

Covid19 Risk Assessment – Filey Service Station

Date of First Assessment: 27th May 2020

Reviewed on: 18th July 2020

Assessor: Jonathan Marshall

Social Distancing - Ability to maintain distance of 1+ meters apart.

Area	Risks identified	People Affected	Controls in Place
<ul style="list-style-type: none"> Tills 	<ul style="list-style-type: none"> Customers closer than 2 metres Employees passing by each other behind till area Too close when stocking up cigarette gantry and spirits/ medicines behind the till 	<ul style="list-style-type: none"> Employees and customers Employees Employees 	<ul style="list-style-type: none"> Upgraded Perspex screens have been installed (June 2020), tables placed at front of tills with scanner and pin pad to increase distance from customer. Contactless payment encouraged. Fuel Only / Card Only Till in operation to alleviate Queues Employees instructed to pass back to back Hand Sanitizer dispense unit placed in office.
Shop floor	<ul style="list-style-type: none"> Customers passing in aisles Customers coming too close when stocking shelves and queues Customers coming in groups Customers coming with children Areas becoming congested Changes could impact disabled customers Customers touching shopping basket with virus on 	<ul style="list-style-type: none"> Customers All Employees & customers 	<ul style="list-style-type: none"> One-way system and floor markings in place, at busy periods number of customers in store limited with Social Distance Markings in place all over shop Aisles cordoned off when stocking up. Crisps & Confectionary and Promo Areas to be done at night All employees to be trained as Social Distance Champions to enforce when in store Self-Cleaning Program for Shopping Baskets with sanitizer and paper towels put in place General signage to demonstrate / instruct customers
Entrance and Exits	<ul style="list-style-type: none"> Not distancing customers coming in and out of doors Employees not distancing when arriving and leaving 	<ul style="list-style-type: none"> Customers Employees and customers 	<ul style="list-style-type: none"> Social Distance Champion to control door at busy times Employee Training, engagement and sign off

Toilets	<ul style="list-style-type: none"> • <i>Standing too close in queues</i> • <i>Multiple people using facilities</i> 	<ul style="list-style-type: none"> • <i>Customers and Employees</i> • <i>Customers and Employees</i> 	<ul style="list-style-type: none"> • <i>Adequate Signage</i> • <i>Single self-contained toilets and wash hand basins</i> • <i>Always ensure well stocked with soap and paper towels</i>
Office and employee areas	<ul style="list-style-type: none"> • <i>Multiple people in same space</i> • <i>Manager/ Supervisor back office work</i> 	<ul style="list-style-type: none"> • <i>Employees</i> • <i>Employees</i> 	<ul style="list-style-type: none"> • <i>Staggered Shift start times and breaks already in operation</i> • <i>It is preferable to have only 1 employee in the office at any time, but on odd occasion a maximum of 2 persons allowed and to always keep 2m</i>
Stock Room	<ul style="list-style-type: none"> • <i>Not distancing when going in and out of stock room</i> • <i>Not distancing when taking stock out of stock room</i> 	<ul style="list-style-type: none"> • <i>Employees</i> • <i>Employees</i> 	<ul style="list-style-type: none"> • <i>Where possible only one person in stock room at a time, and maintaining 2m distance at other times</i>
Deliveries	<ul style="list-style-type: none"> • <i>Not distancing whilst receiving and signing for deliveries</i> • <i>Working too close together to unload stock into stock room</i> 	<ul style="list-style-type: none"> • <i>Employees/ Suppliers</i> • <i>Employees/ Suppliers</i> 	<ul style="list-style-type: none"> • <i>Only one person seeing deliveries in</i> • <i>All goods to storeroom door (i.e. not front)</i> • <i>Where possible only one person in stock room at a time, and maintaining 2m distance at other times</i>
Suppliers	<ul style="list-style-type: none"> • <i>Poor Risk Assessments and practice by suppliers contradicts our policies and spreads virus</i> 	<ul style="list-style-type: none"> • <i>Employees / Customers / Suppliers</i> 	<ul style="list-style-type: none"> • <i>Request & Review Main Suppliers Risk Assessments</i>
Meetings	<ul style="list-style-type: none"> • <i>Transmission of virus during in person meetings</i> • <i>Informal chats and moving between offices</i> 	<ul style="list-style-type: none"> • <i>Employees/ Suppliers</i> 	<ul style="list-style-type: none"> • <i>Remote meetings prioritised</i> • <i>Only AM's allowed to conduct supplier meetings on site</i> • <i>AM's to wash hand every time arrives at site</i> • <i>Employees encouraged to maintain distance & to meet outside</i> • <i>Handwashing and sanitising to increased.</i>
Food to go	<ul style="list-style-type: none"> • <i>Filling of FTG hot cabinet</i> • <i>Kitchen / FTG area</i> 	<ul style="list-style-type: none"> • <i>Customers and Employees</i> • <i>Employees</i> 	<ul style="list-style-type: none"> • <i>To cordon off a 2-metre area to maintain social distancing</i> • <i>Only 1 person working in the kitchen area at any one time.</i>

Hygiene/ cleaning and handwashing – risk of contamination and passing on infection

Area	Risk	People Affected	Controls in Place
------	------	-----------------	-------------------

Tills and payments	<ul style="list-style-type: none"> • Contamination whilst handling cash, cards • Contamination of till screens and equipment • Contamination of store products 	<ul style="list-style-type: none"> • Employees and Customers • Employees • Employees 	<ul style="list-style-type: none"> • Customers encouraged to use contactless, frequent hand washing and hand sanitising • Employees issued with reminders and guidance about frequent cleaning, handwashing • Customers to self-scan and bag goods • Customer signs to remind customers not to touch products unnecessarily
Shop floor	<ul style="list-style-type: none"> • Contamination of door handles, shelves • Contamination of self-service machines • Contamination of baskets and trolleys • Contamination of Customers 	<ul style="list-style-type: none"> • Employees & Customers • Employees & Customers • Employees & Customers • Customers 	<ul style="list-style-type: none"> • Cleaning of these areas increased • Cleaning of these areas increased • Frequent cleaning • New Hand Sanitiser station located at the entrance for customers to sanitize their hands.
Entrance and Exits	<ul style="list-style-type: none"> • Contamination on entrances and exits • Contamination on doors In and out of toilets, stockroom, back office and kitchen areas • Contamination of sanitiser station 	<ul style="list-style-type: none"> • Employees & Customers • Employees & Customers • Employees 	<ul style="list-style-type: none"> • Social Distance Champion to control door at busy times • Automatic doors on entrance • Cleaning of the station to be increased
Toilets	<ul style="list-style-type: none"> • Customer and employee not handwashing • Contamination of Doors, taps, cubicles 	<ul style="list-style-type: none"> • Employees and Customers 	<ul style="list-style-type: none"> • Posters with guidance for handwashing • Handwash provided • Paper towels provided • Area cleaned frequently
Office and employee areas	<ul style="list-style-type: none"> • Contamination of door handles, kitchen items • Contamination of office equipment • Contamination of employee's personal belongings 	<ul style="list-style-type: none"> • Employees • Employees 	<ul style="list-style-type: none"> • Area cleaned frequently • Computers, phones, picka links wiped down after each use. • Employees have own pens not shared • Employees to leave personal belongings in designated space and take home after every shift. • Employees encouraged to wipe down and sanitise personal belongings like phones and bags
Stock Room & Deliveries	<ul style="list-style-type: none"> • Contamination of products and shelves • Contamination of products 	<ul style="list-style-type: none"> • Employees & Customers 	<ul style="list-style-type: none"> • Regular cleaning of shelving • Employees to wash hands frequently
Merchandise	<ul style="list-style-type: none"> • Customers and employees touching and contaminating products 	<ul style="list-style-type: none"> • Employees & customers 	<ul style="list-style-type: none"> • Employees reminded to wash hand frequently and provided with hand sanitiser. • Customer signs to remind customers not to touch products unnecessarily

Forecourt	<ul style="list-style-type: none"> Contamination of Pumps Contamination of Jet wash, Airline and vacuum touch points Contamination of ATM 	<ul style="list-style-type: none"> Employees & Customers 	<ul style="list-style-type: none"> Regular cleaning program. Gloves provided for customers. Signs reminding customers to use gloves Investigate Sanitizing solution for equipment Invest in Contactless technology Cleaned and Sanitised daily
Food to go	<ul style="list-style-type: none"> Contamination of Sink and hand wash basin Contamination of floors Contamination of bin Contamination of Freezers Not distancing when going in and out of walk in freezer Contamination of Work surfaces Contamination of Fridge Employees touching and contaminating products Contamination of hot food cabinet 	<ul style="list-style-type: none"> Employees 	<ul style="list-style-type: none"> Staff to clean and sanitise frequently, to be cleaned and sanitised before leaving. To cleaned frequently and before leaving. To cleaned and emptied before leaving. Handles and door to be cleaned and sanitised frequently. One person per freezer. Staff to clean and sanitise frequently, to be cleaned and sanitised before leaving. Employees reminded to wash hand frequently and provided with hand sanitiser. To continue to follow food safety and food Hygiene regulations. Staff to clean and sanitise frequently, to be cleaned and sanitised before leaving.

Workforce – who should be at work and who needs to be protected

Area	Risk	People Affected	Controls in Place
Vulnerable employees	<ul style="list-style-type: none"> Employees at work who are clinically vulnerable, e.g. expectant mothers Employees who are showing symptoms 	<ul style="list-style-type: none"> Employees 	<ul style="list-style-type: none"> Employees encouraged to share with Manager & Area Manager if they believe they fall into a Vulnerable Category Employees reminded of Covid-19 symptoms and importance of self-isolating
Non-essential employees	<ul style="list-style-type: none"> Office workers coming into work Too many people on site at one time 		<ul style="list-style-type: none"> JRS Office personnel not to attend site. Remote working where possible Number of people controlled into site
Wellbeing	<ul style="list-style-type: none"> Mental health issues Physical health impacted 	<ul style="list-style-type: none"> Employees 	<ul style="list-style-type: none"> Employees encouraged to support each other and share with line manager
Equipment	<ul style="list-style-type: none"> Not having the correct equipment to be able to work from home 	<ul style="list-style-type: none"> Employees 	<ul style="list-style-type: none"> Employees provided with ability to work from home where appropriate

Equality	<ul style="list-style-type: none"> • Disabled workers disadvantaged by new working practices • Expectant Mothers disadvantaged by new working practices • Negative impacts on those with caring responsibilities 	<ul style="list-style-type: none"> • Employees 	<ul style="list-style-type: none"> • Jos. Richardson & Son Ltd does not allow any form of discrimination and will always treat employees with maximum fairness • We will listen to all concerns of our employees whether it be to do with their employment or their wider personal circumstances
----------	---	---	--

PPE – do employees need PPE

Area	Risk	People Affected	Controls in Place
In store	<ul style="list-style-type: none"> • Contact with customers and other employees • If employees wish to wear face coverings 	<ul style="list-style-type: none"> • Employees & customers • Employees 	<ul style="list-style-type: none"> • Social distancing and cleaning measures in place • Visors & Face Masks are available should employees wish to use, although this is not mandatory. Adequate guidance to be provided.
Office	<ul style="list-style-type: none"> • Contact with other employees • If employees wish to wear face coverings 	<ul style="list-style-type: none"> • Employees 	<ul style="list-style-type: none"> • Social distancing and cleaning measures in place • Visors & Face Masks are available should employees wish to use, although this is not mandatory. Adequate guidance to be provided.