


## Risk assessment for : Whitehall Garden Centre - Lacock

06/05/2020



<b>Risk assessment name</b>	Managing COVID-19 In The Workplace (Social Distancing)	<b>Assessment type</b>	General 
<b>Assessment date</b>	12 <sup>th</sup> May 2020	<b>Review period</b>	Monthly
<b>Approved by</b>	Peter Self	<b>Review date</b>	12 <sup>th</sup> June 2020
<b>Approved date</b>	12 <sup>th</sup> May 2020	<b>Reference</b>	RA1326 - (V24.04.2020)

### Description

This risk assessment is in place to consider the hazards connected with the reopening and day to day operations of the Whitehall Garden Centre in Lacock in line with COVID-19. To manage the social distancing in the centre we are operating a Traffic Light entry system, this limits the number of people in store at any time. This will limit Lacock to 100 customers at a time, which is under the maximum per square foot numbers. The till area will operate a till queue management System to manage the flow of customers at the till area. No toilet facilities available to customers. All restaurants on site closed.

Our aim is to make the centre a safe environment for our staff and customers.

The assessment refers to the imposed 'social distancing' measures required for workplaces in response to controlling the transmission of the Covid-19 Virus. It details how these social distancing measures will be applied in the workplace and any subsequent actions required where these measures may not be possible.






Ongoing and up to date guidance can be found:

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19>








Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
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<div style="text-align: center;">  <p>Canteen Facilities</p> <p>- Difficulties in exercising social distancing due to shared use of canteen facilities.</p> </div>	<p>All staff, Contractors</p> <p>Visitors</p> <p>How?</p> <p>Shared facility with limited space and people congregating at the same time meaning people cannot adhere to social distancing, leading to possible transmission of the Covid-19 Virus.</p>	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">  <p><b>Access To Kitchen Restricted</b></p> <p>The number of people permitted into kitchen restricted to ensure social distancing can be maintained whilst accessing facilities and equipment.</p> </div> <div style="width: 45%;">  <p><b>Employees Advised To Bring In Own Food Where Possible.</b></p> <p>To reduce the need to access equipment and facilities or local shops, employees will be encouraged where possible to bring in own food.</p> </div> </div> <p><b>Good Cleaning Standards Maintained.</b></p>  <p>Regular cleaning of all canteen equipment and surfaces carried out using the appropriate disinfectant in line with COSHH assessment and correct PPE.</p> <p>Disposable cloths used where possible to reduce transmission.</p> <p>Users to clean items before and after use with provided sanitiser and disposable cloths to reduce possible transmission.</p>	<p style="text-align: center;">2 x 5</p> <div style="text-align: center;">  <p><b>10</b></p> </div> <p style="text-align: center;">Medium</p>

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		 <p><b>Kitchen Arranged So That People Can Socially Distance.</b> Seating spaced out- so people can sit apart.</p> <p>Markers or signs on the floor and wall to indicate where people can wait to use the facilities to maintain distance.</p>  <p><b>Monitoring Carried Out</b> Monitoring of the cleaning carried out and recorded where appropriate.</p> <p>Moving of the staff designated smoking area to an area in the garden. This allows more outdoor seating space for all staff. Staff encouraged to use garden areas and non public outdoor space to take breaks. Weather permitting.</p>  <p><b>Staggered Break Times Implemented to Separate People.</b> Breaks staggered to reduce numbers of people accessing the canteen at any one time so that social distancing can be maintained.</p>  <p><b>Use Of Signs To Remind Employees</b> Signs, posters, markings on the floor and wall to remind staff of the need to maintain social distancing.</p>	
 <p>Care / Nursery - Where Social Distancing Is Not Possible. - Direct care for service users/ pupils will mean social distancing is not possible.</p>	<p>All staff</p> <p>Service Users</p> <p>How? Direct contact or not adhering to social distancing will increase the risk of transmission of Covid-19 between</p>	 <p><b>Awareness Training Carried Out</b> Employees to complete Southalls training for Covid-19 Infection Control and Hygiene. All staff to complete Southalls Covid-19 Health surveillance online questionnaire.</p>  <p><b>Care Plans and Risk Assessments Are Updated and Reviewed.</b> Risk Assessments and Care Plans will be reviewed and updated on a regular basis in response to Covid-19.</p>	<p>3 x 7</p> <p style="background-color: black; color: yellow; padding: 5px; font-weight: bold; font-size: 24px;">21</p> <p>Medium</p>

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	people.	<p> <b>Communication With Families</b>                      Relevant communication with families of service users to ensure they are aware of control measures in place such as visiting restrictions.</p> <p> <b>Controlled Access To The Premises</b>                      No unauthorised visitors permitted to the site including tradespersons or other contractors.</p> <p>Visitors must be prearranged and approved by the appropriate person in line with guidelines and social distancing maintained where at all possible.</p> <p> <b>Good Hand Washing/Hygiene Procedures Observed</b>                      All staff and visitors to adhere to the stringent infection control hygiene protocols as detailed in policies for the setting.</p> <p>This will include the washing of hands for 20 seconds with soap and water and/or the use of sanitiser as per the infection control procedures.</p>	


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		<p> <b>Monitoring In Place</b> Pro-active monitoring systems in place to ensure cleaning levels are being maintained.</p> <p>Infection control audits will support this.</p> <p> <b>PPE Issued, Worn &amp; Kept In Good Condition</b> Relevant PPE worn and employees trained in effective use, storage and disposal in accordance with the up to date Government guidance.</p> <p><a href="https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe">https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe</a></p> <p> <b>Stringent Cleaning Regime In Place In Line With Infection Control Policy</b> Stringent cleaning regime in place in line with local infection control policy and procedures. Daily spreadsheet signed to confirm actioned.</p>	

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		 <p><b>Time Spent Inside 2m Social Distancing Guidelines Minimised At All Times.</b></p> <p>Time spent within 2m social distance, when not carrying out direct care tasks, will be minimised at all times.</p> <p>Employees will spend only the absolute minimum time required to carry out care tasks within this 2m distance.</p> <p>At all other times the social distancing 2m guidelines will be adhered to with other service users, staff and visitors.</p> <p>All staff to wear high vis vests over their uniform which has printed on them, keep 2m apart at all times. Mandatory requirement.</p>	

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 <p>Cleaning To Reduce Transmission Of Covid-19 (Non Healthcare Settings) - Risk of exposure to Covid-19 whilst cleaning work areas.</p>	<p>All staff Cleaners</p> <p>How? Cleaning areas where Covid-19 may be present may lead to exposure to the virus. However- the cleaning of all areas correctly will reduce the risk of transmission overall.</p>	 <p><b>Appropriate Disinfectant Products Used In Line With COSHH Assessment.</b> Appropriate disinfectant to be used in line with the COSHH assessment - this will be communicated to staff.</p> <p>The product will be used in line with instructions for use and dilution rates.</p> <p>Disposable cloths will be used where possible to reduce transmission.</p>  <p><b>PPE Issued, Worn &amp; Disposed Of Correctly.</b> PPE Issued, Worn &amp; Kept In Good Condition and then disposed of correctly. Bins at staff room, toilet area and customer services. If dealing with bodily fluids then extra precautions will be needed which will include protection for eyes, nose and mouth in addition to the gloves and aprons.</p> <p>For disposal these should be then double-bagged and labelled and stored safely and securely for 72 hours before disposal by normal means of collection.</p> <p>Staff will be trained in the effective use of PPE to ensure it offers the correct level of protection.</p>	<p>2 x 5</p> <p style="text-align: center;"><b>10</b></p> <p>Medium</p>

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 <p>Contractors / Visitors / Drivers Attending Site - Tradespeople, couriers and other contractors attending site for work purposes. This may include receiving of deliveries/packages.</p>	<p>All staff, Contractors Visitors</p> <p>How? Transmission of Covid-19 between visitors to site and employees.</p>	 <p><b>All Visitors To Site To Be Pre-Arranged And Times Staggered</b> Non-essential visitors/contractors to be requested or permitted on site.</p> <p>No unauthorised visitors to be permitted on site- they will be turned away until correct arrangements made.</p> <p>Visitors to be allocated specific time slots and staggered to reduce the number of people on site.</p>  <p><b>Deliveries Not To Be Handed Directly</b> Deliveries to be placed in a designated location whilst deliverer and receiver maintain 2m distance.</p>  <p><b>Documentation Issued Electronically Where Possible</b> To reduce the need to exchange paperwork and other documents, the information will be exchanged electronically instead where at all possible.</p>	<p>2 x 5</p> <p style="text-align: center;"><b>10</b></p> <p>Medium</p>






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		 <p><b>Good Hand Washing/Hygiene Procedures Observed</b> Employees to wash hands for 20 seconds with soap and water regularly and have access to sanitiser where this is not possible.</p>	 <p><b>Managed Entry</b> The number of people permitted inside the premises will be restricted to allow effective social distancing. 2 persons per household. There will be use of effective queue management outside the premises with 2m distancing.</p>	
		 <p><b>Protective Interface Established</b> Use of markings, Signage across the store and use of screens (existing or temporary plexi-glass) to provide a barrier between customer/staff at till points.</p>	<p><b>Traffic Light entry system</b>  This system manages the number of customers entering the premises at all times, to ensure not exceeding numbers. No customers/visitors to use exit to enter the premises.</p>	





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		<p> <b>Regular Cleaning Including Increased Cleaning Of Touch Points.</b>                      Touch points cleaned on a regular basis alongside normal cleaning regime. This to include trolleys, baskets, door handles, card machines &amp; plexiglass at tills</p> <p>Disinfectant based product used in line with COSHH assessment and correct PPE worn accordingly. Disposable cloths used where possible to reduce transmission.</p> <p> <b>Sanitiser Available At Visitor Interfaces.</b>                      Sanitiser available at locations where contractors / visitors will present to employees. Customer entrance cleaning station and delivery yard.</p> <p> <b>Waiting Area For Visitors / Contractors Well Managed</b>                      Any waiting area for people on site will allow for adequate social distancing in the seating arrangements.</p> <p>Use of signs and markers and announcements to remind any visitors of the requirements.</p> <p>Entry to waiting area restricted if the number of people will restrict the ability to socially distance. People may be turned away until a more suitable time is available where social distancing can be managed.</p>	

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 Customers Coming To Site - Customers attending site to collect deliveries or access a service within permitted guidelines.	All staff, Members of the public  How? Transmission of virus between customers and employees on site.	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;">  </div> <div> <p><b>Online/phone orders- Strict procedure in place for collection of goods and delivery of services.</b></p> <p>No Customers Permitted Unless Pre-Arranged</p> <p>No orders permitted to take place directly on site.</p> <p>Customers will place orders on the phone or online only.</p> <p>Customers who do 'just turn up' will be sent away to make an order through the correct means.</p> </div> </div> <div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;">  </div> <div> <p><b>Allocated Collection Times</b></p> <p>Customers to be given allocated collection time to manage the flow of people at the premises.</p> <p>Goods will be ready and means of payment will avoid the handling of cash where possible - contactless payment method is preferable.</p> </div> </div> <div style="display: flex; align-items: flex-start;"> <div style="margin-right: 10px;">  </div> <div> <p><b>Attending to customers- unplanned- only essential work is to be carried out</b></p> <p>In the event of a customer turning up to site unplanned and unexpected.</p> <ol style="list-style-type: none"> <li>1. Kindly ensure that a safe distance is kept at all times</li> <li>2. Request them to carry out description of service required through the phone.</li> <li>3. Disinfect areas before and after contact</li> <li>4. always ensure Protective equipment is in use</li> </ol> </div> </div>	2 x 5  <div style="background-color: black; color: yellow; padding: 5px; font-weight: bold; font-size: 24px;">10</div>  Medium

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		<div data-bbox="1025 331 1120 459"> </div> <p><b>Entry Managed</b> The number of people permitted inside the premises will be restricted to allow effective social distancing.</p> <p>There will be the utilisation of queue management outside the premises with 2m distancing.</p> <div data-bbox="1025 852 1120 944"> </div> <p><b>Protective Customer Interface</b> Clearly marked out 2m from employee workspace.</p> <p>The use of plexiglass to reduce risk of transmission at tills which will be cleaned regularly.</p> <div data-bbox="1025 1200 1120 1292"> </div> <p><b>Queue Management In Place</b> Use of signs and markers on the floor to indicate 2m social distancing requirement for people to stand.</p> <p>If not sufficient space inside the premises then there will be the utilisation of outside space where appropriate.</p>	<div data-bbox="1473 331 1568 459"> </div> <p><b>Good Hand Washing/Hygiene Procedures Observed</b> Employees to wash hands for 20 seconds with soap and water or utilise appropriate sanitiser regularly in between customer interactions.</p> <p>Hand sanitiser available at the customer interface.</p>





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		<p><b>Regular Cleaning - Including Increased Cleaning Of Touch Points.</b></p> <p> Touch points will be cleaned on a regular basis alongside normal cleaning regime.</p> <p>Disinfectant based product used in line with COSHH assessment and with the correct PPE worn accordingly.</p> <p>Disposable cloths will be used where possible to reduce transmission.</p> <p><b>Social Distancing In Place And Adhered To.</b></p> <p> Staff and customers to adhere to 2m separation. Wearing of high vis vests by staff displaying this measure to continue awareness and adherence. Use of signs, announcements and markers on the floor to indicate 2m.</p> <p>1 Way systems in place where required.</p> <p><b>Traffic Light System</b></p> <p>This system manages the number of customers entering the Premises at all times to ensure not exceeding numbers. No customers/visitors to use exit to enter the premises.</p> <p><b>Advanced Till Queue System</b> – to manage the queue of customers waiting to be served at the tills. 2m markings at tills.</p>	



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 <p>Individuals Displaying Symptoms - Coronavirus reportedly spread through exposure or contact to cough droplets. People at work developing on-set of symptoms within the workplace. - <a href="https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings">https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</a></p>	<p>All staff, Contractors  Visitors  How? An individual could develop symptoms of high/raised temperature or new/continuous cough whilst at work.</p>	 <p><b>Cases Recorded and Investigated.</b> Records maintained of those who are isolating or who develop symptoms at work.  Investigations carried out if the transmission could be work-related in the event it needs to be reported under RIDDOR.  Appropriate risk assessments and work activities reviewed to ensure there are effective controls or if any changes are required.</p>  <p><b>Employee Not To Return To Work And Should Self-Isolate</b> For those displaying symptoms of a high or raised temperature or new/persistent cough, isolation should be exercised immediately, ensuring Line Management are informed.  Should individuals live with those displaying symptoms, they should isolate for 14 days. If by themselves, 7 days.</p>  <p><b>Employee To Go Home Immediately</b> The employee will be sent home directly from work and maintain social distancing to do so.  If they require someone from their household to come and pick them up - they will wait in an isolated room away from anyone else until they are collected.  They should then self-isolate in accordance with guidelines.</p>	<p>3 x 7  <b>21</b>  Medium</p>

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		<p> <b>Follow government advice on Testing</b>                      The Government has put procedures in place regarding testing- Kindly ensure the COVID19 test is booked for anyone displaying symptoms. see- <a href="https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested">https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested</a></p> <p> <b>Good Hand Washing/Hygiene Procedures Observed</b>                      Staff should be carrying out regular hand washing for at least 20 seconds using soap and water or use of a sanitiser if this is not available.</p> <p>Following cleaning an area after a symptomatic person the hands should be thoroughly cleaned.</p>	




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		<p data-bbox="1025 331 1115 421"></p> <p data-bbox="1137 325 1749 357"><b>PPE Issued, Worn &amp; Disposed Of Correctly.</b></p> <p data-bbox="1137 370 1872 437">Disposable or washing-up gloves and aprons to be worn for cleaning.</p> <p data-bbox="1137 475 1935 606">Items used for cleaning and PPE will be double-bagged and labelled and stored safely for 72 hours before disposal through the normal collection. PPE bins located in staff room, customer services and toilet area.</p> <p data-bbox="1137 647 1912 715">If no room for storage then clinical waste collection provider will be contacted for further advice and collection arranged.</p> <p data-bbox="1137 753 1917 884">If this involves cleaning of bodily fluids then additional precautions are required as well as gloves and aprons and this includes protection for eyes, nose and mouth and these should be disposed of as above.</p> <p data-bbox="1137 922 1921 989">Contact the Local Public Health Team for further guidance if you have confirmed case in your workplace.</p> <p data-bbox="1025 1027 1115 1117"></p> <p data-bbox="1137 1021 1877 1053"><b>Waste Disposed Of With Care With Local Guidelines.</b></p> <p data-bbox="1137 1066 1912 1232">Any waste from areas where symptomatic people have worked- including the PPE and cleaning items that have been used will be double-bagged and labelled and disposed of 72 hours with normal collection arrangements - or if test results come back negative where applicable.</p> <p data-bbox="1137 1270 1890 1337">If unable to store the waste then arrangements for clinical waste collection will be made.</p>	





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		<p><b>Work Area Cleaned Thoroughly Using Disinfectant.</b>                      All work areas where the suspected infected person was present will be thoroughly cleaned using an appropriate disinfectant product.</p> <p>Following manufacturers' instructions for dilution rate and relevant COSHH assessment for use and PPE requirements.</p> <p>Disposable cloths used where possible to reduce transmission.</p> <p>Advice From Gov.uk:                      Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. Pay particular attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles.</p>	
 <p>Manufacturing / Processing / Logistics Work Where Social Distancing Is Not Possible.                      -Some work activities may lead to situations where 2m gaps cannot be adhered to. This may include tasks where items are too heavy or awkward for one person to carry out or may involve working within a production assembly area.</p>	<p>All staff</p> <p>How?                      Increased potential of the virus spreading due to not adhering to 2m social distancing.</p>	 <p><b>Good Hand Washing/Hygiene Procedures Observed</b>                      Employees to wash hands before and after their shift as well as after eating, coughing, sneezing and at regular intervals throughout the day where required.</p> <p>This should include the use of soap and water for 20 seconds or the use of appropriate sanitiser where this isn't available.</p> <p>Pop up washing stations may be used near work stations where appropriate.</p>	<p>4 x 5</p> <p><b>20</b></p> <p>Medium</p>

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		<p> <b>Mitigation Of Risk Where Social Distancing Cannot Be Avoided - Layout Of Work.</b>                      Where work cannot be carried out in line with 2m social distancing guidelines then it will be arranged so that employees can work side by side or facing away - as opposed to face to face.</p> <p>Where possible this will be restricted to 15 minutes or as shorter duration as possible.</p> <p> <b>Mitigation Of Risks Where Socially Distancing Cannot Be Avoided - Staff Organisation.</b>                      Shift patterns, start and end times and breaks will be staggered to reduce the number of people moving at any one time.</p> <p>Staff numbers on-site reduced to minimum safe numbers.</p> <p>Where possible shifts will be kept to the same people to prevent mixing of people.</p> <p>Canteen and welfare facilities/ rest areas/ common use areas will be restricted and controlled to minimise the number of people in shared areas so that social distancing can be maintained.</p>	






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		<p><b>Stringent Cleaning Regime In Place</b></p> <p>Equipment - plant and machinery cleaned on a regular basis throughout shifts.</p> <p>Production may be paused to carry out cleaning.</p> <p>Disposable cloths to be used where possible to reduce transmission.</p> <p>The appropriate disinfectant will be used in line with the COSHH assessment and appropriate PPE worn.</p> <p><b>Work Activities and Risk Assessments Reviewed.</b></p> <p>Tasks reviewed to confirm if the activity is essential to the operation at this time or if it can be stopped temporarily.</p> <p>Tasks and processes reviewed to see if they can be carried out in a different way such as smaller and lighter loads or mechanical means.</p> <p>Where it does need to be carried out then staff will be consulted and work planned so that it can be carried out as safely as possible.</p> <p><b>Aquatics dept</b> – operating a restricted entry, barriered off with Please wait here for a member of staff.</p> <p><b>Garden furniture</b> – restricted numbers monitored by department.</p>	

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 <p>People Attending The Workplace - Where individuals are coming together of groups of more than two at any one time for work purposes at any of our premises.</p>	<p>All staff, Contractors</p> <p>Visitors</p> <p>How? This may increase the potential spread of the virus.</p>	 <p><b>Break Times Staggered.</b> Break times staggered throughout the day to reduce the number of people gathering in break areas.</p>	 <p><b>Canteen/ Rest Areas Controlled Access</b> Canteen and rest areas to be controlled so that social distancing can be adhered to.</p>	<p>2 x 5</p>
		 <p><b>Car Park Controls</b> Where required car park spaces will be cordoned off so that when people park their vehicles it allows for social distancing.</p>	 <p><b>Effective Work Planning - Staff and Layout</b> For those staff who are required in the work premises and cannot work from home - the layout allows for social distancing between desks, work spaces, aisles, meeting rooms etc.</p>	<p><b>10</b></p> <p>Medium</p>

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		<div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p> <b>Good Hand Washing/Hygiene Procedures Observed</b> Good hand washing facilities available so staff can wash hands for 20 seconds using soap and water and/ or provision of sanitiser.</p> <p> <b>Pro-active Monitoring In Place</b> Pro-active monitoring in place to ensure that staff are adhering to controls and that control measures are adequate and effective.</p> </div> <div style="width: 48%;"> <p> <b>Organisation Of Workplace To Encourage Social Distancing</b> One way systems, controlled access to areas, markings on walls and floor to indicate 2m distances to promote social distancing.</p> <p> <b>Put signage in place to inform people of social distancing</b> Following the two-meter guidance, handwashing, use of gloves and PPE where applicable, covering of nose when sneezing etc. All staff to wear high vis vests Displaying message of 2m distancing.</p> </div> </div>	





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		<div data-bbox="1025 331 1115 422" data-label="Image"> </div> <p><b>Regular Cleaning Regime In Place</b>                      Regular cleaning of work areas to take place.                      Daily spreadsheet completed to confirm cleaning undertaken.</p> <p>Increased frequency of cleaning of regularly touched surfaces to be carried out.</p> <p>Deep cleans to be carried on a regular basis where required where risk assessment identifies it as a necessity.</p> <p>The appropriate disinfectant used in line with COSHH assessment.</p> <p>Disposable cloths used where possible to reduce transmission.</p> <div data-bbox="1025 885 1115 976" data-label="Image"> </div> <p><b>Staff Awareness</b>                      Staff communicated with on a regular basis on the hazards and controls in the workplace.</p> <p>Staff trained on controls and use of posters, signs, announcements and toolbox talk to ensure staff are clear on the essential control measures they must follow.                      All staff to complete Southalls Covid-19 e-learning &amp; Health Surveillance questionnaire on return to work.</p> <div data-bbox="1025 1232 1115 1323" data-label="Image"> </div> <p><b>Start/Finish Times Staggered.</b>                      Staggered start and finish times to reduce congestion and contact at all times.</p>	

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		<p> <b>Toilets/rest rooms</b>            Kindly ensure that where possible, safe distancing is applied during the use of urinals where it's reasonable to do so. e.g putting a do not use or tape sign over the middle urinal where there are two urinals. No toilet facilities for customers. Men's staff room toilets sign to confirm one person at a time.</p> <p> <b>Ventilation On Site Increased As Much As Possible.</b>            Windows and doors opened as much as possible to increase ventilation in all workspaces.</p> <p> <b>Work Activities And Risk Assessments Reviewed.</b>            Work activities assessed to establish what are essential tasks critical to be continued or if work can be paused.             Staff levels reduced to minimal safe numbers in accordance with risk assessments for activities.             These will be reviewed as things change.             Care will be taken to ensure that reducing staff numbers doesn't introduce further hazards.</p> <p> <b>Work From Home Wherever Possible</b>            Where possible employees will work from home. These staff members To complete Southalls COVID-19 working from home e-learning.</p>	

## Risk assessment for : Whitehall Garden Centre - Lacock

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 <p style="text-align: center;">Shared Common Areas - Due to areas being frequently utilised by all staff, the potential for infection is increased. This includes stairwells, waiting areas, seating areas as well as toilets and kitchen areas.</p>	<p>All staff, Contractors</p> <p>Visitors</p> <p>How? Common areas may restrict distancing of 2+ metres at any one time. Due to heavy foot fall, surfaces may be touched more frequently and individuals may cross paths more often.</p>	<p> <b>No Non-Essential Visitors Permitted.</b> Only essential visitors to be permitted to site.</p> <p>Arrangements to be made with pre-agreed visitors that they follow social distancing whilst on-site and that they confirm they are free from symptoms when they arrive.</p> <p> <b>Numbers Of People In Common areas Managed.</b> Individuals using common areas will be kept to a minimum at all times and social distancing will be strictly adhered to.</p> <p> <b>Regular Cleaning Of Common Areas.</b> Common areas where people pass through are to be cleaned frequently but specific attention to be paid to areas where people spend more time or common touchpoints. These will be cleaned more intensely/frequently.</p> <p>The appropriate disinfectant will be used in line with the COSHH Assessment and the correct PPE worn which will be disposed of correctly.</p> <p>Disposable cloths will be used where possible to reduce transmission.</p> <p> <b>Pro-active Monitoring In Place</b> Common areas, including toilets and access and egress routes are monitored frequently, ensuring individuals are exercising social distancing.</p>	<p style="text-align: right;">2 x 5</p> <p style="text-align: center;"><b>10</b></p> <p style="text-align: center;">Medium</p>






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		 <p><b>Use Of Stairs Rather Than Lifts.</b> Stairs should be used rather than lifts to prevent people from being in close proximity.</p> <p>If the lift is to remain in use then the occupancy will be limited to be able to comply with social distancing.</p> <p>No lifts on site.</p>	
 <p><b>Shared Use Of Tool And Equipment</b> - Shared use of equipment may increase the risk of transmission of the virus from person to person. This may include tools, office equipment and kitchen utensils and crockery.</p>	<p>All staff, Contractors Visitors</p> <p>How? Possible transmission of Covid-19 from surfaces.</p>	 <p><b>Equipment To Be Cleaned In Between Use</b> Employees to clean any shared plant, tools or equipment before and after use.</p>  <p><b>Monitoring In Place</b> Pro-active monitoring systems in place to check if staff are adhering to the controls and to see if they are effective and adequate.</p>	<p>2 x 5</p> <p style="text-align: center;"><b>10</b></p> <p>Medium</p>
 <p><b>Shared Vehicle / Plant Use Within Work</b> - Employees occupying work vehicles at the same time or shared use of common vehicles/plant or equipment.</p>	<p>All staff</p> <p>How? Inability to maintain social distancing or coming into contact with contaminated surfaces may lead to contraction of the Covid-19 virus.</p>	 <p><b>Good Hand Washing/Hygiene Procedures Observed</b> All occupants to wash hands for 20 seconds with soap and water or use sanitiser, before and after the journey and should refrain from touching their face. Clean touchpoints after each use.</p>  <p><b>Monitoring The Use Of Vehicles</b> Monitoring of the use and cleaning of the vehicle to ensure controls are being effective.</p>	<p>3 x 5</p> <p style="text-align: center;"><b>15</b></p> <p>Medium</p>

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
		<div style="display: flex; flex-direction: column; gap: 10px;"> <div style="display: flex; align-items: flex-start;">  <div style="margin-left: 10px;"> <p><b>Social Distancing Measures Implemented</b></p> <p>Passengers to sit as far away from each other as possible, side by side as opposed to face to face or behind.</p> <p>Occupants to face away from each other where reasonable to do so.</p> </div> </div> <div style="display: flex; align-items: flex-start;">  <div style="margin-left: 10px;"> <p><b>Vehicles Not Shared Where At All Possible.</b></p> <p>Where the job permits, vehicles will not be occupied by more than one person at any one time.</p> <p>Where possible the same person will use the same vehicle and not swap with other drivers.</p> <p>If vehicles are to be used by different people at different times then they will be cleaned before and after each use.</p> </div> </div> <div style="display: flex; align-items: flex-start;">  <div style="margin-left: 10px;"> <p><b>Vehicles To Be Cleaned Regularly.</b></p> <p>Inbetween use by different operators and at other times where appropriate, the vehicle will be cleaned with an appropriate cleaning product.</p> <p>Focus will be given to commonly touched areas such as handles, dials etc.</p> </div> </div> </div>	

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06/05/2020

Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
		 <p><b>Windows Kept Open To Improve Ventilation.</b> Windows on the vehicle to be kept open to improve natural ventilation.</p>	
 <p>Travelling To And From Work. - Sharing of a vehicle to, from or within work or use of public transport may lead to an inability to maintain social distancing.</p>	<p>All staff, Members of the public</p> <p>How? Exposure to the virus due to inability to maintain social distancing leading to potentially contracting the virus.</p>	 <p><b>Alternative Travel Arrangements Instead Of Car Sharing.</b> Where usual car share arrangements mean people from different households being in the same vehicle it may be necessary for some to use public transport providing they can maintain social distancing and practise good hygiene before and after their journey.</p> <p>Alternatives may include staff walking and cycling to and from work.</p>  <p><b>Work From Home Where At All Possible.</b> Employees will work from home where possible to prevent the need to travel and enter the workplace.</p>	<p>3 x 5</p> <p><b>15</b></p> <p>Medium</p>

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
 Vulnerable People - Some individuals may be classed as a 'vulnerable person'.	All staff, Contractors  How? Individuals that are over the age of 65, suffers from an underlying health condition, has heightened susceptibility due to clinical condition or is pregnant)	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">  <p><b>Person-centred Care for the aged</b> Ensure that the Person-cantered care approach is used to deliver care to each Resident/service user</p>  <p><b>Follow government advise on Visitation</b> Please follow the government advice on visitation- Do not allow family members/friends to visit the aged /vulnerable people during the pandemic until there is further advice to do so.</p>  <p><b>Self Isolation</b> For those displaying symptoms of a high or raised temperature or new/persistent cough, isolation should be exercised immediately, ensuring Line Management are informed.  Should individuals live with those displaying symptoms, they should isolate for 14 days. If by themselves, 7 days.  Further information on vulnerable groups can be found at <a href="https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-">https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-</a></p> </div> <div style="width: 45%;">  <p><b>All Visitors Are Accompanied</b> All visitors are accompanied by a host of the company at all times  Advise customers not to visit the centre if they display any symptoms.</p> </div> </div>	2 x 8  <div style="background-color: black; color: yellow; padding: 5px; font-weight: bold; font-size: 24px;">16</div> Medium

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 <p>Working On Customer / Client Sites - Working on another clients site or customer premises such as the garden or the home,</p>	<p>All staff, Contractors, Members of the public</p> <p>How? Lack of control on other sites over the social distancing measures meaning may be exposed to risk of transmission of Covid-19</p>	<p>people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults</p> <p> <b>Awareness and Training For Employees</b> Employees reminded of how to implement the control measures on other sites and to report any concerns they have.</p> <p> <b>Confirm All Concerned Are Symptom Free</b> On the day of work there will be checks to confirm that the customer / clients and employees are not displaying any symptoms.</p> <p>If any are then the work WILL NOT GO AHEAD and appropriate isolation procedures should be followed by those concerned.</p> <p> <b>Dynamic Risk Assessment Conducted</b> Contact will be made with the customer/ client to establish what control measures are in place and what else needs to be in place.</p> <p>If arrive on-site and are not satisfied control measures are effective or people appear symptomatic then the visit the employee will leave the site immediately and report to the manager.</p>	<p>2 x 5</p> <p><b>10</b></p> <p>Medium</p>


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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
		<p> <b>Good Hand Washing/Hygiene Procedures Observed</b>                      Hands will be washed upon arrival and before leaving the premises as well as after using a tissue to capture coughs and sneezes.</p> <p>Sanitiser may be used in addition or in the absence of soap and water.</p> <p> <b>Non-Essential Work Is Not Carried Out</b>                      All jobs will be reviewed to identify if the job is essential to be carried out at this time.</p> <p>Where possible the job will be rescheduled for a more appropriate time.</p> <p> <b>PPE Issued, Worn &amp; Kept In Good Condition</b>                      Appropriate PPE as advised by Central Government will be worn in accordance with instructions.</p> <p>This will be maintained effectively and cleaned using appropriate disinfectant where relevant or disposed of correctly in line with current advice.</p>	

**Risk assessment for : Whitehall Garden Centre -  
Lacock**

06/05/2020

Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
		 <p><b>Social Distancing Adhered To</b></p> <p>Where at all practicable social distancing of 2m adhered to at all times by all people throughout the visit.</p> <p>Use of signs, markers and announcements to remind people of the requirements.</p> <p>All customer deliveries are contactless.</p>	

**Further control measures**

None required





### Operating procedures

Measures of 'social distancing' should be applied.

1. An individual should exercise 'social distancing' on their own or with members of their family / household.
- 2 Only go outside for food, health reasons or work (where this absolutely cannot be done from home)
3. Avoid non-essential use of public transport, varying your travel times to avoid rush hour, when possible.
4. Work from home, where possible.
5. Avoid contact with people not from your household - maintaining a 2 metre (6ft) gap.
6. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media.
7. Use telephone or online services to contact your GP or other essential services.

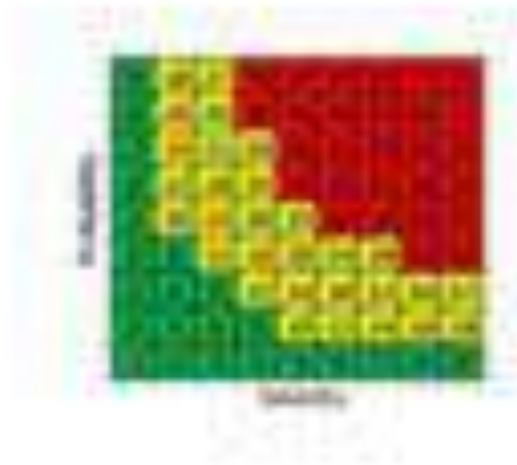
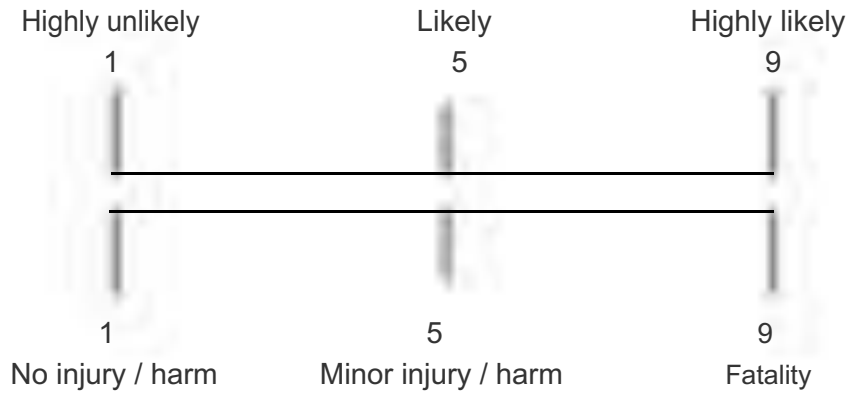
Everyone should be trying to follow these measures as much as is pragmatic.

Self-containment would include staying at home in a well-ventilated room, with access to clean, potable water.




In order to reduce the risk of the spread of Coronavirus infections, basic preventative measures are advised for the public, including good respiratory hygiene and respiratory etiquette; frequent careful handwashing; avoiding touching one's eyes, mouth and nose; sanitary disposal of oral and nasal discharges as well as avoiding contact with sick people. (European Centre for Disease Prevention and Control).

### Risk rating explanation

Risk ratings are calculated by considering the likelihood of an event occurring along with the severity of the potential consequence should an accident occur. After considering existing control measures, values are assigned to the likelihood and severity from the scales below and these figures multiplied to established the risk rating.



### What do your risk ratings mean?

-  Risk is categorised as LOW: Look to reduce risk if practicable
-  Risk has been categorised as MEDIUM: Begin to plan your action to reduce the risk immediately
-  Risk has been categorised as HIGH: Immediate action required to reduce the risk

Assessor's signature:

Approved by signature: