



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]'.

Following an increase in cases of coronavirus cases in England, the Government announced further national measures from 23rd September that are expected to last for at least 6 months, a summary of the changes can be found [here](#). These national measures will be kept under review, along with any local lockdown rules.

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-through 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.

9th April 2021

In line with step 2 of the Government's 'Roadmap out of lockdown', Barkers will re-open ~~it's~~ retail offering on 12th April 2021. All Covid-secure measures will be implemented and monitored by the management team, following the latest updated of the 'Working safely during coronavirus (COVID-19) guidance.

Although hospitality venues will be allowed to serve customers in an outdoor setting, the decision has been made to not offer this service to customers and the restaurants will re-open in step 3 of the roadmap, not earlier than 17th May 2021.

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) Office workers who can work from home will be required to do so.
- 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) Staff and customers required to wear face coverings at all times, apart from when sitting at a table to eat and drink in the Tree View Café. (Applicable from 17th May 2021). Shifts will be arranged to keep the same teams of workers together wherever possible.
- 10) First aid provision will be considered when organising shifts.
- 11) 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.
- 12) Self-isolation guidance will be given to staff, who will be supported and encouraged by the business.
- 13) 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.

- 14) 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](#).
- 15) 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.
- 16) Guidance will be provided to staff on hand washing and social distancing, with regular reminders given and notices displayed.
- 17) A cleaning team will be present to continually clean and disinfect, particularly those high-use points such as handrails, controls and handles.
- 18) Non-fire doors will be kept open, to aid air flow and reduce the need to use handles and aid ventilation. External windows will also be kept open where possible, and if comfort allows.
- 19) Shared tools, equipment and machinery will be disinfected before and after each use.
- 20) Regular briefings will be given on the importance of hygiene for on-site and remote workers.
- 21) 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.

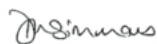
Activity	Who Might be Harmed	How Might they be Harmed?	Risk Control Measures	By Whom	By When
Customers browsing and shopping	Employees and other customers	Exposure to the Coronavirus from those who may unknowingly be infected and spreading the virus.	Limiting numbers of customers in the store by allocating 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.	Company Director	Prior to opening
		Unable to meet the 2-metre distancing guidelines.	<p>Hand baskets will be removed.</p> <p>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.</p> <p>Staff to remind customers of the requirement to wear face coverings.</p> <p>Customer restaurant and toilets to remain closed to avoid large amounts of people in one area and pinch points as much as possible.</p> <p>Stairways to be designated either 'up' or 'down' to reduce the potential for close contact between customers.</p> <p>Lift to be limited to same-household members at a time, with signage to be displayed.</p> <p>Cleaning team regularly disinfecting around the store during the day, particularly high-touch points and the lift, to control the spread of virus.</p>		Ongoing

Activity	Who Might be Harmed	How Might they be Harmed?	Risk Control Measures	By Whom	By When
			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.	Employees at entrances Staff	Ongoing Ongoing
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 Director Staff	Prior to opening Ongoing
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.	Staff	Ongoing

Activity	Who Might be Harmed	How Might they be Harmed?	Risk Control Measures	By Whom	By When
			Delivery drivers are permitted to use washing facilities if they request it. Re-useable delivery boxes will be regularly disinfected.		
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.	Company Director	Prior to opening
			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.	Cleaning team	Ongoing
			Staff to use the store’s restaurant area to aid social distancing, with tables appropriately distanced.	Staff	Ongoing
			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.	Department Heads	Ongoing
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.	Company Director	Prior to opening
			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.	Staff	Ongoing
Tree View Café and Kitchen Areas					

Activity	Who Might be Harmed	How Might they be Harmed?	Risk Control Measures	By Whom	By When
1) Customers <i>must</i> provide the contact details of one member of each party, to assist the NHS Test and Trace for data if needed. The official NHS QR code poster will be displayed, so that customers can check in as an alternative. 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	<p>Exposure to the Coronavirus from those who may unknowingly be infected and spreading the virus.</p> <p>Unable to meet the 2m (or 1m plus) social distancing guidelines under normal conditions.</p>	<p>Deep clean of the kitchen and café carried out prior to opening.</p> <p>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.</p> <p>Self-service suspended and table service only offered, to aid social distancing and minimise contact between staff and customers.</p> <p>Allocated seating will be implemented during busy times.</p> <p>Customers required to provide contact details when taking food orders, to assist the NHS Test and Trace for data if needed.</p> <p>Customers will be requested to use hand sanitiser prior to entering the restaurant area.</p> <p>One-way system for entering and exiting the Café implemented to aid social distancing.</p> <p>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.</p> <p>Contactless payment encouraged.</p>	<p>Store Manager</p> <p>Store Manager</p>	<p>Prior to opening</p> <p>Ongoing</p>
Seating area and food service	Employees and customers	<p>Exposure to the Coronavirus from those who may unknowingly be infected and spreading the virus.</p>	<p>Tables re-configured and spaced apart, to allow 2m social distancing.</p> <p>Staff assigned specific working areas.</p> <p>Paper menus will be offered to customers and disposed of after each use.</p> <p>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.</p>	<p>Store Manager</p> <p>Employees</p>	<p>Prior to opening</p> <p>Ongoing</p>

Activity	Who Might be Harmed	How Might they be Harmed?	Risk Control Measures	By Whom	By When
			<p>Food brought to the tables on catering trolleys for customers to take their food off the trolleys, avoiding the need for 'reaching' over customers.</p> <p>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.</p> <p>Dirty crockery and cutlery placed onto trolleys at an allocated area, for the kitchen staff to bring into the kitchen for washing.</p> <p>Staff to sanitise tables and touch points after a customer has left.</p>		
Kitchen area	Employees	Exposure to the Coronavirus from those who may unknowingly be infected and spreading the virus.	<p>Kitchen staff allocated specific workstations, allowing for 2m social distancing.</p> <p>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.</p> <p>Dirty crockery and cutlery placed onto trolleys at an allocated area, for the kitchen staff to bring into the kitchen for washing.</p> <p>One member of staff at a time in the stockrooms and larder area.</p> <p>Existing high standards of hygiene maintained throughout.</p>	<p>Store Managers</p> <p>Employees</p>	<p>Prior to opening</p> <p>Ongoing</p>
Customer toilets	Employees and customers	Exposure to the Coronavirus from those who may unknowingly be infected and spreading the virus.	<p>Limiting numbers of customers into the toilet areas to aid social distancing.</p> <p>Hand sanitiser available for customers to use.</p> <p>Signage placed, informing customers of the correct way to wash hands for 20 seconds.</p> <p>Cleaning team regularly disinfecting around the store during the day, particularly high-touch points and toilet areas, to control the spread of virus.</p>	Store Manager	Ongoing

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

Revision Date	Rev	Reason	Authorised by
4 th June 2020	1	Changes made to reflect Government's updated 'Working safely during COVID-19 in shops and branches' guidance.	
15 th June 2020	2	Changes made to reflect Government's updated 'Working safely during COVID-19 in shops and branches' guidance.	
3 rd July 2020	3	Section for Tree View Café and kitchen added for re-opening on 4 th July 2020.	
23 rd July 2020	4	Updated to reflect requirement for face coverings to be worn in shops.	
14 th September 2020	5	Updated to reflect new Government guidance on mandated collection of customer contact details and 'rule of 6' social gatherings.	
25 th September 2020	6	Updated to reflect the Government's further national measures to address rising cases of coronavirus in England.	
9 th April 2021	7	Updated to reflect the Government's lifting of restrictions in step 2 of the 'Roadmap out of lockdown'	