | <ul style="list-style-type: none"> <li>Non essential visits to site are prohibited inc food deliveries</li> <li>Shift times staggered to avoid large numbers arriving at the same time</li> </ul> | <p>3x5=15</p>           | <ul style="list-style-type: none"> <li>Keep vehicle windows open when possible</li> <li>While in the vehicle avoid facing each other</li> <li>Request the customer to keep the social distance of 2 metres from you when delivering and setting up the furniture</li> <li>If you suspect the customers house has someone with coronavirus symptoms politely refuse to deliver</li> <li>Doorstep deliveries can be completed at the customer instruction only</li> <li>Monitor all social distancing for all colleagues and customers and politely remind them if required</li> </ul> | <p>2x5=10</p>   | <p>All</p> <p>All</p> <p>All</p> <p>All</p> <p>All</p> | <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> |

| A   | B  | D  | E                       | F   | G   | H   | I                                  |
|---|--|--|-------------------------|---|---|---|------------------------------------|
| Activity and the hazards  | Who might be harmed and how?   | What are you already doing?  | Current Risk Rating LxS | Do you need to do anything else to control this risk?   | Residual Risk Rating once additional controls completed | Action by who?  | Date actions complete and initials |
| <p><b>Spread of Covid-19 coronavirus</b></p> <p><b>Reporting symptoms or cases of Covid-19, Accidents and near misses</b></p> | <p>Employees, families of employees, customers</p> <p>Could become ill due to contracting Coronavirus (COVID-19)</p> | <ul style="list-style-type: none"> <li>Those with symptoms asked not to come into work; high temperature or new and persistent cough</li> <li>Temperature checks will be carried out on arrival to site, this will be recorded and employees to sign to confirm. If above 38 degrees employees will be sent home.</li> <li>All workplace accidents and near misses are to be reported through Airsweb as normal</li> <li><b>Covid-19 is RIDDOR reportable if contracted at work</b></li> </ul> | <p>3x5=15</p>           | <ul style="list-style-type: none"> <li>If you start experiencing symptoms of Coronavirus while at work report this to your manager immediately</li> <li>If you start experiencing symptoms of Coronavirus while at home do not go to work and report this to your manager immediately</li> <li>Plan to be in place to inform all other colleagues if a colleague they've worked with has contracted Coronavirus</li> <li>Site manager to ensure all <b>cases of Covid-19</b>, accidents and near misses are reported</li> </ul> | <p>2x5=10</p>   | <p>All</p> <p>All</p> <p>Site manager</p> <p>Site manager</p> | <p>Ongoing</p> <p>Ongoing</p>      |


| A   | B   | D  | E                       | F  | G   | H   | I                                  |
|---|---|--|-------------------------|--|---|---|------------------------------------|
| Activity and the hazards  | Who might be harmed and how?  | What are you already doing?  | Current Risk Rating LxS | Do you need to do anything else to control this risk?  | Residual Risk Rating once additional controls completed | Action by who?                                      | Date actions complete and initials |
| <p><b>Spread of Covid-19 coronavirus</b></p> <p><b>Mental Wellbeing</b></p> | <p>Employees, families of employees</p> <p>May experience distress or anxiety about been at work and potentially being exposed to Coronavirus</p> | <ul style="list-style-type: none"> <li>Information on accessing the EAP is available at all locations</li> </ul> | <p>3x4=12</p>           | <ul style="list-style-type: none"> <li>All employees to be made aware of the extra support that is available through Workplace</li> <li>All employees to make their family aware of the support available to them</li> <li>Line managers to read the guidance for Reboarding your team</li> <li>Employees to read guidance on Returning back to work which includes tips for managing anxiety</li> </ul> | <p>3x3=9</p>  | <p>Manager</p> <p>All</p> <p>Manager</p> <p>All</p> |                                    |

# Further considerations

| Further considerations   | Person Responsible | Completion Date          |
|--|--------------------|--------------------------|
| Colleagues are to be screened to ensure they are eligible to work. For example if showing any symptoms or in the extremely vulnerable category they are not to attend work.<br>See guidance for more details | Manager            | Prior to work commencing |
|  |                    |                          |
|  |                    |                          |
|  |                    |                          |
|  |                    |                          |
|  |                    |                          |
|  |                    |                          |
|  |                    |                          |
|  |                    |                          |



# Risk assessment review

| Date of Review | Reason for review   | Name         | Signature   |
|----------------|---|--------------|---|
| 26/05/2020     | Updated to include handling and quarantining loan furniture | Paul Johnson |  |
|                |   |              |   |
|                |   |              |   |
|                |   |              |   |
|                |   |              |   |
|                |   |              |   |
|                |   |              |   |

## **GUIDANCE ON COMPLETING THE GENERAL RISK ASSESSMENT FORM**

### **Definitions**

A **HAZARD** is:- something with the potential to cause harm.

A **RISK** is:- the likelihood that harm from a particular hazard will occur and the consequences.

**RISK RATING:** These risk assessments use a 5x5 risk rating matrix. The risk rating is taken from the table below. Once the hazard has been identified we must look at the likelihood of an incident arising from the hazard and if it did what would the consequences could be. Likelihood x Consequence = Risk Rating

### **Column A**

**Activity Assessed:** Describe the activity and location that is being assessed e.g. floor cleaning, operation of a machine; maintenance activities etc.and identify the hazards

### **Column B**

**Those affected:** Any person who may be affected by the activity/process/equipment must be identified.

### **Column C**

The risk rating if no controls were in place.

### **Column D**

**Existing Control Measures:** Outline the existing measures which will reduce the risk arising from each of the hazards listed. Check that they meet legal requirements, industry standards and represent good practice. Typical control measures include: safe design; preventing access to the hazard e.g. guarding; written procedures and instructions; training; provision of PPE etc.

### **Column E**

The risk assessed at the time of the assessment using the 5x5 risk rating matrix taking into account any existing control measures. If the overall risk category is **1-6**, then the assessment is complete and the form circulated to those affected. However if the overall risk category is between **8-25** then Additional Control Measures are required (see below).

## Risk Rating Matrix

5x5 Risk Rating Matrix. Once rated follow the Action Level table.

|                                     | Likelihood         |               |                    |             |                  |
|-------------------------------------|--------------------|---------------|--------------------|-------------|------------------|
| Severity                            | 1<br>Very Unlikely | 2<br>Unlikely | 3<br>Fairly Likely | 4<br>Likely | 5<br>Very likely |
| 5 Catastrophic<br>(Death)           | 5                  | 10            | 15                 | 20          | 25               |
| 4 Major<br>(> 7 days absence)       | 4                  | 8             | 12                 | 16          | 20               |
| 3 Moderate<br>(upto 3 days absence) | 3                  | 6             | 9                  | 12          | 15               |
| 2 Minor<br>(Requires first aid)     | 2                  | 4             | 6                  | 8           | 10               |
| 1 Insignificant<br>(No injury)      | 1                  | 2             | 3                  | 4           | 5                |

| Risk Rating | Action   |
|-------------|--|
| 20-25       | Stop activity and take immediate action  |
| 15-16       | Urgent Action – take immediate action and stop activity if necessary, maintain current controls rigorously |
| 8-12        | Action – improve within specified timescale  |
| 3-6         | Acceptable – Monitor and look to improve at next review and following significant change                   |
| 1-2         | No further action required – ensure current controls are used, monitored and reviewed.                     |

**Column F****Additional Control Measures:**

Additional control measures that will reduce the risks further should be noted. For example, elimination of the hazard should be considered first. If this is not possible, then try to reduce the risk e.g. risks from electrical hazards might be reduced by using low voltage electrical appliances. Also consider: safer design; additional guards; additional procedures and instructions; increased supervision; personal protective equipment (PPE). The completion date for the introduction of each additional control measure should be noted.

**Column G****Residual Risk:**

This is the risk that still remains following the introduction of the additional control measures.

**Column H**

The person responsible to implement the extra control measures and the date these are expected to be completed

**Column I**

This serves as a record that the extra control measures have been completed. Evidence will be required such as photographs to show signage in place.

## Guidance on wearing and using extra PPE

### DISPOSABLE MASKS

- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Ensure you wear the mask with the blue side facing outward and the thin metal strip over your nose
- Cover mouth and nose with mask and pinch the metal strip over your nose.
- Discard the mask in the double bagged rubbish each time you take it off
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.
- Replace the mask with a new one as soon as it is damp
- To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in the double bagged rubbish; clean hands with alcohol-based hand rub or soap and water.

### DISPOSABLE GLOVES (available on request)

- Remove gloves from inside the wrist and fold into themselves placing them into the double bagged rubbish immediately
- Use new gloves everytime you remove the old gloves. **Do not re-use the disposable gloves**

