

COVID-19 Risk Assessment

Our Approach to Carrying Out a Risk Assessment:

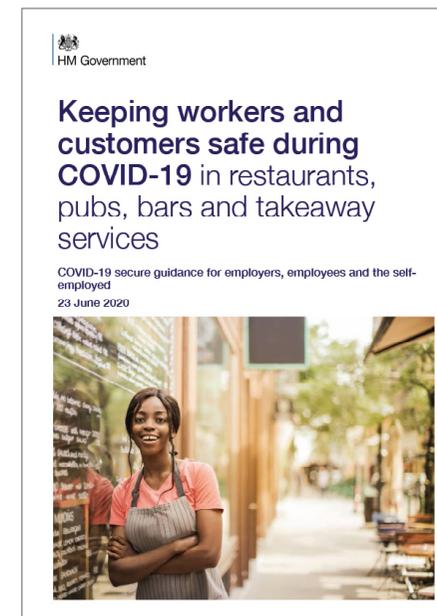
We have decided that the best approach is to copy the latest Government Guidance points, review each section in turn and respond as appropriate. If improvements are needed, these are noted down and an overall assessment of the risk for that particular aspect is recorded.

The sections of the document and therefore this form are:

1. Thinking about risk
2. Keeping your customers and visitors safe
3. Who should go to work
4. Social distancing for workers
5. Cleaning the workplace
6. Personal protective equipment (PPE) and face coverings
7. Workforce management
8. Inbound and outbound goods

We will review this document as or when new information comes to light or new guidance is issued by the Government.

The guidance that we are following:



1. Thinking About Risk

Managing Risk

Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. Employers must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected. In the context of COVID-19 this means protecting the health and safety of your workers and customers by working through these steps in order:

1. Ensuring both workers and clients who feel unwell stay at home and do not attend the venue.
2. In every workplace, increasing the frequency of hand washing and surface cleaning.
3. Businesses and workplaces should make every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (2m, or 1m with risk mitigation where 2m is not viable, is acceptable. You should consider and set out the mitigations you will introduce in your risk assessments).
4. Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.

Further mitigating actions include:

- Further increasing the frequency of hand washing and surface cleaning.
- Keeping the activity time involved as short as possible.
- Using screens or barriers to separate workers from each other and workers from customers at points of service.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
- 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).
- Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.

In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.

The recommendations in the rest of this document are ones you must consider as you go through this process. You could also consider any advice that has been produced specifically for your sector, for example by trade associations or trades unions.

If you have not already done so, you should carry out an assessment of the risks posed by COVID-19 in your workplace as soon as possible. If you are currently operating, you are likely to have gone through a lot of this thinking already. We recommend that you use this document to identify any further improvements you should make. You must review the measures you have put in place to make sure they are working. You should also review them if they may no longer be effective or if there are changes in the workplace that could lead to new risks.

- 1.2. 'Sharing the risk assessment' - with workers, including putting up poster provided in the document.

We have hand sanitiser stations around the centre and additional signs to encourage hand washing, PPE is provided to areas where social distancing is not possible.

Reminders for staff hygiene are in place and where possible reduce close working and remembering 2 metres or a minimum of 1m plus.

Screens have not been installed as PPE is more suitable and preferred.

With the space within our shops helping to keep staff and customers distanced, in the office we have space to allow safe working.

Each department works in small teams with shifts spread over a rolling two-week rota.

Not very often are we face to face however when we are PPE must be worn.

We have worked with both the GCA and HTA trade organisations and to the guideline produced.

Every member of staff returning to work to receive a copy of the returning to work program which included measures in place and PPE advised. This document will also be sent to every employee.

2. Keeping Your Customers and Visitors Safe

General

The opening up of the economy following the COVID-19 outbreak is being supported by NHS Test and Trace. You should assist this service by keeping a temporary record of your customers and visitors for 21 days, in a way that is manageable for your business, and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks. Many businesses that take bookings already have systems for recording their customers and visitors - including restaurants, hotels, and hair salons. If you do not already do this, you should do so to help fight the virus. We will work with industry and relevant bodies to design this system in line with data protection legislation, and set out details shortly.

You can only meet socially with friends and family indoors who either live with you or have formed a support bubble with you, while outdoor gatherings should only be occurring in groups of up to 6 people (or support bubbles). It is against the law to gather in groups of more than 30 people, except for the limited circumstances as set out in law. In these specific cases, those operating venues should take additional steps to ensure the safety of the public and prevent large gatherings or mass events from taking place. At this time, venues should not permit live performances, including drama, comedy and music, to take place in front of a live audience. Individual businesses or venues should consider the cumulative impact of many venues re-opening in a small area. This means working with local authorities, neighbouring businesses and travel operators to assess this risk and applying additional mitigations. These could include:

- Further lowering capacity - even if it is possible to safely seat a number of people inside a venue, it may not be safe for them all to travel or enter that venue.
- Staggering entry times with other venues and taking steps to avoid queues building up in surrounding areas.
- Arranging one-way travel routes between transport hubs and venues.
- Advising patrons to avoid particular forms of transport or routes and to avoid crowded areas when in transit to the venue.

Steps that will usually be needed

- Calculating the maximum number of customers that can reasonably follow social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) at the venue. Taking into account total indoor and outdoor space, specific venue characteristics such as furniture as well as likely pinch points and busy areas.
- Reconfiguring indoor and outdoor seating and tables to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) between customers of different households or support bubbles. For example, increasing the distance between tables.
- Working with your local authority or landlord to take into account the impact of your processes, including queues, on public spaces such as high streets and public car parks.
- Working with neighbouring businesses and local authorities to provide additional parking or facilities such as bike-racks, where possible, to help customers avoid using public transport.

We will be using our loyalty scheme for Track and Trace and for those customers who are not a member will be asked for a name and contact number which will be recorded in a secure form.

This will be monitored by a meeter and greeter who will explain our procedures.

The entry to the centre has been reduced to be inline with government guidelines. The Coffee Shops' covers have been reduced to allow for social distancing.

N/A

N/A

Entry limits per centre have been calculated and implemented.

This has been completed.

N/A

Concessions on site have been included in actions or adjustment made for the common areas.

- Reducing the need for customers to queue, but where this is unavoidable, discouraging customers from queueing indoors and using outside spaces for queueing where available and safe. For example, using some car parks and existing outdoor services areas.
- Managing outside queues to ensure they do not cause a risk to individuals, other businesses or additional security risks, for example by introducing queuing systems, having staff direct customers and protecting queues from traffic by routing them behind permanent physical structures such as street furniture, bike racks, bollards or putting up barriers.
- Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage, visual aids and before arrival, such as by phone, on the website or by email.
- Managing the entry of customers, and the number of customers at a venue, so that all indoor customers are seated with appropriate distancing, and those outdoors have appropriately spaced seating or standing room. This is to ensure that the venue, including areas of congestion does not become overcrowded. Managing entry numbers can be done, for example, through reservation systems, social distancing markings, having customers queue at a safe distance for toilets or bringing payment machines to customers, where possible.
- Making customers aware of, and encouraging compliance with, limits on gatherings. For example, on arrival or at booking. Indoor gatherings are limited to members of one household (or support bubbles), while outdoor gatherings are limited to members of any two households (or support bubbles), or a group of at most six people from any number of households.
- Encouraging customers to use hand sanitiser or hand washing facilities as they enter the venue.
- Ensuring any changes to entrances, exits and queue management take into account reasonable adjustments for those who need them, including disabled customers. For example, maintaining pedestrian and parking access for disabled customers.
- Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.
- Keeping indoor and soft play areas closed. For guidance on opening outdoor playgrounds safely, see guidance for managing playgrounds published by The Ministry of Housing, Communities and Local Government.
- Looking at how people move through the venue and how you could adjust this to reduce congestion and contact between customers, for example, queue management or one-way flow, where possible.
- Planning for maintaining social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) in the event of adverse weather conditions, being clear that customers cannot seek shelter indoors unless social distancing can be maintained.
- Working with neighbouring businesses and local authorities to consider how to spread the number of people arriving throughout the day for example by staggering opening hours; this will help reduce demand on public transport at key times and avoid overcrowding.
- Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.

*Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)
If 'No' or 'To Investigate, what more needs to be done?*

Barriers and signs to enable safe queues have been implemented.

Barrier, signs and door greeters have enabled us to manage queues.

Social distance signs and sanitiser stations have been positioned at the entrance of the centres and coffee shops, also guidance is on our web site.

Tables in the coffee shops have been spaced out and a full table service has been implemented, additional toilet checks and cleaning are in place.

This is covered with the 'meeter and greeter' and additional signage in the centres and via our guidance on our website.

We do not have indoor play or soft play areas.

Where queues may form, we have installed one-way systems to enable better spacing and flows.

We have umbrellas to supply customers if the weather is adverse which will be sanitised after use.

The majority of employees start at different times which enables a staggered flow through the employee entrance.

Where possible service and repairs by external contractors have been scheduled for out of hours working.

We have all sections covered and processes in place, the challenge is the constant reminders to employees and general public to adhere to the policy to ensure they all understand the potential risk.

3. Who Should Go to Work

General

It is recognised that for people who work in these types of workplace, it is often not possible to work from home.

Nobody should go to work if your business is closed under current government regulations.

People who can work from home should continue to do so. Employers should decide, in consultation with their workers, whether it is viable for them to continue working from home. Where it is decided that workers should come into their place of work then this will need to be reflected in the risk assessment and actions taken to manage the risks of transmission in line with this guidance.

Steps that will usually be needed

- Considering who is essential to be on site; for example, those not in customer-facing roles such as administrative staff should work from home if at all possible.
- Planning for the minimum number of people needed at the venue to operate safely and effectively.
- Monitoring the well being of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are onsite.
- Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.
- Providing administrative staff with equipment to work from home safely and effectively, for example, remote access to work systems.

Protecting Those at Higher Risk

General

Clinically extremely vulnerable individuals (see definition in Appendix) have been strongly advised not to work outside the home during the pandemic peak and only return to work when community infection rates are low.

Clinically vulnerable individuals, who are at higher risk of severe illness (for example, people with some pre-existing conditions, see definition in Appendix), have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.

If clinically vulnerable individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). If they cannot maintain social distancing you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.

In the retail and catering service environment it is generally not possible to work from home, however where possible office/admin employees have reduced their time in the business and are working from home.

All front facing staff are essential to deliver a safe service in the centres, we have phased the return of staffing level where possible to slowly reintroduce them in to the 'new way of working' and have as minimum numbers as possible.

Small communication groups have been set up to keep in contact with staff that are both working from home and not as yet returned to work.

N/A for the garden centres.

This has been completed and is working well where required.

We have a few employees that are high risk and working from home these are being managed on a one to one basis.

Steps that will usually be needed

- Providing support for workers around mental health and well being. This could include advice or telephone support.
- See current guidance for advice on who is in the clinically extremely vulnerable and clinically vulnerable groups.

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

If 'No' or 'To Investigate, what more needs to be done?

We do not have a policy for dealing with mental health issues this so this is an action point that must be looked into.

People Who Need to Self-Isolate

Objective

To make sure individuals who are advised to stay at home under existing government guidance to stop infection spreading do not physically come to work. This includes individuals who have symptoms of COVID-19, those who live in a household or are in a support bubble with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace service.

Steps that will usually be needed

- Enabling workers to work from home while self-isolating if appropriate.
- See current guidance for employees and employers relating to statutory sick pay due to COVID-19.
- See current guidance for people who have symptoms and those who live with others who have symptoms.

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

Equality in the Workplace

Objective

- To make sure that nobody is discriminated against
- In applying this guidance, employers should be mindful of the particular needs of different groups of workers or individuals.
- It is breaking the law to discriminate, directly or indirectly, against anyone because of a protected characteristic such as age, sex, disability, race or ethnicity.
- Employers also have particular responsibilities towards disabled workers and those who are new or expectant mothers.

Steps that will usually be needed

- Understanding and taking into account the particular circumstances of those with different protected characteristics.

We are complying with all areas however we may need to consider any who have or develop mental health issues, currently we have not had any reported to us. We work with Dorset Mind who have advice, guidance and resources available to help with mental health.

Administration staff will be able to work from home though retail and catering will not so will follow the company sickness procedure.

The standard company sickness reporting process would need to be used for any signs or symptoms of COVID-19 and then notify who could have been infected. An additional policy to overlap for COVID-19 needs to be discussed and implemented as there is not an action plan in place to then notify who could have been infected.

This is covered in the company employee manual.

- Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.
- Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.
- Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.
- Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

4. Social Distancing for Workers

Objective

Ensuring workers maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) wherever possible, including arriving at and departing from work, while in work and when travelling between sites.

General

You must maintain social distancing in the venue wherever possible.

Where the social distancing guidelines cannot be followed in full in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between their staff. Mitigating actions include:

- Further increasing the frequency of hand washing and surface cleaning.
- Keeping the activity time involved as short as possible.
- Using screens or barriers to separate workers from each other and workers from customers at points of service.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
- 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).
- Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms, canteens and similar settings. These are often the most challenging areas to maintain social distancing and workers should be specifically reminded.

All covered in the employee handbook.

Hand wash signs are in place around the centres and additional sanitiser stations. We are an open free flowing environment with many short tasks, PPE has been issued to all employees where 2m cannot be maintained, and additional cleaning materials are available for break rooms and workstations.

Coming to Work and Leaving Work

Objective

To maintain social distancing wherever possible, on arrival and departure and to ensure hand washing upon arrival.

Steps that will usually be needed

- Staggering arrival and departure times at work to reduce crowding into and out of the venue, taking account of the impact on those with protected characteristics.
- Providing additional parking or facilities such as bike- racks to help people walk, run, or cycle to work where possible.
- Reducing congestion, for example, by having more entry points to the venue. If you have more than one door, consider having one for entering the building and one for exiting.
- Using markings to guide staff coming into or leaving the building.
- Providing hand washing facilities, or hand sanitiser where not possible, at entry and exit points.
- Providing storage for staff clothes and bags.
- Requesting staff change into work uniforms on site using appropriate facilities/changing areas, where social distancing and hygiene guidelines can be met.
- Washing uniforms on site, where appropriate, or requesting workers to regularly wash uniforms at home.
- See government guidance on travelling to and from work.

Moving Around Venues

Objective

To maintain social distancing wherever possible, while people travel through the venue.

Steps that will usually be needed

- Reducing movement by discouraging non-essential trips within venues, for example, restricting access to some areas, encouraging use of radios, telephones or other electronic devices when sending orders from service areas to kitchens, where permitted, and cleaning them between use.
- Reducing job and location rotation, for example, assigning workers to specific areas or keeping temporary personnel dedicated to one venue.
- Introducing more one-way flow routes through buildings through signage that clearly indicate the direction of flow.
- Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.
- Making sure that people with disabilities are able to access lifts.
- Managing use of high traffic areas including, corridors, lifts and staircases to maintain social distancing.

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

This is covered in the employee handbook schedule 5 section 1.

Kitchen staff are requested to wear different clothes to work.

All employees have to regularly wash their uniforms at home.

Only kitchen staff are permitted in the kitchen, internal phones are in use to reduce travel around the centres where possible.

Catering staff will remain on the same job throughout their shift to reduce any potential cross-contamination.

We have implemented a one-way flow in the coffee shop servery areas, and limited access to servery points.

We do not have lifts within the garden centres.

All areas of this section are covered.

Working Areas

Objective

To maintain social distancing between individuals when they are at their working areas.

General

For people who work in one place, for example waiter captains or cashiers, working areas should allow them to maintain social distancing from one another as well as the public.

Working areas should be assigned to an individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people.

If it is not possible to ensure working areas comply with social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) then businesses should consider whether that activity needs to continue for the business to operate, and if so take all mitigating actions possible to reduce the risk of transmission.

Steps that will usually be needed

- Reviewing layouts and processes to allow staff to work further apart from each other.
- Only where it is not possible to move working areas further apart, arranging people to work side-by-side or facing away from each other rather than face-to-face. Where this is not possible, using screens to separate people from each other.
- Using floor tape or paint to mark areas to help people comply with social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

Food Preparation Areas

Objective

To maintain social distancing and reduce contact where possible in kitchens and other food preparation areas. COVID-19 is a respiratory illness. It is not known to be transmitted by exposure to food.

Steps that will usually be needed

- Following government guidance on managing food preparation and food service areas.
- Allowing kitchen access to as few people as possible.
- Minimising interaction between kitchen staff and other workers, including when on breaks.
- Putting teams into shifts to restrict the number of workers interacting with each other.
- Spacing working areas to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) as much as possible, recognising the difficulty of moving equipment such as sinks, hobs and ovens. Consider cleanable panels to separate working areas in larger kitchens.
- Providing floor marking to signal social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).

The majority of employees have staggered start times, we have large car parks and plenty of space, staff have separate entry point to customers to reduce congestion, all employees have lockers for personal items.

Working areas are assigned to employees for their full shift and if the area needs to be shared then cleaning materials are provided.

Till operators have been spaced to allow for social distance to be in place with markings for the customers to leave trolleys and where to stand.

Bespoke signage has been used to help employees and customers comply with social distancing

Some additional social distance signs in the back of house and 'no-customer areas' would be recommended.

Signs are in place to advise kitchen staff only allowed into the kitchen, all catering staff will have separate break areas.

Reduced teams will be working in the kitchen to allow for social distancing, break areas will be covered outdoor space separate to general retail teams. Due to the cleaning routines floor stickers will not work, and with the kitchen size a one way flow is not possible. Only kitchen staff are allowed in the fridges/freezer and dry store, handover points for servery will be minimised as much as possible and where possible food will be covered in the kitchen to reduce contamination.

- Using 'one way' traffic flows to minimise contact.
- Minimising access to walk-in pantries, fridges and freezers, for example, with only one person being able to access these areas at one point in time.
- Minimising contact at 'handover' points with other staff, such as when presenting food to serving staff and delivery drivers.

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

Entertainment

Objective

To maintain social distancing when providing entertainment within or outside restaurants, pubs, bars and similar venues that serve food or drink.

General

For many restaurants, pubs and bars, providing entertainment such as recorded music, live sports broadcasts, quizzes, live musicians or comedians are an important part of their business.

At this time, venues should not permit live performances, including drama, comedy and music, to take place in front of a live audience. This is important to mitigate the risks of aerosol transmission - from either the performer(s) or their audience. There will be further guidance setting out how performing arts activity can be managed safely in other settings, for instance rehearsing or broadcast without an audience.

All venues should ensure that steps are taken to avoid people needing to unduly raise their voices to each other. This includes, but is not limited to, refraining from playing music or broadcasts that may encourage shouting, including if played at a volume that makes normal conversation difficult. This is because of the potential for increased risk of transmission, particularly from aerosol transmission. We will develop further guidance, based on scientific evidence, to enable these activities as soon as possible. You should take similar steps to prevent other close contact activities, such as communal dancing.

Steps that will usually be needed

- Determining the viability of entertainment and maximum audience numbers consistent with social distancing outside and within venues and other safety considerations.
- Preventing entertainment, such as broadcasts, that is likely to encourage audience behaviours increasing transmission risk. For example, loud background music, communal dancing, group singing or chanting.
- Reconfiguring indoor entertainment spaces to ensure customers are seated rather than standing. For example, repurposing dance floors for customer seating.
- Encouraging use of online ticketing and online or contactless payments for entertainment where possible.
- Communicating clearly to customers the arrangements for entertainment and clearly supervising with additional staff if appropriate.

All measures except floor-markings in the kitchen have been implemented as they would not last due to the cleaning regime of the kitchen.

We do not hold live entertainment events and any we had planned have been cancelled.

Meetings

Objective

To reduce transmission due to face-to-face meetings and maintain social distancing in meetings.

Steps that will usually be needed

- Using remote working tools to avoid in-person meetings.
- Only absolutely necessary participants should physically attend meetings and should maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).
- Avoiding transmission during meetings, for example, avoiding sharing pens, documents and other objects.
- Providing hand sanitiser in meeting rooms.
- Holding meetings outdoors or in well-ventilated rooms whenever possible.
- For areas where regular meetings take place, use floor signage to help people maintain social distancing.

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

If 'No' or 'To Investigate, what more needs to be done?'

Back of House and Common Areas

Objective

To maintain social distancing while using common areas.

Steps that will usually be needed

- Staggering break times to reduce pressure on the staff break rooms or places to eat and ensuring social distancing is maintained in staff break rooms.
- Using safe outside areas for breaks.
- Creating additional space by using other parts of the venue or building that have been freed up by remote working.
- Installing screens to protect staff in front of house areas or serving customers at till points.
- Using social distance marking for other common areas such as toilets, showers, lockers and changing rooms and in any other areas where queues typically form.

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

Accidents, Security and Other Incidents

Objective

To prioritise safety during incidents.

Remote meetings where possible have been implemented. Additional space and ventilation for face to face meeting has been arranged and sanitiser stations are near to the meeting rooms or the request to clean hands prior to meetings.

A risk assessment on meetings will be actioned to highlight the risk and also any additional measures required.

We have reduced staffing levels back-of-house to allow for social distancing. PPE has been provided where Social distancing is not possible.

Additional routines for back-of-house that includes social distancing signs in the office and the cleaning of equipment i.e. fork-lifts, pallet trucks, desks and PCs will be implemented.

General

In an emergency, for example, an accident, provision of first aid, fire or break-in, people do not have to comply with social distancing guidelines if it would be unsafe.

People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands.

Steps that will usually be needed

- Reviewing your incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.
- Considering whether you have enough appropriately trained staff to keep people safe. For example, having dedicated staff to encourage social distancing or to manage security.
- Considering the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations.
- For organisations who conduct physical searches of people, considering how to ensure safety of those conducting searches while maintaining security standards.
- Following government guidance on managing security risks.

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

5. Cleaning the workplace

Before Reopening

Objective

To make sure that any venue that has been closed or partially operated is clean and ready to start.

General

An assessment for all sites, or parts of sites, that have been closed, before restarting work.

Cleaning procedures and providing hand sanitiser before restarting work.

Steps that will usually be needed

- Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.
- Most air conditioning systems do not need adjustment, however where systems serve multiple buildings, or you are unsure, advice should be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.
- Following guidance on reopening food businesses.
- Following guidance on managing legionella risks

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk

Additional PPE is available for first aid trained employees.

A revised risk assessment for First Aid to include additional PPE. Review the number of trained employees to ensure we have cover in place. Implement a no challenge policy on security issues.

A full flush through of the water supply has been completed, all catering equipment has been cleaned and serviced by our external service provider and deep cleaning has been completed of the kitchen extraction system. Prior to opening all catering areas have been fully deep cleaned.

that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

Keeping the Venue Clean

Objective

To keep the venue clean and prevent transmission by touching contaminated surfaces.

Steps that will usually be needed

- Following government guidance on cleaning food preparation and food service areas.
- Wedging doors open, where appropriate, to reduce touchpoints. This does not apply to fire doors.
- Frequent cleaning of objects and surfaces that are touched regularly including counters, tills, and making sure there are adequate disposal arrangements for cleaning products.
- Cleaning surfaces and objects between each customer use. For example, cleaning tables, card machines, chairs, trays and laminated menus in view of customers before customer use.
- If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.
- Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.
- Maintaining good ventilation in the work environment. For example, opening windows and doors frequently, where possible.

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

Keeping the Kitchen Clean

Objective

To ensure the highest hygiene standards are operated in kitchen areas.

Steps that will usually be needed

- Recognising that cleaning measures are already stringent in kitchen areas, consider the need for additional cleaning and disinfection measures.
- Having bins for collection of used towels and staff overalls.
- Washing hands before handling plates and cutlery.
- Continuing high frequency of hand washing throughout the day.

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

Hygiene - Hand washing, Sanitation and Toilets

Objective

To help everyone keep good hygiene through the working day.

All areas of this have been covered.

Increased cleaning of tables and seating will be completed using different coloured cloths for the table and seat to prevent contamination.

Toilets and retail areas are cleaned by our external contractor with the catering areas currently kept in house.

Table service rather than counter service has been implemented to reduce touch points, roof vents, windows and doors will be opened to increase airflow.

Cleaning products will be available on workstations for employees to use along with sanitiser stations.

Ensure cleaning materials are available at all workstations.

Increased hand washing has been implemented; in-house washing of hand towels also completed.

All areas covered.

Steps that will usually be needed

- Following government guidance on hygiene in food preparation and food service areas.
- Using signs and posters to build awareness of good hand washing technique, the need to increase hand washing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
- Providing regular reminders and signage to maintain hygiene standards.
- Providing hand sanitiser in multiple locations in addition to washrooms.
- Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.
- Enhancing cleaning for busy areas.
- Special care should be taken for cleaning of portable toilets.
- Providing more waste facilities and more frequent rubbish collection.
- Providing hand drying facilities - either paper towels or electrical dryers.
- Washing hands after handling customer items and before moving onto another task. For example, after collecting used plates for cleaning and before serving food to another table.

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

Changing Rooms and Showers

Objective

To minimise the risk of transmission in changing rooms and showers.

Steps that will usually be needed

- Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible.
- Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

Handling Goods, Merchandise, Other Materials and Onsite Vehicles

Objective

To reduce transmission through contact with objects that come into the venue and vehicles at the worksite.

Steps that will usually be needed

- Cleaning procedures for goods and merchandise entering the site.
- Cleaning procedures for the parts of shared equipment you touch before each use.
- Encouraging increased hand washing and introducing more hand washing facilities for workers handling goods and merchandise or providing hand sanitiser where this is not practical.

Toilets are cleaned by our external contract twice per day at Christchurch due to the volume of customers and once per day at Broomhill and Abbey, and regular checks will be completed to ensure standards are maintained.

Signage is in place to remind everyone of the correct way to wash your hands with sanitiser station outside the toilets.

All catering staff to use staff toilets only.

Additional signage to encourage correct handwash has been fitted.

all areas covered.

We do not have changing rooms or showers within the garden centre.

N/A

The only goods handled are the retail product and all employees have been asked to wear gloves and issued with these to use when touching stock, and reminded of the importance of hand washing.

All catering staff have been asked to increase hand washing and issued with PPE.

- Regular cleaning of the inside of shared vehicles that workers may take home.
- Enhanced handling procedures of laundry to prevent potential contamination of surrounding surfaces, to prevent raising dust or dispersing the virus.

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

6. Personal Protective Equipment (PPE) and Face Coverings

PPE

General

PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment, such as face masks.

Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.

At the start of this document we described the steps you need to take to manage COVID-19 risk in the workplace. This includes working from home and maintaining social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.

The exception is clinical settings, like a hospital, or a small handful of other roles for which Public Health England advises use of PPE. For example, first responders and immigration enforcement officers. If you are in one of these groups you should refer to the advice at:

- <https://www.gov.uk/government/publications/coronavirus-covid-19-personal-protective-equipment-ppe-plan/covid-19-personal-protective-equipment-ppe-plan>
- and
- <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID- 19.

Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.

PPE is available for all employees to wear unless they are exempt on medical grounds. I have requested that all customer-facing employees and catering employees wear face masks

All necessary PPE is fully available to all employees however we are low risk due to the space and open areas we have i.e. Plant areas.

Face Coverings

General

There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms. However, customers and workers who want to wear a face covering should be allowed to do so.

A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. It just needs to cover your mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context. Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards.

It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.

Wearing a face covering is required by law when travelling as a passenger on public transport in England. Some people don't have to wear a face covering including for health, age or equality reasons. Elsewhere in England it is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and before and after taking them off.

Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers:

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and before and after removing it.
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.
- Change your face covering if it becomes damp or if you've touched it.
- Continue to wash your hands regularly.
- Change and wash your face covering daily.
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.
- Practise social distancing wherever possible.

You can make face-coverings at home and can find guidance on how to do this and use them safely on GOV.UK.

Till operators and front of house catering staff will be wearing face coverings and general retail staff also have to wear a face mask, unless they are exempt on medical grounds.

Face coverings must be worn by all members of shop floor teams. In other areas of the business, face masks must be worn when going into customer facing environments.

7. Workforce management

Shift Patterns and Working Groups

Objective

To change the way work is organised to create distinct groups and reduce the number of contacts each worker has.

Steps that will usually be needed

- As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.
- Considering where congestion caused by people flow and pinch points can be improved. Using oneway systems, staggered shifts and assigned staff mealtimes are possible ways to minimise the risk of transmission.
- You should assist the Test and Trace service by keeping a temporary record of your staff shift patterns for 21 days and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.

Work Related Travel

Cars, Deliveries On Motorcycles And Bicycles, Accommodation and Visits

Objective

To avoid unnecessary work travel and keep people safe when they do need to travel between locations.

Steps that will usually be needed

- Avoiding using public transport, and aiming to walk, cycle, or drive instead. If using public transport is necessary, wearing a face covering is mandatory.
- Minimising the number of people outside of your household or support bubble travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.
- Cleaning shared vehicles between shifts or on handover.
- Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.
- Ensuring that delivery drivers or riders maintain good hygiene and wash their hands regularly.

Deliveries to Other Sites

Objective

To help workers delivering to customers to maintain social distancing and hygiene practices.

All employees clock in using our time and attendance system which will track and monitor for attendance to comply with the track and trace requests.

Car sharing for work purposes is not required, the company vehicles are cleaned on a regular basis and hand sanitisers are available in the vehicles.

If a delivery requires more than one employee face coverings are available to the employees.

Single crew deliveries are completed where possible. If the delivery requires two or more people then PPE is provided, or two vehicles are used to reduce risk.

Steps that will usually be needed

- Putting in place procedures to minimise person-to-person contact during deliveries to other customers.
- Maintaining consistent pairing where two-person deliveries are required.
- Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents.

Communications and Training

Returning to Work

Objective

To make sure all workers understand COVID-19 related safety procedures.

Steps that will usually be needed

- Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.
- Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.
- Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

Ongoing Communications and Signage

Objective

To make sure all workers are kept up to date with how safety measures are being implemented or updated.

Steps that will usually be needed

- Ongoing engagement with workers, including through trade unions or employee representative groups, to monitor and understand any unforeseen impacts of changes to working environments.
- Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and well being aspects of coronavirus (COVID-19).
- Communicating approaches and operational procedures with suppliers, customers or trade bodies to help their adoption and share experience.
- Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language and those with protected characteristics such as visual impairments.
- Using visual communications, for example, whiteboards or signage, to explain changes to rotas or stock shortages without the need for face-to-face communications.

Every morning a team briefing is completed in each centre and reminders of working safely are discussed, also any changes to our policies or processes.

Prior to returning to work a guide on working safely is sent to each employee.

All areas are covered however a refresh and reminder to all employees would be continually actioned.

At the team morning briefings updates can be communicated, more use of notice boards in the back of house areas will be implemented.

Updates from suppliers, and trade bodies are continually reviewed and implemented where possible.

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

8. Inbound and Outbound Goods

Objective

To maintain social distancing and avoid surface transmission when goods enter and leave the site, especially in high volume situations, for example, distribution centres, despatch areas.

Steps that will usually be needed

- Revising pick-up and drop-off collection points, procedures, signage and markings.
- Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.
- Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, noncontact deliveries where the nature of the product allows for use of electronic pre-booking.
- Where possible and safe, having single workers load or unload vehicles.
- Where possible, using the same pairs of people for loads where more than one is needed.
- Enabling drivers to access welfare facilities when required, consistent with other guidance.
- Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.
- Creating one-way flow of traffic in stockrooms.
- Adjusting put-away and replenishment rules to create space for social distancing. Where social distancing cannot be maintained due to venue design, sufficient mitigation strategies should be designed and implemented.

Comments re: Overall Risk (for Risk Assessment) 'Are we doing enough to control the risk that these steps are designed to prevent?' (Yes/No/Not Applicable/To Investigate)

More back of house notices need to be completed as the focus has been customer based.

Pick up and collection points are external to the building.

Additional measures and social distance signs are implemented along with external signs for delivery areas PPE for the handling of good must be worn.

Single crew loading or unload is possible.

All welfare facilities are available and cleaned on a daily basis.

All deliveries are pre-booked to allow for space creation and staffing levels to be adjusted.

One-way flow systems would be difficult however we have good space in the stockrooms so social distancing is possible.

Each department has their own area within the stock room which limits the touching of stock and the number of people in the area.

Also, where there is sufficient space we have social distancing wherever possible.

Reviews have been completed to comply correctly on the communication of social distancing.