



Van Hage
garden centres

TRADING DURING CORONAVIRUS RISK ASSESSMENT

<p>Risk Assessment of trading during coronavirus pandemic 2020</p> <p>Who Might be Affected? Employees, Customers, Clients</p>	<p>Date of Assessment 12 April 2021</p> <p>Name of Assessor Jonathan Crawley, CEO Van Hage</p> <p>NB: These control measures are in addition to site risk assessments which are held on Safety Cloud and remain applicable for other hazards.</p>
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What are the Hazards?	How could people be Harmed?	Control Measures to be Applied
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<p>Coronavirus (COVID-19)</p>	<p>All people are at risk from infection (staff, children, visitors, etc.). The risk of COVID-19 infection is, as we know, higher for vulnerable persons. The list of who is currently vulnerable includes: the elderly; those with chronic underlying health conditions; pregnant women. The majority of cases lead to mild symptoms (persistent coughing and temperature). The disease, however, can be fatal. Transmission is via person to person spread as airborne droplets and also via surfaces contaminated with virus.</p>	<p>Government Advice:</p> <ul style="list-style-type: none"> • Government guidance is being reviewed on a regular basis to ensure the latest available information is put into practice. • Local site controls will take note of Government Road Map and extra controls are put in as necessary in addition to the controls set out below. • All unnecessary travel should be avoided. Increase the use of telephone calls, web conferencing, etc. • All employees should work from home if possible, they should talk to their Manager. • All meetings on site will be observing 2m social distancing rules where possible or conducted utilising technology. • All non-essential appointments on site have been postponed and necessary appointments will be evaluated taking into account current guidance as they occur.
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<p>Coronavirus (COVID-19)</p>	<p>All people are at risk from infection (staff, children, visitors, etc.). The risk of COVID-19 infection is, as we know, higher for vulnerable persons. The list of who is currently vulnerable includes: the elderly; those with chronic underlying health conditions; pregnant women . The majority of cases lead to mild symptoms (persistent coughing and temperature). The disease, however, can be fatal. Transmission is via person to person spread as airborne droplets and also via surfaces contaminated with virus.</p>	<p>Government Advice (continued):</p> <ul style="list-style-type: none"> • All staff have been issued with guidance on social distancing and have completed an eLearning title in relation to infection control and the importance of social distancing. • All training that requires congregations, fire drills and group exercises have been suspended within the business and adapted all work to avoid social contact where possible. • Poster material related to social distancing has been applied throughout the business and employees are reminded every morning and during their workday of the importance of social distancing. • • Outbreak Management: • A SPOC (single point of contact) has been appointed to handle outbreak management • Company will undertake deep cleaning in the event of any staff member being confirmed as having coronavirus in line with https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings • In an outbreak situation site will follow the ‘Outbreak Management Plan’ • All employee details are kept up to date. • All details of staff shifts, contractors and visitors are retained for at least 21 days <p>FACE COVERINGS</p> <p><u>Customers:</u></p> <ul style="list-style-type: none"> • All customers must wear face coverings within our stores with effect from 24 July 2020, except for children under 11 years and those with specific disabilities who are exempt from the Government directive. • Posters will be clearly displayed at the entrance to the venue, and at points around the venue, to remind guests of this requirement.

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		<p><u>Staff:</u></p> <ul style="list-style-type: none"> • Staff will wear a face covering in all indoor public areas and in any area where they are likely to be in close proximity (within 2m) of a member of the public (even if this is outside). This includes while serving food and drinks to guests outside. • The requirement of a face covering will be alleviated if the staff member is behind a fixed (e.g. perspex) screen sufficiently enclosing the occupant. <p><u>Clinically Vulnerable Employees:</u></p> <ul style="list-style-type: none"> • Clinically vulnerable employees or employees residing at the same address clinical vulnerable individuals are asked to inform either their line manager or the HR Department so that any reasonable adjustments can be considered and/or put in place. <p><u>Self-Isolation:</u></p> <ul style="list-style-type: none"> • The company is following government guidance on self-isolation. In the event of any staff member exhibiting symptoms they must self-isolate. Guidance on time scales changes. The latest advice is here: https://www.nhs.uk/conditions/coronavirus-covid19/self-isolation-advice/ • The Company will make efforts to survey all returning employees to determine if they are self-isolating based on them being classified as a vulnerable group or likelihood of being in a vulnerable group via a health surveillance questionnaire or copy of letter from Government. Employees defined as vulnerable group or shielding – are either placed on furlough or supported to stay at home and work from there. • The Company will ensure employees self-isolating are made aware of the importance of social distancing in line with current government guidelines. • Where staffing levels may be reduced due to absences within the company the CEO on site will undertake an assessment of the necessary controls to operate the business with a reduced capacity by limiting customer numbers. • • •

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<p>Coronavirus (COVID-19) - first aid</p>	<p>Insufficient first aid due to staff shortages, concerns of first aiders administering first aid.</p>	<p>suffice and can adhere to the 2-metre clear social distancing measures. This also applies to drivers making deliveries to site.</p> <p>Site Meetings:</p> <ul style="list-style-type: none"> • Unnecessary travel to sites will be avoided and where possible meetings will be held via telephone calls/web conferences. • Participants should attend in person, only if necessary. • Attendees should be two metres apart from each other • Rooms should be well ventilated, and/or windows opened to allow fresh air circulation • Consider holding meetings in open areas where possible. <p>First Aid:</p> <ul style="list-style-type: none"> • Adequate first aid cover made available during the pandemic period. • First aiders are made aware of the risks to themselves and others. • PPE provided for first aiders to use including gloves, disposable aprons, masks if required. • Gloves worn or hands covered when dealing with injured persons, particularly those with open wounds. • Cuts or grazes on hands or arms covered with a waterproof dressing • Appropriate PPE such as gloves, a disposable apron will be worn, as necessary. A mask must be worn by the first aider. • In the unlikely event of cardiac arrest, do not perform rescue breaths on the casualty https://www.sja.org.uk/get-advice/first-aid-advice/unresponsive-casualty/how-to-do-cpr-on-an-adult/ <ul style="list-style-type: none"> ○ Do not place your face close to the casualty to hear for breathing. Watch the chest ○ If possible, lay a towel or similar over the nose and mouth. ○ Ensure that CPR is performed using chest compressions and if possible a defibrillator if available and staff are trained to do so.

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Homeworking		<ul style="list-style-type: none"> • All PC users classed as habitual have completed a Display Screen Equipment Assessment whilst at their office/site workstation outlining the principles of good workstation set-up. • Homeworking guide has been sent to all staff which covers importance of good workstation set-up. Link is: https://safety.southalls.com/hubfs/2020%20-%20Coronavirus/Southalls_A%20Guide%20to%20Homeworking_2020.pdf • All staff can access DSE assessment via Safety Cloud if required. • Advice regarding frequent breaks given in home working guide. • Temporary homeworking e-learning is viewed by staff who are based at home throughout this period. • Forearms should be approximately horizontal, and the user's eyes should be the same height as the top of the screen. • Make sure there is enough workspace to accommodate all documents or other equipment. • Arrange the desk and screen to avoid glare, or bright reflections. Adjust curtains or blinds to prevent intrusive light. • Make sure there is space under the desk to move legs. • Use cushions to help make the workstation set up more comfortable. • Avoid excess pressure from the edge of seats on the backs of legs and knees.

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<p>Deliveries and collections for customers.</p>	<p>Restricted access or closed service/welfare facilities.</p>	<p>Pre-Delivery</p> <ul style="list-style-type: none"> ● All unnecessary travel should be avoided; ensure that customer deliveries are booked before travel. ● Payment will be taken for goods prior to the delivery to avoid drivers not having to handle cash from customers. ● The site/driver will call ahead to the delivery location/ customer to confirm the social distancing and delivery arrangements. <p>Delivery at customer properties</p> <ul style="list-style-type: none"> ● Continue to abide by driving regulations in relation to driving on work business. ● A review is carried out of all deliveries to remove non-essential or condense loads to reduce the number of vehicles/drivers required to access other premises. ● The customer will be contacted prior to arrival and agree where to offload the materials. Face to face conversations should be avoided as far as reasonably possible, maintaining at least a 2-metre distance from other persons. ● if paperwork needs to be exchanged, this should be done at arm's length. Pens must not be shared between customers and members of staff; disposable pens will be provided if necessary. ● Delivering staff are advised to wash their hands regularly and to ensure they use hand sanitiser/alcohol gel on arrival to customer properties, and after coughing/sneezing or blowing their nose. ● PPE must be available. ● Delivery staff will not deliver into customers' houses. ● Drivers will sanitise the cab at least daily or between uses. Any tools and equipment used within the vehicle should be cleaned and disinfected after each use. ● All personal items such as hard hats, gloves, and any other PPE, should be stored appropriately, not left in vehicles and not shared between individuals.

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<p>Receiving deliveries at site. (Goods In/Despatch)</p>		<p>Deliveries and collections from site.</p> <ul style="list-style-type: none"> ● All deliveries and collections should be pre-arranged where possible with an agreed time slot for drop off and collections to be made. ● If drivers supplying stock try to access the site, they will be asked to wait outside and telephone in to confirm the delivery arrangements. ● Visitor access to the building is minimal to pre-approved and essential visitors only. The number of vehicles entering the site is limited to encourage social distancing. ● Where possible entry and exit points will be limited to the warehouse to make it easier to implement controls such as cleaning and disinfection of door handles. ● Additional signage, hand sanitiser stations are set up at entry/exit points ● Where possible greet the driver externally to prevent the driver needing to enter the building. Avoid social greetings such as shaking hands and nudging elbows, adhering to the 2-metre clear social distancing measures. ● Where required, any internal 'Goods in' reception, must be limited to 1 person at a time maintaining 2 metres distance with staff remaining behind the screen or counter. ● Conversations should take place at a minimum of 2 metre distance and if paperwork needs to be exchanged, this should be done at arm's length. Pens will not be shared between customer and member of staff; disposable pens will be provided if necessary ● Increased cleaning and disinfection of frequently handled or touched surfaces within common and welfare areas such as door handles, light switches, toilets, rest areas. ● Contact points on vehicles and lift trucks are cleaned down at least daily or at the end of each shift, ● If visitors need to use welfare facilities, they will be reminded of social distancing rules.

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		<ul style="list-style-type: none"> ● Parking spaces, loading bays or collection points are planned where possible to give a segregated area around loading area to unstrap the load, consider using signage, barriers, or cones. ● When receiving and dispatching goods, clear instruction should be discussed with the delivery or collection driver of loading arrangements. e.g. to confirm banksman signals and to prevent drive away. ● Drivers coming to site will be asked to leave or collect stock in marked/designated locations, this may be marked on the floor or placed on pallets or trolleys. ● Drivers collecting goods will be asked to go to their designated location e.g. loading bay or parking area and wait for goods to be brought to them. They will be asked to turn the engine off and to wait in their vehicle for instructions before getting out of the cab and abide by the 2-metre distance. ● If paperwork needs to be exchanged, this should be done at arm's length. Pens are not be shared with visiting drivers.

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Customer collections	Person to person spread due to be in close proximity to other staff members.	<p>Customer collections only.</p> <ul style="list-style-type: none"> ● All collections should be pre-arranged where possible with an agreed time slot for collections to be made. Clear instructions will be given to customers on where to go on arrival at site. ● Customers will make payments in advance either over the telephone or online. ● Avoid social greetings such as shaking hands and nudging elbows, adhering to the 2-metre clear social distancing measures. ● Car parking spaces or collection points are planned to give a clear loading area around the parking space or loading bay where possible. ● Whilst verifying orders with customers on arrival, customers should be asked to stay in their vehicle until told they can start to load their items and the collection staff has moved from the area. ● Where possible, customers' orders will be picked and made ready for their arrival in the collection location. Where this is not possible, Products are brought to the customer and placed at the loading area prior to them exiting their vehicle. ● Customers are encouraged to load their goods, ensure social distancing is maintained if customers need help lifting goods, ● Any trolleys used to assist in the loading of materials should be sanitised between uses. ● Designated collections staff and drivers will wear gloves which are changed regularly between assisting customers. Paperwork will be passed at arm's length between staff where this cannot be avoided.

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<p>Serving customers in store</p>	<p>Person to person spread due to be in close proximity to other staff members and customers.</p>	<ul style="list-style-type: none"> ● Separate entrance and exit routes have been set up to keep customers entering and exiting separate. ● When appropriate staff are placed on entrances to help control numbers on site and to remind people of social distancing measure being employed on site. ● Trolleys / baskets are used to act as 'counters' to help cap the number of individuals on site, and also use the trolleys to help maintain social distancing. ● Trolley / basket handles will be wiped using a sanitising agent in between each use. ● Signage is displayed in prominent places around the store (e.g. at entrances) to advise of social distancing requirements. ● Regular announcements will be made over the tannoy system advising of social distancing requirements. ● A maximum number of occupants will be set to ensure that social distancing is maintained. This will depend on a number of factors: area of shop; blind spots; available staff, etc. This may vary due to changes in staffing levels, weather conditions or other factors. ● Once capacity is reached, queueing will be managed outside the site entrances. 2 metre markers will be placed in each queue. ● Customers are encouraged to shop alone via signage and via company website. ● One-way systems have been implemented wherever appropriate i.e. as part of till queueing system. ● Signage hanging from height will be provided and made clear in each department to enable customers to access specific goods quickly and without lingering. ● Staff to, politely, encourage customers not to linger, congregate, etc. in the shop (by, for instance asking them if they need any help - whilst maintaining social distancing). ● Advisory signage will be displayed throughout the shop. ● Floors to be marked out with tape at spaces of at least 2 metres in the store where possible.

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<p>Social Distancing (staff at work)</p>	<p>Person to person spread due to being in close proximity to other staff members, visitors or contractors.</p>	<ul style="list-style-type: none"> ● Till points have been provided with floor markings and signage to keep customers 2m away from staff if staff need to scan items in trolleys. ● Screening has been added to till points and customer services desks in (addition to social distancing signage) to protect till / customer service employees by providing a hard barrier separating the customers from staff. ● Sanitising agents and gloves (where required) will be made available to staff working at till points for use to keep hands clean and also clean off till points / conveyors. ● Wherever possible contactless payments will be encouraged. ● If dealing with customers in retail areas, staff will look to maintain a 2-metre social distance and politely remind customers if this is breached. ● If customers are flouting any reminders or not heeding warnings, they will be requested to leave the site. ● The toilets remain open. ● The changing rooms remain closed. ● All children's attractions will remain closed. ● All events have been cancelled until social distancing arrangements can be made safely. ● Any other incidents or issues outside of those covered within this risk assessment will be reviewed and a separate risk assessment will be written. <p>Social Distancing (Partner working) If the 2m rule cannot be observed e.g. where a 2 person lift is essential the following guidance must be observed:</p> <ul style="list-style-type: none"> ● Consider if the work is necessary. ● Partner working / cohort working will be used – staff will be kept in cohorts and cohorts will not mix. ● Keep time within 2m to a minimum. ● Increase frequency of sanitation / handwashing. ● Work back to back / side by side / front to back in preference to face to face.

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		<ul style="list-style-type: none"> • No one from a clinically vulnerable group shall work within 2m / for part of a cohort group. <p>Social Distancing (Warehouse / Yard)</p> <ul style="list-style-type: none"> • Mechanical lifting aids used to minimise dual manual handling where required. Where dual person lift required a buddy system is being investigated. • Paperwork passed at arm's length between yard staff. • Where sanitiser stations are not practical and handwashing facilities are not accessible (e.g. at the far ends of the yard) staff are issued with hand sanitiser gel which is at least 60% alcohol. • Where possible lift trucks will be issued to individual staff members for their sole use. If this is not possible staff will wear one use disposable gloves while operating the vehicle. Gloves are disposed after one use. Hands are sanitised before and after gloves are used. <p>Social Distancing (Office)</p> <ul style="list-style-type: none"> • Office layout considered to allow, so far as is reasonably practicable, 2m between colleagues. • Hot desking has been suspended • Any activities, such as training sessions involving role play, or anything else that encourages mass-gatherings, involves shouting, singing, loud music, etc. have been suspended. • Cleaning materials are provided at desks for cleaning equipment. • Hand sanitiser provided at desks.

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<p>Dining / Catering</p>	<p>Person to person spread due to be in close proximity to other staff members and customers.</p>	<p>Government Advice:</p> <ul style="list-style-type: none"> • Government guidance for the steps out of lockdown (Spring 2021 Roadmap) will be followed by the venue. Updates are regularly communicated to staff. • From the 12th April until 17th May, at the earliest, the venue can only reopen outdoor areas for seated customer service. Please refer to the section below - Operating Outdoors. <p>Test and Trace:</p> <ul style="list-style-type: none"> • The company supports the NHS Test and Trace and will keep records of customers through a QR code questionnaire system where guests can submit their details. • Customers who do not provide details for the purpose of test and trace will not be permitted at the venue. All customers who are using cafe / dining facilities who are over the age of 16 MUST participate in the test and trace program. • The venue NHS QR code will be displayed in public facing areas. • The venue has implemented an additional system to ensure all customers who do not have availability to the NHS app can provide their details directly. • Guest records will be kept for a minimum of 21 days. • Staff shift records will be kept for a minimum of 21 days. • Where contractors are to come to site to carry out statutory examinations, maintenance and repairs, this must be prearranged, contractors must confirm they are fit to work and not symptomatic and social distancing measures put in place. Records will be kept of contractor attendance. • Where visitors (i.e. enforcement officers, auditors) attend the venue, they must confirm they are not symptomatic and social distancing measures put in place. Records will be kept of visitor attendance. <p>Note: Personal information will be held in accordance with Data Protection legislation.</p> <p>Cleaning and Disinfection:</p> <ul style="list-style-type: none"> • The frequency of disinfection will be increased to the start, end and throughout service. All common touch points are included within the cleaning schedule. • Enhanced cleaning is in place for busy and common areas following the government non-clinical cleaning guidance.

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		<ul style="list-style-type: none"> • A check on the supply of cleaning products will be completed daily ensuring there is a good supply. The standard company agreed cleaning chemicals are used for general daily cleaning. • Surface sanitisers are checked to comply with BS EN 1276 and/or BS EN 13697 for food contact surfaces and that staff are adhering to the correct contact time and are available throughout the site. • Welfare and changing facilities are cleaned in line with cleaning guidance for lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible. Staff are to only bring essential and minimal belongings to work. • Blue roll/disposable materials will be used for all cleaning which is then disposed of straight away following use. • Disposable PPE will be worn for cleaning operations to include gloves and aprons. • Disposable menus and table communications are discarded between guests / wipeable menus are provided and cleaned after each use. • Sufficient time is allocated between bookings to allow for effective cleaning of tables, chairs, etc. Any disposable items will be discarded between guests. • All crockery and glassware is to be washed in a dishwasher or glass wash between uses. • Rooms should be well ventilated to allow fresh air circulation. • All outdoor areas, with particular regard to covered areas, have sufficient ventilation. • Emergency cleaning procedure following a confirmed case has been implemented and communicated to all management. • The Company will undertake enhanced deep cleaning of the venue in the event of any staff member or guest being confirmed as having coronavirus. <p>Operating Outdoors</p> <ul style="list-style-type: none"> • From the 12th April until 17th May 2021, at the earliest, the venue can only reopen outdoor areas for seated customer service. • Gatherings are limited to 6 persons or 2 households. • Venues serving alcohol - customers may order drinks will be required to order, be served and eat/drink while seated (even if no alcohol is ordered).

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		<p><u>Customers</u></p> <ul style="list-style-type: none"> • Venues which don't serve alcohol – customers will be able to order and collect drinks from the counter, but food will be served at a table unless it is for take away. • All customers who are using cafe / dining facilities who are over the age of 16 MUST participate in the test and trace program. • Shelters, marquees and other structures have at least 50% of the area of the walls open at all times whilst in use. • Any customer entering the venue for the purposes above must wear a face covering. • Staff will continue to wear face coverings when outdoors where they are likely to come into close contact with the public and customers (i.e. direct service of food and drink). <p>Managing Service of Food and Drink:</p> <ul style="list-style-type: none"> • All food and drink service is carried out via table service only. Adapted the operational style to a seated only model with no standing drinking or eating allowed either the inside or outside areas of the venue. • The maximum table capacity is capped at 6 persons, unless attending as 2 households only (support bubbles are considered a single household). <p><u>Takeaway / Coffee Huts</u></p> <ul style="list-style-type: none"> • Customer queuing system implemented with clear signage designating a two-metre separation taking into consideration people entering and exiting the area. • Queuing system will be one way directed by signage moving people from one side of the order / pickup point to the other (e.g. left to right). • Staff will place packaged food / drinks in a designated spot on the counter for the customer to pick up – staff will not hand food / drinks directly to customer. • All payment will be taken electronically, and no money shall pass between customers and staff. PIN machine to be sanitised frequently throughout the day. • Disposable glove made available to staff these are short term use only and hand must still be kept clean by thorough hand washing. • Occupancy in huts is set to allow for 2m separation while staff are working.

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Please contact claire.brett@vanhage.co.uk in the event of any concerns that you may have with regards to this risk assessment.

