

Covid19 Risk Assessment – Primrose Valley Service Station

Date of First Assessment: 26th May 2020
 Assessor: Jonathan Marshall, Area Manager

Reviewed on : 21st July 2020

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

Area	Risks identified	People Affected	Controls in Place
Tills	<p>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 and customers</p> <p>Employees Employees</p>	<p>Upgraded Perspex screens have been installed (June 2020), tables placed at front of tills with scanner and pin pad to increase distance from customer.</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>
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>

	<i>Customers touching shopping baskets with the virus on</i>	<i>Employees and customers</i>	<i>Self-cleaning program for shopping baskets with sanitizer and paper towels put in place</i>
Entrance and Exits	<i>Not distancing customers coming in and out of doors</i> <i>Employees not distancing when arriving and leaving</i> <i>Keyholders duties when arriving and leaving the store, Isolation of the pumps, Alarm panel, Door, Chiller lights and lighting.</i>	<i>Customers</i> <i>Employees and customers</i> <i>Employees</i>	<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> <i>Clean and sanitise all surfaces after the store is unlocked. Employees to wash their hands.</i>
Toilets	<i>Standing too close in queues</i> <i>Multiple people using facilities</i>	<i>Customers and Employees</i> <i>Customers and Employees</i>	<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>
Office and employee areas	<i>Multiple people in same space</i> <i>Manager/ Supervisor back office work</i>	<i>Employees</i> <i>Employees</i>	<i>Staggered breaks</i> <i>Employees instructed that a maximum of 2 persons in the office at the same time</i>
Stock Room	<i>Not distancing when going in and out of stock room</i> <i>Not distancing when taking stock out of stock room</i>	<i>Employees</i> <i>Employees</i>	<i>One person per storeroom if possible or social distancing measures to apply.</i>
Deliveries	<i>Not distancing whilst receiving and signing for deliveries</i> <i>Working too close together to unload stock into stock room</i>	<i>Employees</i> <i>Employees</i>	<i>One person following social distancing to receive the delivery. Paperwork to be place 2m away when receiving and returning.</i>
Meetings	<i>Transmission of virus during in person meetings</i> <i>Informal chats and moving between offices</i>	<i>Employees</i> <i>Employees</i>	<i>Remote working tools used for meetings</i> <i>Employees encouraged to maintain distance, to meet outside. Handwashing and sanitizing to increased.</i> <i>Social distancing to be observed 2 persons per office providing the size of the office is sufficient.</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>Customer signs to remind customers not to touch products unnecessarily</i>
	<i>Contamination of payment tables</i>	<i>Employees</i>	<i>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>

	Contamination of baskets and trolleys Contamination of Lottery stand Contamination of Merchandised floor stands Contamination of Ice cream / Freezer Contamination of customers	Employees and Customers Employees and Customers Employees and Customers Employees and Customers Customers	Frequent cleaning Frequent cleaning Frequent cleaning Frequent cleaning New Hand sanitiser station located at the entrance for customers to sanitise their hands.
Entrance and Exits	Contamination on entrances and exits Contamination on doors In and out of toilets, stockroom, back office and kitchen areas	Employees and Customers Employees and Customers	Automatic doors on entrance Door handles cleaned frequently Kitchen or sink areas to be cleaned after use
Toilets	Customer and employee not handwashing Contamination of Doors, taps, cubicles	Employees and Customers	Posters with guidance for handwashing Handwash provided Paper towels provided Area cleaned frequently
Office and employee areas	Contamination of door handles, kitchen items Contamination of office equipment Contamination of employee's personal belongings	Employees Employees	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	Contamination of products and shelves Contamination of products		Shelves and products to be cleaned, Staff to frequently wash hands after touching products.
Deliveries	Contamination of products Contamination of crates and		Staff to frequently wash hands after touching products, trolleys 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		Gloves provided for customers. Signs reminding customers to use gloves Signage – Hand washing facilities are in the store.

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

Area	Risk	People Affected	Controls in Place
Vulnerable employees	Employees at work who are clinically vulnerable Expectant mothers Employees who are showing symptoms	Employees	Staff to inform management Follow guidelines of Covid 19 symptoms. Encourage them to be tested at the local centre.
Non-essential employees	Office workers coming into work Too many people on site at one time		Visits to be announced to avoid extra personnel.

Wellbeing	<i>Mental health issues Physical health impacted</i>	<i>employees</i>	<i>Offer help and encourage employees to share their concerns with management.</i>
Equipment	<i>Not having the correct equipment to be able to work from home</i>		<i>Equipment will be provided where necessary.</i>
Equality	<i>Disabled workers disadvantaged by new working practices Expectant Mothers disadvantaged by new working practices Negative impacts on those with caring responsibilities</i>		<i>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.”</i>

PPE – do employees need PPE

Area	Risk	People Affected	Controls in Place
In store	<i>Contact with customers and other employees If employees wish to wear face coverings</i>	<i>Employees and customers Employees</i>	<i>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.</i>
Office	<i>Contact with other employees If employees wish to wear face coverings</i>	<i>Employees</i>	<i>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.</i>