

**Risk Assessment and Risk Reduction Measures**

**During the Coronavirus Pandemic**

On Monday 23 March 2020 evening the Prime Minister made an announcement that has no comparison in our recent history, instructing everyone in the country (other than previously listed ‘key workers’) to stay home to save lives, contain the accelerating spread of the COVID-19 outbreak, and to enable the NHS to cope with the pandemic. These wider shutdown measures meant that people should only leave their homes for very limited purposes, including (say the Government) only travelling to work if absolutely necessary (“essential”) and only if your work cannot be done at home. However, the announcement has sparked confusion for the construction industry.

On 4th July 2020, step 3 of the UK Government’s COVID-19 Recovery Strategy will be implemented, allowing food services providers to re-open. There will also be changes to the ‘2m rule’ for social distancing – people should continue to stay 2m apart whenever possible, or ‘1m plus [mitigations].

We have reviewed the Government’s guidance documents ‘Working safely during COVID-19 in shops and branches’ and ‘in restaurants, pubs, bars and takeaway services’, along with HSE’s guidance available on both COVID-19 risk and general risk management principles to produce this risk assessment. All guidance will continuously be reviewed, and this risk assessment will be updated with any changes or additions that are recommended.

The following risk assessment and risk reduction measures have been completed by the Safety Adviser, Dawn Simmons in consultation with Company Director, Ian Barker, the Store Manager, Carol Harrison, and the catering staff. A walk-though of the store and Tree View Café and kitchen, and back of house areas was conducted, and the latest available advice from the Government, HSE, and a variety of agencies including Associated Independent Stores (AIS) and our concession partners, was reviewed and all parties agreed the necessary new measures to comply with both the Health Protection (Coronavirus) Regulation 2020 and the basic Health and Safety at Work Act 1974 duty to do everything that is “reasonably practicable” to safeguard our employees and those affected by our operations.

**Risk Assessment**

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. Most people infected with the Coronavirus and who develop COVID-19 will experience mild to moderate respiratory illness and recover without requiring special treatment. Those over 70 as well as those with underlying medical problems such as cardiovascular disease, diabetes, chronic respiratory disease, and cancer, are more likely to develop serious illness.

The best way to prevent and slow down transmission is for all individuals to be well-informed about the Coronavirus, how it spreads, and the symptoms associated with COVID-19. Those working for Barkers need to protect themselves and others from infection by washing their hands regularly (or using an alcohol-based rub frequently), not touching their face and keeping 2-metres away from others whenever they can.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it is crucial that everyone also practices respiratory etiquette for example, by coughing or sneezing into a flexed elbow or tissue and disposing of it immediately.

**General Precautions**

These general precautions will support the risk reduction measures which follow:

1. Homeworking will be enforced for all work that can be carried out remotely.
2. 2-metre distancing will be adhered to wherever possible, with staff reminding customers at the entrances of this requirement. Where 2m distancing is not possible, 1m distancing, with mitigation measures will be practiced.
3. Staff will be reminded and encouraged to increase frequency of hand washing.
4. Hand sanitiser will be available on every department for both customer and staff use.
5. A one-way system will be introduced in the staff areas to reduce the frequency of contact between staff members.
6. There may be times where close working is required, this will be avoided whenever possible, however where it cannot be avoided, activities will be kept to 15 minutes or less wherever possible, with back-to-back or side-by-side practices adopted wherever possible. Such jobs will be assessed as to how essential they are and will not be carried out if not completely necessary.
7. Skin-to-skin contact will be avoided by the correct use of clothing and PPE (face masks and gloves) if necessary.
8. All PPE will be personal and not shared, in line with current risk assessments. Single-use PPE will be disposed of, so it cannot be reused, and re-usable PPE will be thoroughly cleaned after use and not shared.
9. Customers required to wear face coverings at all times in the retail and toilet areas.
10. Shifts will be arranged to keep the same teams of workers together wherever possible.
11. First aid provision will be considered when organising shifts.
12. Existing risk assessments and safe systems of work will continue to be followed; if they cannot be followed, the activity will not be carried out.
13. Self-isolation guidance will be given to staff, who will be supported and encouraged by the business.
14. Any staff members with a high temperature, new or continuous cough will be instructed to self-isolate at home for at least 7 days. Any staff members with family members with the symptoms or who have come into close contact with someone with symptoms are to self-isolate for at least 14 days.
15. Support for staff who are contacted by the government’s test and trace service and are advised to self-isolate. Guidance can be found [here](https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youve-been-in-contact-with-a-person-who-has-coronavirus/).
16. Employees who are within the clinically vulnerable category will not be customer-facing and will be tasked with activities that enable them to stay at 2-metre distance from others.
17. Guidance will be provided to staff on hand washing and social distancing, with regular reminders given and notices displayed.
18. A cleaning team will be present to continually clean and disinfect, particularly those high-use points such as handrails, controls and handles.
19. Non-fire doors will be kept open, to aid air flow and reduce the need to use handles.
20. Shared tools, equipment and machinery will be disinfected before and after each use.
21. Regular briefings will be given on the importance of hygiene for on-site and remote workers.
22. Staff will be given a briefing when returning to work to introduce new protocols with updated Government and Public Health England and HSE guidance distributed to staff when issued.

| **Activity** | **Who Might be Harmed** | **How Might they be Harmed?** | **Risk Control Measures** | **By Whom** | **By When** |
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| Customers browsing and shopping | Employees and other customers  | Exposure to the Coronavirus from those who may unknowingly be infected and spreading the virus.Unable to meet the 2-metre distancing guidelines. | Limiting numbers of customers in the store by allocating the entrances to ‘in’ and ‘out’, which will be monitored by members of staff counting customers in and out. Communication between entrances will be via two-way radio.Hand baskets will be removed.Hand sanitiser will be provided at the entrances and customers encouraged to make use of them. Hand sanitiser will also be available throughout the store for both customers and staff. Staff to remind customers of the requirement to wear face coverings.Customer restaurant and toilets to remain closed to avoid large amounts of people in one area and pinch points as much as possible.Stairways to be designated either ‘up’ or ‘down’ to reduce the potential for close contact between customers.Lift to be limited to same-household members at a time, with signage to be displayed.Cleaning team regularly disinfecting around the store during the day, particularly high-touch points and the lift, to control the spread of virus.Staff members staffing the entrances to remind customers of the 2-metre social distancing protocols.Paper sheeting will be offered to customers who wish to sit on and try furniture. | Company DirectorCleaning team Employees at entrancesStaff | Prior to openingOngoingOngoingOngoing |
| Customers using brochures, catalogues and swatches | Employees and other customers | High-touch points could lead to increased chance of exposure to the Coronavirus | Brochures, catalogues and swatches to be taken away from the sales area, with staff offering these to customers, along with requirement to use hand sanitiser before use. | Staff | Ongoing |
| Paying for purchases at till areas and obtaining customer details for furniture deliveries | Employees and other customers  | Frequently used areas could lead to increased chance of exposure to the Coronavirus from those who may unknowingly be infected and spreading the virus.Unable to meet the 2-metre distancing guidelines. | We will place 2-metre distancing markers on the floor, to assist customers when queuing.Perspex shields will be installed at the front of the till desk and workstation, to prevent spread of droplets between staff and customers.Contactless payments will be encouraged.Delivery confirmations to be emailed wherever possible.Customers will be requested to place required items onto the desk for staff to scan to avoid skin-to-skin contact.This will be reversed once the purchase has been processed and bagged, the bag will be placed on the counter, for the customer to pick up. | Company DirectorStaff | Prior to openingOngoing |
| Customers returning unwanted items | Employees and other customers | Items from customer homes may have Coronavirus on the surfaces, brought in from outside of the store. | Returned items will be sprayed or wiped with disinfectant spray and stored for 48 hours before replaced on the sales racks.Customers will be requested to place items being returned onto the desk for staff to pick up and process, to avoid skin-to-skin contact.Counter tops will be cleaned after returned items have been processed. | Staff | Ongoing |
| Collections and Deliveries | Employees | Exposure to the Coronavirus from drivers who may unknowingly be infected and spreading the virus. | Delivery drivers to remain in their cabs while staff load or unload delivery items. Alternatively, delivery drivers to leave deliveries outside for staff members to bring indoors.Delivery drivers are permitted to use washing facilities if they request it.Re-useable delivery boxes will be regularly disinfected. | Staff | Ongoing |
| Staff only areas | Employees | Exposure to the Coronavirus from those who may unknowingly be infected and spreading the virus.Unable to meet the 2-metre distancing guidelines. | One-way system around the ‘back-of-house’ areas implemented to reduce the potential for close contact between staff.Hand sanitiser available in staff areas and staff encouraged to use them.Increased handwashing encouraged, with posters of hand handwashing techniques displayed.Hand sanitiser to be placed at the hand scan points for staff to use after signing in, with the cleaning team disinfecting the scanners at the beginning and end of the day, in accordance with cleaning instructions provided by manufacturer, once all staff have arrived and left the premises.Staff to use the store’s restaurant area to aid social distancing, with tables appropriately distanced.Locker rooms to be limited to one or two people at a time, with start and finish times staggered to aid social distancing.Lunch breaks to be staggered to prevent large numbers. | Company DirectorCleaning teamStaffDepartment Heads | Prior to openingOngoingOngoingOngoing |
| Office areas | Employees | Exposure to the Coronavirus from those who may unknowingly be infected and spreading the virus. | Staff who can work from home will be required to do so.Offices will be re-configured to ensure desks are 2-metres apart.Shared equipment such as photocopiers will be disinfected before and after use.Face-to-face meetings will be kept to a minimum and held via telephone or video conferencing whenever possible. Where this is not possible, the number of attendees will be kept to a minimum the largest space available will be used (outdoors if possible) to facilitate 2-metre distancing. | Company DirectorStaff | Prior to openingOngoing |
| **Tree View Café and Kitchen Areas** |
| 1) Customers *must* provide the contact details of one member of each party, to assist the NHS Test and Trace for data if needed.2) No more than 6 people per group permitted, regardless of number of households. This limit does not apply to meetings of a single household group or support bubble where it consists of more than 6 people. |
| Customers arriving at and moving around the Restaurant and Café | Employees and other customers  | Exposure to the Coronavirus from those who may unknowingly be infected and spreading the virus.Unable to meet the 2m (or 1m plus) social distancing guidelines under normal conditions. | Deep clean of the kitchen and café carried out prior to opening.Queueing will be monitored to ensure 2m social distancing is being adhered to. Customers will be asked to come back later if this becomes unmanageable during busy periods.Self-service suspended and table service only offered, to aid social distancing and minimise contact between staff and customers.Allocated seating will be implemented during busy times.Customers required to provide contact details when taking food orders, to assist the NHS Test and Trace for data if needed.Customers will be requested to use hand sanitiser prior to entering the restaurant area.One-way system for entering and exiting the Café implemented to aid social distancing.Perspex shields will be installed at the front of the till desk and food service area, to prevent spread of droplets between staff and customers.Contactless payment encouraged. | Store ManagerStore Manager | Prior to openingOngoing |
| Seating area and food service | Employees and customers  | Exposure to the Coronavirus from those who may unknowingly be infected and spreading the virus. | Tables re-configured and spaced apart, to allow 2m social distancing.Staff assigned specific working areas.Paper menus will be offered to customers and disposed of after each use.Food orders and prepared food placed on the serving counter for pick-up by kitchen staff and front-of-house staff respectively, to minimise contact.Food brought to the tables on catering trolleys for customers to take their food off the trolleys, avoiding the need for ‘reaching’ over customers. Cutlery, napkins and sachet condiments will be brought to the tables, and handed over to customers with food, to reduce the frequency of touching items.Dirty crockery and cutlery placed onto trolleys at an allocated area, for the kitchen staff to bring into the kitchen for washing.Staff to sanitise tables and touch points after a customer has left. | Store ManagerEmployees | Prior to openingOngoing |
| Kitchen area | Employees  | Exposure to the Coronavirus from those who may unknowingly be infected and spreading the virus. | Kitchen staff allocated specific workstations, allowing for 2m social distancing.Food orders and prepared food placed on the serving counter for pick-up by kitchen staff and front-of-house staff respectively, to minimise contact.Dirty crockery and cutlery placed onto trolleys at an allocated area, for the kitchen staff to bring into the kitchen for washing.One member of staff at a time in the stockrooms and larder area.Existing high standards of hygiene maintained throughout. | Store ManagersEmployees | Prior to openingOngoing |
| Customer toilets | Employees and customers  | Exposure to the Coronavirus from those who may unknowingly be infected and spreading the virus. | Limiting numbers of customers into the toilet areas to aid social distancing.Hand sanitiser available for customers to use.Signage placed, informing customers of the correct way to wash hands for 20 seconds.Cleaning team regularly disinfecting around the store during the day, particularly high-touch points and toilet areas, to control the spread of virus. | Store Manager | Ongoing |

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| **Date of Assessment:** | May 2020 | **Name of Assessor:** | Dawn Simmons | **Signature:** |  | **Position:** | Health and Safety Adviser |
| **Authorised Date:** | May 2020 | **Authorised By:** | Ian Barker | **Signature:** |  | **Position:** | Company Director |
| **Authorised Date:** | May 2020 | **Authorised By:** | Carol Harrison | **Signature:** |  |  | Store Manager |

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| **Revision Date** | **Rev** | **Reason**  | **Authorised by** |
| 4th June 2020 | 1 | Changes made to reflect Government’s updated ‘Working safely during COVID-19 in shops and branches’ guidance. |  |
| 15th June 2020 | 2 | Changes made to reflect Government’s updated ‘Working safely during COVID-19 in shops and branches’ guidance. |  |
| 3rd July 2020 | 3 | Section for Tree View Café and kitchen added for re-opening on 4th July 2020. |  |
| 23rd July 2020 | 4 | Updated to reflect requirement for face coverings to be worn in shops. |  |
| 14th September 2020 | 5 | Updated to reflect new Government guidance on mandated collection of customer contact details and ‘rule of 6’ social gatherings. |  |
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**Risk Register – Risk Management Measures During Coronavirus Pandemic**

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