

Covid19 Risk Assessment – Longs Corner Garage

Date of First Assessment: 27/05/2020

Reviewed on: 20th July 2020

Assessor: Jonathan Marshall

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

Area	Risks identified	People Affected	Controls in Place
Tills	<p>Tills 1, 2 and 3 closer than 2 metres Customers closer than 2 metres</p> <p>Employees passing by each other behind till area Too close when stocking up cigarette gantry and spirits/ medicines behind the till</p>	<p>Employees Employees and customers</p> <p>Employees Employees</p>	<p>Only till 1 and 3 in operation New Perspex screens have been installed (June 2020), customers self-scanning, tables place at front of tills to increase distance</p> <p>Employees instructed to pass back to back. Sales assistant to wash hands every hour and use the sanitizer dispenser outside the office.</p> <p>Provide visor or mask for sales assistants.</p>
Shop floor	<p>Customers passing in aisles</p> <p>Customers coming too close when stocking shelves</p> <p>Customer too close in queues</p> <p>Customers coming in groups Customers coming with children</p> <p>Areas becoming congested</p> <p>Changes could impact disabled customers</p>	<p>Customers</p> <p>Employees and customers</p> <p>Employees and customers</p> <p>Employees and customers Employees and customers</p> <p>Employees and customers</p> <p>Employees and customers</p>	<p>One-way system and floor markings in place, at busy periods number of customers in store limited. 2 metre markings all around store.</p> <p>Customer queuing area to be replenished at quieter periods (Early Morning or Night). Isles to be cordoned off when replenishing shelves.</p> <p>Markings in place at till points and 2 metre social distancing marks, Posters to remind customer of the store rules.</p> <p>Groups and children to be asked to shop and stay together when entering store. Staff to be confident to explain the rules to the customer.</p> <p>Signage around store to remind customer of social distancing.</p> <p>Impacts monitored and assistance given where required and can be done so safely"</p>

Entrance and Exits	<p><i>Not distancing customers coming in and out of doors</i></p> <p><i>Employees not distancing when arriving and leaving</i></p> <p><i>Keyholders duties when arriving and leaving the store, Isolation of the pumps, Alarm panel, Door, Chiller lights, lighting, lock office door and fire extinguishers.</i></p>	<p><i>Customers</i></p> <p><i>Employees and customers</i></p> <p><i>Employees</i></p>	<p><i>Door to be manned by employees at busy periods to control in and out. Mark 2 metres apart for customers to queue outside. Training and regular reminders issued to employees</i></p> <p><i>Clean and sanitise all surfaces after the store is unlocked. Employees to wash their hands.</i></p>
Toilets	<p><i>Standing too close in queues</i></p> <p><i>Multiple people using facilities</i></p>	<p><i>Customers and Employees</i></p> <p><i>Customers and Employees</i></p>	<p><i>Signage for social distancing measures. 1 person at a time. Single self-contained toilets and wash hand basins. Surfaces to be cleaned, Hand towels and hand wash available.</i></p>
Office and employee areas	<p><i>Multiple people in same space</i></p> <p><i>Manager/ Supervisor back office work</i></p>	<p><i>Employees</i></p> <p><i>Employees</i></p>	<p><i>Staggered breaks</i></p> <p><i>Employees instructed that a maximum of 2 persons in the office at the same time</i></p>
Stock Room	<p><i>Not distancing when going in and out of stock room</i></p> <p><i>Not distancing when taking stock out of stock room</i></p>	<p><i>Employees</i></p> <p><i>Employees</i></p>	<p><i>One person per storeroom if possible or social distancing measures to apply.</i></p>
Deliveries	<p><i>Not distancing whilst receiving and signing for deliveries</i></p> <p><i>Working too close together to unload stock into stock room</i></p>	<p><i>Employees</i></p> <p><i>Employees</i></p>	<p><i>One person following social distancing to receive the delivery. Paperwork to be place 2m away when receiving and returning.</i></p>
Meetings	<p><i>Transmission of virus during in person meetings</i></p> <p><i>Informal chats and moving between offices</i></p>	<p><i>Employees</i></p> <p><i>Employees</i></p>	<p><i>Remote working tools used for meetings</i></p> <p><i>Employees encouraged to maintain distance, to meet outside. Handwashing and sanitizing to increased.</i></p> <p><i>Social distancing to be observed 2 persons per office providing the size of the office is sufficient.</i></p>
Subway	<p><i>Till - Customers closer than 2 metres</i></p> <p><i>Congestion in store at busy periods</i></p> <p><i>Customer queuing too close</i></p>	<p><i>Customers</i></p> <p><i>Customers & Employees</i></p> <p><i>Customers</i></p>	<p><i>Perspex screens installed with a Table placed in front of checkout. Loyalty and payment terminal place on the table. Encouraging customers to pay contactless.</i></p> <p><i>Groups of 2 or more then staff to request excess to wait outside of the store.</i></p> <p><i>Maximum of 2 employees working in subways at any one time. One in the counter area, one in prep area. Social distancing measures must be observed at all times.</i></p> <p><i>One way queuing system, floor stickers and 2 metre markers, Customers limited to 4</i></p>

Food to go	<i>Filling of FTG hot cabinet</i>	<i>Customers and Employees</i>	<i>To cordon off a 2-metre area to maintain social distancing</i>
	<i>Kitchen / FTG area</i>	<i>Employees</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	<i>Contamination whilst handling cash, cards</i>	<i>Employees and Customers</i>	<i>Customers encouraged to use contactless, frequent hand washing and hand sanitising</i>
	<i>Contamination of till screens and equipment</i>	<i>Employees</i>	<i>Employees issued with reminders and guidance about frequent cleaning, handwashing</i>
	<i>Contamination of store products</i>	<i>Employees</i>	<i>Customers to self-scan and bag goods</i>
	<i>Contamination of payment tables</i>	<i>Employees</i>	<i>Customer signs to remind customers not to touch products unnecessarily Employees to clean frequently</i>
Shop floor	<i>Contamination of door handles, shelves</i>	<i>Employees and Customers</i>	<i>Cleaning of these areas increased</i>
	<i>Contamination of self-service machines</i>	<i>Employees and Customers</i>	<i>Cleaning of these areas increased</i>
	<i>Contamination of baskets and trolleys</i>	<i>Employees and Customers</i>	<i>Frequent cleaning</i>
	<i>Contamination of Lottery stand</i>	<i>Employees and Customers</i>	<i>Frequent cleaning</i>
	<i>Contamination of Merchandised floor stands</i>	<i>Employees and Customers</i>	<i>Frequent cleaning</i>
	<i>Contamination of Ice cream / Freezer</i>	<i>Employees and Customers</i>	<i>Frequent cleaning</i>
	<i>Contamination of customers</i>	<i>Customers</i>	<i>New Hand sanitiser station located at the entrance for customers to sanitise their hands.</i>
Entrance and Exits	<i>Contamination on entrances and exits</i>	<i>Employees and Customers</i>	<i>Automatic doors on entrance</i>
	<i>Contamination on doors In and out of toilets, stockroom, back office and kitchen areas</i>	<i>Employees and Customers</i>	<i>Door handles cleaned frequently Kitchen or sink areas to be cleaned after use</i>
Toilets	<i>Customer and employee not handwashing</i>	<i>Employees and Customers</i>	<i>Posters with guidance for handwashing</i>
	<i>Contamination of Doors, taps, cubicles</i>		<i>Handwash provided Paper towels provided Area cleaned frequently</i>
Office and employee areas	<i>Contamination of door handles, kitchen items</i>	<i>Employees</i>	<i>Area cleaned frequently</i>
	<i>Contamination of office equipment</i>	<i>Employees</i>	<i>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</i>
<i>Contamination of employee's personal belongings</i>			

Stock Room	Contamination of products and shelves Contamination of products	Employees	Shelves and products to be cleaned, Staff to frequently wash hands after touching products.
Deliveries	Contamination of products Contamination of crates and trollies	Employees	Staff to frequently wash hands after touching products, trollies and crates.
Merchandise	Customers and employees touching and contaminating products	Employees and customers	Employees reminded to wash hand frequently and provided with hand sanitiser. Customer signs to remind customers not to touch products unnecessarily
Forecourt	Contamination of Pumps Contamination of Car and jet wash touch points Contamination of ATM	Employees and customers	Gloves provided for customers. Signs reminding customers to use gloves Signage – Hand washing facilities are in the store.
Food to go	Contamination of Sink and hand wash basin Contamination of floors Contamination of bin Contamination of walk in Freezer 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	Employees Employees and Customers	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.
Subway	Contamination of Fridge / Freezer doors <ul style="list-style-type: none"> Contamination of utensils Contamination of Toaster / Coffee machines Contamination of Cups, Straws, Napkins & Condiments Contamination from Employees hands to food Contamination from uniforms to food 	Employees <ul style="list-style-type: none"> Employees & Customers Employees 	<ul style="list-style-type: none"> Regular cleaning & Sanitizing of touch points All staff to use separate utensils whenever possible All utensils to be cleaned & sanitized regularly All touch points to be cleaned & sanitized regularly All to be removed from customer area and kept behind the counter for use one time use when requested Hands to be washed for every new customer and gloves to be changed for every different item handled. For example – Meat to salad or when touching cash.

			<ul style="list-style-type: none"> Uniform to be washed after every shift and where possible put on once actually in the work area.
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Workforce – who should be at work and who needs to be protected

Area	Risk	People Affected	Controls in Place
Vulnerable employees	<p>Employees at work who are clinically vulnerable</p> <p>Expectant mothers</p> <p>Employees who are showing symptoms</p>	Employees	<p>Staff to inform management</p> <p>Follow guidelines of Covid 19 symptoms. Encourage them to be tested at the local centre.</p>
Non-essential employees	<p>Office workers coming into work</p> <p>Too many people on site at one time</p>		Visits to be announced to avoid extra personnel.
Wellbeing	<p>Mental health issues</p> <p>Physical health impacted</p>	employees	Offer help and encourage employees to share their concerns with management.
Equipment	Not having the correct equipment to be able to work from home		Equipment will be provided where necessary.
Equality	<p>Disabled workers disadvantaged by new working practices</p> <p>Expectant Mothers disadvantaged by new working practices</p> <p>Negative impacts on those with caring responsibilities</p>		Jos. Richardson & Son Ltd has a documented policy on discrimination. New working practices will be monitored and the impact on disabled, expectant mothers and those with caring responsibilities will be reviewed by Management. Employees are encouraged to raise issues with Management

PPE – do employees need PPE

Area	Risk	People Affected	Controls in Place
In store	<p>Contact with customers and other employees</p> <p>If employees wish to wear face coverings</p>	<p>Employees and customers</p> <p>Employees</p>	<p>Social distancing and cleaning measures in place</p> <p>Visors & Face Masks are available should employees wish to use, although this is not mandatory. Adequate guidance to be provided.</p>
Office	<p>Contact with other employees</p> <p>If employees wish to wear face coverings</p>	Employees	<p>Social distancing and cleaning measures in place</p> <p>Visors & Face Masks are available should employees wish to use, although this is not mandatory. Adequate guidance to be provided.</p>