Coronavirus Covid-19 Overarching Risk Assessment

Monkton Elm Garden Centre is committed to the health, safety and wellbeing of all employees, customers and visitors during and post the Covid-19 pandemic. We have undertaken this risk assessment to identify and implement practical measures in which everyone can stay safer and minimise the risk to the spread of Covid-19.

Applicable to the following people: Employees, Customers, Suppliers, Service Personnel, Visitors & the public in Taunton, Somerset
Assessed by Steve Searle on 28th September 2020

- Likelihood is the chance or probability of an event occurring
- Hazard is anything which may cause harm, injury or death
- Severity is the possible consequences

Formula used to calculate risk: Likelihood x Severity = Degree of Risk

Likelihood	Likelihood	Severity	Severity	Degree of Risk	Degree of Risk
Very High	5	Fatal	5	Very High	20-25
High	4	Major Injury	4	High	15-19
Medium	3	Minor Injury	3	Medium	9-14
Low	2	Very Minor Injury	2	Low	5-8
Very Low	1	Negligible Injury	1	Very low	1-4

1.	Employees entering and exiting the workplace
Description of Hazard	**Control Measures**
Exposure to Covid19 virus from others due to having come into close contact (Within 2 meters for 15 minutes or more)	• Managers to plan, implement and control numbers of employees expected at start and end of the day, allowing for social distancing rules of 2m. Consider any options available for the staggering of start and finish times • Employees will work from home if possible, although this may be difficult being a customer facing business • Any employees who have symptoms of Covid-19 themselves, or if others in their household have symptoms, are to follow the most recent official government guidance. **These employees must not come to work** • **All employees are required to conduct a self temperature test when arriving at work. No record of the results will be retained by the business. If an employee records a temperature of 37.8 degrees or higher they are to return home and follow NHS guidance on self-isolation** • If an employee is required, for any reason, to undertake an official COVID-19 infection test, they are not to return to work until the results of the test are confirmed. At all times they are to adhere to government guidance • All employees are required to strictly comply with the NHS test and trace instructions • All employees are required to wear full face coverings whilst they are onsite and engaged in colleague or customer facing activities • Employees should wash their hands upon entry to the building • Employees should use hand sanitiser whenever possible during the day • Always implement social distancing of 2m clearance from other people when entering and exiting the premises • Employees are encouraged to avoid public transport for travelling to work, and where this is unavoidable, follow official government guidance regarding face coverings. Areas for bicycle storage are available on site • We encourage employees not to leave the premises during breaks etc to reduce risk of transmission, although breaks can be taken outside • Shared work equipment must be cleaned before and after each use • Follow any task specific risk assessments and safe systems of work
Risk evaluation	2 x 3 = 6 Degree of Risk = Low

2.	Customers entering and exiting the workplace
Description of Hazard	**Control Measures**
Exposure to Covid19 virus from others due to having come into close contact (Within 2 meters for 15 minutes or more)	• Any customer who has symptoms of Covid-19 themselves, or if others in their household have symptoms, are to follow the most recent official government guidance. **These customers must not enter the premises.** • Signage displayed at entrance to garden centre to advise customers of store social distancing and general safety and social distancing requirements, also advising not to enter if they have Covid-19 symptoms • Information regarding general safety and social distancing requirements are also available on the company website, to enable customers can familiarise themselves with the requirements prior to visiting and to plan their trip • The Senior Leadership Team to decide and limit how many customers can enter the store at any one time after considering internal and external floor space, till area and any other busy areas. This can change depending on the latest official guidance • At busy times, managers are to ensure that all entering customers are greeted by a member of staff at the main entrance or at reception to ensure customers are aware of our social distancing rules; our hygiene safety measures throughout the store; department, toilet and till point locations and the social distancing customer route to be followed • Customers will be requested to take a trolley or a basket when entering the business. This is to aid in maintaining social distancing. The trolley handles and edges will be sterilised by a member of staff prior to being made available to a customer • Hand sanitiser facilities will be available at the main entrances and all customers encouraged to use them • The business will only operate one entrance and one exit until further notice in order to manage the number of customers entering the business and to avoid congestion. There is a separate entrance and exit for the Pet Centre. • Where customers are non-compliant, the situation should be quickly resolved by managers and employees • Entry and exit lanes have been created to ensure close contact between entering and exiting customers is minimal • Customer toilets are now open. Toilets and all hard surfaces in the washroom facilities are monitored and cleaned throughout the day • Follow any task specific risk assessments and safe systems of work
Risk evaluation	2 x 3 = 6 Degree of Risk = Low

3.	Serving Customers and Product Access
Description of Hazard	**Control Measures**
Exposure to Covid19 virus from others due to having come into close contact (Within 2 meters	• Floor markings and signage to be displayed in store to advise customers of social distancing whilst moving through the business • Operational till points to be fitted with Perspex sneeze / spit guards and have signage to advise of social distancing rules. Sneeze / spit screens must be cleaned regularly • All till points or nearby points to have hand sanitiser available for employees and customers to use • Managers to ensure that social distancing measures are always being observed by employees and customers • Regular hand washing must be undertaken by all cashiers/shop floor staff

for 15 minutes or more)	• Regular cleaning of all customer touch points must be carried out by staff and in store cleaners • Managers must continually remind staff about regular hand washing, sanitisation, using tissues, handling products and other safety measures • Staff to wear and regularly change PPE (if appropriate), particularly gloves • Where applicable, in store signage must be visible advising customers not to browse and only touch items they intend to purchase • Staff are available to answer customer queries and will at all times do so at a safe distance from the customer. Customers are to respect the safety of staff and **NOT** breach the 2m social distancing rules • All unnecessary customer seating has been removed. Customers are requested to not sit on furniture or other displays • Follow any task specific risk assessments and safe systems of work
Risk Evaluation	2 x 3 = 6 Degree of Risk = Low

4.	Stock Replenishment
Description of Hazard	**Control Measures**
Exposure to Covid19 virus from others due to having come into close contact (Within 2 meters for 15 minutes or more)	• Follow good hand hygiene and social distancing rules • All shared equipment must be cleaned between users using items (Sack trucks, pallet trucks, trolleys, mobile scanners Etc.) • Managers must ensure regular hand washing breaks are being taken • Staff to wear and regularly change PPE (if appropriate), particularly gloves • Wherever possible, these tasks to be carried out outside of store open hours or at quiet times of the day • Consider closing aisles to customers whilst stock replenishment takes place, where possible
Risk Evaluation	2 x 3 = 6 Degree of Risk = Low

5.	Supplier and Service Personnel entering and exiting the workplace
Description of Hazard	**Control Measures**
Exposure to Covid19 virus from others due to having come into close contact (Within 2 meters	• Supplier and Service Personnel are required to obtain prior verbal or written permission from a manager to attend on site • Managers are to plan, implement and control numbers of suppliers and / or Service Personnel expected during the day allowing for social distancing rules of 2m. Consider any options available for the staggering of start and finish times • Any Supplier and / or Service Personnel who has symptoms of Covid-19 themselves, or if others in their household have symptoms, are to follow the most recent official government guidance. **These Suppliers and / or Service Personnel must not enter the premises** • Suppliers and / or Service Personnel should wash their hands upon entry to the building and / or use hand sanitiser • Always follow social distancing of 2m clearance from other people when entering and exiting the premises

for 15 minutes or more)	• Suppliers and / or Service Personnel are encouraged to avoid public transport for travelling to work, and where this is unavoidable, follow official government guidance regarding face coverings. Areas for bicycle storage are available on site • We encourage Suppliers and / or Service Personnel not to leave the premises during breaks etc to reduce risk of transmission, although breaks can be taken outside • Shared work equipment must be cleaned before and after each use • Follow any task specific risk assessments and safe systems of work
Risk Evaluation	2 x 3 = 6 Degree of Risk = Low

6.	Payments and Transaction
Description of Hazard	**Control Measures**
Exposure to Covid19 virus from others due to having come into close contact (Within 2 meters for 15 minutes or more)	• Follow good hand hygiene and social distancing rules • Staff must be available to assist customers with the transaction process • Financial transactions must only take place where hand sanitiser and sneeze / spit guards are in place • Customers are to park trolley in designated area at the till, then stand back behind the safety line whilst the member of staff scans the products and processes the sale • Encourage contactless/card payments wherever possible through good signage at till points and good staff communication • Where possible, customers should be encouraged to take their receipt from the payment machine without the staff having to make contact with it • Customers must be directed to the exit lane and follow the signs / directions given by staff • All shared equipment including tills, card machines, scanners, etc must be cleaned after each use • Boxes and carrier bags must only be handled by staff wearing PPE gloves • Staff to wear and regularly change PPE, particularly gloves • Managers must ensure regular hand washing breaks are taken by staff
Risk Evaluation	2 x 3 = 6 Degree of Risk = Low

7.	Assisting customers with Collection Heavy / Bulk product and aggregate
Description of Hazard	**Control Measures**
Exposure to Covid19 virus from others due to having come	• Follow good hand hygiene and social distancing rules • The business operates a non-contact heavy / bulk product and aggregate collection service • The customer chooses and pays for their heavy / bulk product or aggregate at the tills then exits the building

into close contact (Within 2 meters for 15 minutes or more)	• The customer drives their car to the collection point and shows their receipt to the member of staff. Customer car to be switched off during loading. Customer to remain in vehicle during loading, where possible • The member of staff will load the products into the car, on a non-contact basis, where possible • Staff must not come into contact with customers or their vehicles • Managers must ensure regular hand washing breaks are taken by staff • Staff to wear and regularly change PPE, particularly gloves • Hand sanitiser to always be available at stock loading areas • Follow any task specific risk assessments and safe systems of work Risk evaluation
Risk Evaluation	3 x 3 = 9 Degree of Risk = Medium

8.	Administration Tasks
Description of Hazard	**Control Measures**
Exposure to Covid19 virus from others due to having come into close contact (Within 2 meters for 15 minutes or more)	• Follow good hand hygiene and social distancing rules • Shared equipment to be cleaned and sanitised before and after each use. This should include keyboards, desk area, workstation, mouse, pens, and chair etc • Managers must ensure regular hand washing breaks are taken by staff • Staff to wear and regularly change PPE, particularly gloves, where appropriate • Hand sanitiser to always be available close to admin offices
Risk Evaluation	2 x 3 = 6 Degree of Risk = Low

9.	Loading and Unloading of Deliveries
Description of Hazard	Control Measures
Exposure to Covid19 virus from others due to having come into close contact (Within 2 meters for 15 minutes or more)	• Follow good hand hygiene and social distancing rules • Fixed partnering or teams should be arranged wherever possible • Non-contact stock deliveries should be encouraged wherever possible • Thorough cleaning of all contact points is to be undertaken where delivery crews access welfare facilities • When fulfilling an off-site customer delivery, the delivery service is non-contact. Staff will leave product in a safe place at the entrance to the customer property. Staff are not allowed to deliver product by walking through a customer house, a side gate or to the back of house / garden

	• If the customer lives in an apartment block, staff will leave the products at the main entrance and attempt to contact you by phone. Signatures are not required but the member of will knock on the door and retreat to a safe distance to make sure customer is aware the goods have arrived. Photographic evidence will be taken as proof of delivery • Thoroughly cleaning of all contacts points is to be made after each delivery • Managers must ensure regular hand washing breaks are taken by staff • Staff to wear and regularly change PPE, particularly gloves • PPE gloves and masks are available to employees who require additional reassurance if required to assist with the loading and unloading of deliveries. Staff are trained that PPE is not a substitute for good hand hygiene • Hand sanitiser to always be available on loading bay areas • Do not approach delivery staff, allow packages to be left at an agreed point if possible • Follow any safe systems of work for these tasks • Incoming delivery crews are permitted to use the toilet and hand washing facilities on site, provided they observe all the above provisions and respect the safety and well being of all staff and customers whilst on site
Risk Evaluation	3 x 3 = 9 Degree of Risk = Medium

10.	Product Returns
Description of Hazard	**Control Measures**
Exposure to Covid19 virus from others due to having come into close contact (Within 2 meters for 15 minutes or more)	• Follow good hand hygiene and social distancing rules • **The company requests customers NOT to return products during the period of the national pandemic.** This will help minimise the risk of transmission of the virus and protect the safety of staff and other customers. The company will honour the return of any product returns for a period of 6 months from the date of purchase, provided the customer has retained the original receipt and the return is in accordance with the company's general Terms and Conditions. However, the company also recognise that in some instances customers do require for products to be returned for a refund or a credit note, and it will process such return at the company's sole discretion, provided it is safe and reasonable to do so. The company reserves its right to refuse to process a return during the period of the national pandemic • Returned goods are to be labelled by staff and dated upon receipt, then set aside in a segregated and secure 'returns' area for 72 hours before it can be re-processed • Employees are to wear PPE gloves before handling returned stock and clean/sanitise product with disinfectant spray and paper towels before handling goods • Staff to wear and regularly change PPE, particularly gloves • Employees to clean hands thoroughly after the transaction and once product cleaning is complete • Follow any task specific risk assessments and safe systems of work
Risk Evaluation	3 x 3 = 9 Degree of Risk = Medium

11.	Staff communal areas (Staff rooms, toilets and non shop floor areas)
Description of Hazard	**Control measures**
Exposure to Covid19 virus from others due to having come into close contact (Within 2 meters for 15 minutes or more)	• Follow good hand hygiene and social distancing rules • Managers should stagger break times to reduce pressure on rest areas. All staff need to understand that social distancing applies in all communal areas • All rest areas and toilet facilities will have hand washing facilities and signage of reminders of social distancing • Non-essential doors will remain open to assist with increased ventilation (Not fire doors) • Staff are encouraged to use outside space to take breaks, where possible • Hands must be washed and sanitised before and after using toilet facilities • Tables and chairs have been reconfigured to increase space and reduce face to face interactions • Staff should provide their own cups, plates and cutlery • Managers to regularly review and monitor
Risk Evaluation	1 x 3 = 3 Degree of Risk = Very Low

12.	Vehicles
Description of Hazard	**Control Measures**
Exposure to Covid19 virus from others due to having come into close contact (Within 2 meters for 15 minutes or more)	• Follow good hand hygiene and social distancing rules • Hands must be washed and sanitised regularly • All drivers should travel alone unless faced with exceptional circumstances • PPE gloves, paper towel, hand sanitiser and spray disinfectant are to be carried in all vehicles • Vehicles must be cleaned after each use by the driver. Particular attention must be given to touch points including the steering wheel, buttons, gear stick, handbrake, external door handles etc. This is applicable to all cars and delivery vehicles owned or operated by the company
Risk Evaluation	2 x 3 = 6 Degree of Risk = Low

13.	First Aid, accident and other emergencies
Description of Hazard	**Control measures**
Exposure to Covid19 virus from others due to having come into close contact (Within 2 meters for 15 minutes or more)	• In an emergency, such as an accident, fire or break in, people do not have to stay 2 meters apart if it would be unsafe to do so • Staff involved in the provision of assistance to others should pay attention to hand sanitation measures immediately after dealing with an incident • All trained first aid staff will receive updates on changes to how first aid is to be administered during and after the pandemic • Managers should ensure sufficient resources are factored into daily rotas to ensure enough numbers of trained employees are available • Where possible trained first aid staff are to act in accordance with St John's Ambulance Covid-19 Guidance
Risk Evaluation	3 x 3 = 9 Degree of risk = Medium

14.	Concluding Safety Principles
Description of Hazard	**Control measures**
Exposure to Covid19 virus from others due to having come into close contact (Within 2 meters for 15 minutes or more)	• No employee, customer, supplier or service personnel, or any other visitor with Covid-19 symptoms must enter or visit Monkton Elm Garden Centre, however mild • In accordance with Government guidelines any employee, customer, supplier or service personnel, or any other visitor who are exhibiting symptoms of COVID-19 themselves or are living with anyone who is either symptomatic or has the virus are instructed to self-isolate and not to attend work or visit the garden centre until the end of the prescribed isolation period. • Always follow good hand hygiene (use hand sanitiser and / or wash hands thoroughly with soap and water for at least 20 seconds upon arrival at Monkton Elm Garden Centre and at various intervals throughout the day) and social distancing rules. Face coverings and masks are not a replacement for social distancing and regular hand washing remain the most important actions. Apply common sense and good judgement when visiting Monkton Elm Garden Centre • Employees are instructed to avoid touching their noses or mouths. Tissues should be used for coughs and sneezes and these must be disposed of after use • Monkton Elm Garden Centre will assess and provide guidance to identified returning vulnerable employees to identify any reasonable adjustments that are required. Where deemed necessary, an individual risk assessment will be undertaken • Monkton Elm Garden Centre will define the number of customers that can reasonably follow 2m social distancing within the centre. 2m social distancing floor markers and eye-level signage is in place throughout the garden centre. This will take into consideration the total internal and external floorspace and any possible pinch pints and busy areas • Signage, posters, roller banners, tickets and visual aids will be deployed through the business to assist employees and customers, providing information on our safety measures, social distancing requirements, safety and information signs etc

	• Hands must be washed thoroughly and sanitised regularly. Customers will be encouraged to use hand sanitiser as they enter and exit the building to reduce the risk of spread of infection. The number of customers permitted into store will be limited • Customers will be encouraged not to handle goods that they do not intend to buy, wherever possible • Customers with children should be advised that they are responsible for controlling them at all times and ensuring social distancing is enforced • Monkton Elm Garden Centre will use outside areas for customer queuing where safety permits • Monkton Elm Garden Centre staff will manage outside queues to ensure they do not cause a risk to individuals, or other businesses, by introducing a queuing system using barriers and having staff direct customers • Customer trolleys will be collected in the park, and sanitised prior to each use • Customer communication is crucial to help customers enjoy their shopping experience and build confidence that our safety measures are first class • Enhanced cleaning has been introduced • Avoid handling cash without wearing gloves. This is applicable to cash related items including cash bags, cash security bags and associated paperwork and whilst working in the cash office • All shared equipment must be cleaned before and after each use including phone handsets, pens, printers, calculators, keyboards, the mouse, laptops, files, stationary, staplers, water dispensers etc. (This is not an exhaustive list) • Vehicles must be cleaned after each use by the driver. Particular attention must be given to touch points including the steering wheel, buttons, gear stick, handbrake, external door handles etc. This is applicable to all cars and delivery vehicles owned or operated by the company • All employees are encouraged to shower after work, once at home, before coming into contact with other family members • The Company management team including directors, managers and supervisors are responsible for the safe arrangement of all Covid-19 safety measures • All employees are responsible for the safe implementation of all Covid-19 safety measures
Risk Evaluation	1 x 3 = 3 Degree of Risk = Very Low