

The Mary Stevens Hospice Trading Co Ltd
 Park Lane, Halesowen, B63 2RA
Location: Mary Stevens Trading Company

Title : Coronavirus premise based workers	Date of Assessment : 01/06/2020	Risk Assessor : Gail Phillips1
Risk Assessment Reference :	People involved in making this assessment :	
Task/ Process : Covid 19 Risk Management	People at Risk : Employees, Contractors, Members of the Public, Volunteers	

Hazard : Uninformed staff Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.

Control Measures:

1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance.
2. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
3. NHS and Public Health warning posters displayed throughout the premises.
4. If staff change into a second set of clothes to work in, they are are instructed to bag clothing and store in their own lockers. Both sets of clothes should taken home to wash daily.
5. Aprons provided should be taken home and washed daily.

Hazard : Goods lifts The enclosed space within the lift creates a risk of potential contamination through coughing and sneezing and contact with internal surfaces and controls.

Control Measures:

1. N/A

Hazard : Food & Drink Preparation Areas Potential risk or transfer of virus through cross contamination

Control Measures:

1. Staff instructed to - bring their own packed lunches to avoid going out into the community where they could possibly bring the virus back into the workplace.
2. Ensure that when spills of food or liquids occur they are cleaned straight away and work surfaces are left in a clean and sanitised condition.
3. Use their own drinking mugs and glasses to prevent cross contamination.
4. keep their hands out of and not to touch food and waste bins or receptacles as they may contain contaminated products, food or tissues.
5. Wash their hands thoroughly before using these facilities.
6. Leave the microwave oven should be left in a clean condition and wiped out after use.
7. Put half eaten food products in a clean, sanitised, sealed wrapper, bag or container, if they are to be stored in the communal refrigerator.
8. To thoroughly wash crockery and cutlery after each use to put them away.

9. Clean tea towels are provided on a daily basis to ensure ongoing hygiene. Single use paper tissues are also provided.

10. Staff instructed to - ensure that good hygiene standards must be maintained when food or drinks are being prepared .

Hazard : Communal facilities, entrance, toilets, stairs. etc Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.

Control Measures:

1. Cleaning routines have been increased. Toilets and communal areas, along with workspaces, are cleaned more frequently than before and the cleaning routine is to a higher specification.

2. Supplies of soap and sanitising agents provided and regularly topped-up at all hand washing stations. NHS and Public Health hand washing advice posters displayed.

3. Staff instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.

4. Staff made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc) and objects which are visibly contaminated with bodily fluids must not be touched, but reported to a manager.

5. Staff are required to ensure that coats, scarfs and other outdoor items are stored separately within coat cupboards avoiding contact with other people's personal items.

6. Staff instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.

7. Staff are instructed to use the rear staircase during trading hours when moving between upper and lower sales areas.

Hazard : Waste Ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).

Control Measures:

1. Staff are required to have consideration for cleaning staff with regards to discarded tissues, food, etc. to prevent cleaning staff being accidentally contaminated.

2. All waste bins and receptacles are carefully and safely emptied daily by the contracted cleaning staff.

3. Staff instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, preferably bagged, or pocketed and taken home.

4. Staff instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.

5. Waste bins are provided at employee desk areas and within kitchen areas.

Hazard : Smoking shelters Inhalation of second hand tobacco smoke and or vapours from e-cigarettes may result in adverse coronavirus health effects.

Control Measures:

1. Smoking tobacco or e-cigarettes is confined to a dedicated external smoking shelter.

2. Staff advised to avoid inhaling second hand tobacco smoke and vapour emitted from cigarettes and e-cigarettes from other persons. Although there is no evidence of transmission this is a precautionary measure.

Hazard : Meeting rooms Potential risk or transfer of virus on account of close contact with other persons.

Control Measures:

1. Staff instructed that meetings in enclosed spaces such as conference and meeting rooms should only be undertaken when absolutely essential for business needs and kept as short as possible.
2. Staff using Conference and meeting rooms instructed to follow Govt advice and maintain a 2m separation distance.
3. Staff instructed that the same 2m distance rule must be applied to any meetings with clients or visitors.
4. Staff told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc; and to give a polite explanation of this policy if required.

Hazard : Workstations, IT and telephony equipment Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.

Control Measures:

1. Staff instructed not to share phones, head sets and personal mobile phones with others to prevent accidental cross contamination.
2. Telephone equipment is deep cleaned at the end of each working day by the responsible person.
3. Staff instructed that they should not use each others IT equipment, to prevent accidental cross contamination.
4. Staff are instructed to ensure that their workstations, IT and telephony equipment, such as keyboards, screens, phones and headsets are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners that do not damage equipment are provided.
5. Laptop and telephone. Staff are instructed to designate 1 person per day to be responsible for the use of Laptop and telephone. Equipment must be cleaned before and after use (See Covid daily work schedule)
6. Managers are instructed to provide each member of staff with a box containing tools needed to complete daily work tasks. It is the responsibility of the staff member to clean all tools before,during and after use.

Hazard : Close contact Staff working on the premises may be at risk of exposure to other members of staff or visitors who are carrying coronavirus, knowingly or unknowingly.

Control Measures:

1. Staff instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the 2m rule.
2. Physical contact, such as handshakes, hugs, pat on the back, etc. is to be avoided.
3. Staff are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems will be avoided
4. Staff have been instructed not to process any incoming donations. bags/boxes are to be sealed date labeled and stored safely for a minimum of 72 hrs or until collected by the Logistics teams.

Hazard : Vulnerable employees Vulnerable employees with existing health conditions are at a higher risk of contracting Covid-19, which may have a significant increased adverse affect on their health and wellbeing.

Control Measures:

1. In accordance with Govt. policy staff who are in the vulnerable and high risk categories are not allowed on the premises. They are either working from home or are furloughed.

2. Staff with family members in at risk categories have been instructed to inform their management team. Decisions on home working or furlough in accordance with Govt. policy are taken on a case by case basis.

Hazard : Cleaning and hygiene Inadequate cleaning & hygiene standards pose a risk of spreading infection by way of cross contamination from surfaces contaminated with the coronavirus.

Control Measures:

1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, goods lifts, building equipment buttons, switches, etc).
2. Suitable disinfectant cleaning products are used by the cleaning staff.
3. A colour coded cleaning system is used by cleaning staff, to prevent cross contamination of surfaces.
4. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the building.
5. Staff are required to report anything contaminated or spilt that requires cleaning.
6. Staff are instructed to follow the hourly cleaning schedule provided.

Hazard : Personal hygiene Poor personal hygiene standards pose a risk of passing or contracting the infection.

Control Measures:

1. The importance of good personal hygiene has been explained to all staff. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean.
2. Staff instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and gels are provided.
3. Staff instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.
4. Staff instructed that disposable tissues, should be used when coughing and or sneezing. Used tissues to be bagged and put into a bin or pocketed and taken home for safe disposal.
5. Staff instructed to wash all clothes, including aprons daily.

Hazard : Public or Visitor Access

Control Measures:

1. Entrance managed by staff member, only a limited number of people allowed on the premises at any given time.
2. Cleaning stations are situated at the entrance to the building, sanitising gels provided. Customers are instructed to follow marked walk paths, and adhere to the 2 meter social distancing guides in accordance with Government regulations.

Hazard : Travel to and from work Transition of virus between workers.

Control Measures:

1. Cleaning shared vehicles between shifts or on handover.
2. Employees are to travel with fixed travel partners to reduce exposure amongst the workforce
3. Increased ventilation when possible - windows are to be kept open to increase airflow through the vehicle.
4. Minimising the number of people travelling together in any one vehicle. This could include leaving seats empty or sitting as far apart as possible.
5. Where company vehicles are used they will be restricted to a single driver where possible and will not be shared. Drivers have been issued with sanitisers and are required to routinely sanitise surfaces and controls throughout the working day.
6. Public transport will only be used where absolutely essential. Workers instructed on avoiding contact with surfaces, distancing and hand washing as per Government

Hazard : Infection Contact with people with Covid-19 or showing symptoms increases the infection rate in the wider community.

Control Measures:

1. Staff are responsible for informing their line manager if they or anyone in their household are infected or showing signs of coronavirus.
2. Staff should inform their line manager if they have been in close contact with anyone outside of their household that is infected or showing symptoms of coronavirus.
3. Staff should self-isolate in line with government guidelines if they have been in close contact with anyone showing signs of coronavirus.
4. Staff should follow government guidelines in respect of track and trace reporting.

Hazard : Stress (work Related) Work related stress can affect mental health and personal wellbeing, resulting in anxiety and depression.

Control Measures:

1. Open door policy, staff can discuss their concerns with their Line manager, or alternatively contact the Employees Assistance Program, which provides confidential support 24/7 365 days a year 0800 107 6147

Hazard : Confined Spaces Increased risk of infection transmission

Control Measures:

1. Where working in confined spaces is unavoidable staff are instructed to work back to back or side to side with as much distance as is practicable.
2. Staff are instructed to wear visors or masks or both, to reduce the risk of infection.

Documents Associated with this Risk Assessment:	
Review Date :	Reviewer :