

RISK ASSESSMENT

FOR: <b>Direct threat to sales staff &amp; the general public's health and wellbeing from transmission of the coronavirus (Covid -19)</b> CARRIED OUT BY: James Fogg	PROJECT: <b>ALL</b>	REVIEW DUE: <b>18<sup>th</sup> February 2021</b>
	DATE: <b>5<sup>th</sup> Jan 2021</b>	
	REF: <b>RA 121 rev 10a</b>	

**INITIAL RISK RATING:**

PROBABILITY Frequent  Occasional  Rare

SEVERITY Fatal  Major  Minor

ASSESSMENT: **HIGH RISK**

HAZARD	L	S	R	PREVENTATIVE AND PROTECTIVE MEASURES	L	S	R	ADDITIONAL CONTROLS	ACTION BY:
Possible transmission of the virus to staff from other staff/customers	4	5	20 H	<ul style="list-style-type: none"> <li>Ensure that Shropshire Homes Ltd complies with its duty to provide a safe and healthy workplace/working conditions for staff who remain working in the workplace during the coronavirus pandemic</li> <li>Circulate coronavirus policy and safety procedures to all staff and managers; these set out how staff should behave and the precautions they must adopt during the pandemic to keep them safe</li> <li>Managers should pass on and reinforce key Government public health messages to all staff:</li> <li>cover the mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing (Catch it — Bin it — Kill it)</li> <li>put used tissues in the bin straight away</li> <li>wash hands regularly with soap and water for at least 20 seconds; use hand sanitiser gel, if soap and water are not available</li> <li>avoid close contact with people who are unwell</li> <li>clean and disinfect frequently touched objects and surfaces</li> <li>do not touch face, eyes, nose or mouth if hands are not clean</li> <li>Require staff to practice effective social distancing while in and around the workplace and when travelling to and from work by:</li> <li>avoiding non-essential contact with others</li> <li>keeping a safe distance of at least 2 metres (about 3 steps) from others at all times</li> <li>Where maintaining 2m is not possible use the 1m+ mitigation requirements, (this can include back to back working, wearing of face masks, Perspex shields, etc)</li> </ul>	2	5	10 Med	<p>Updated to the latest version issued by HBF guidance</p> <p>For full breakdown see relevant guidance</p>	All Employees & Members of the Public

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Possible transmission of the virus to staff from other staff/customers	4	5	20 H	<ul style="list-style-type: none"> <li>• Avoiding physical contact (eg hugs, handshakes, etc)</li> <li>• fully implement the latest Public Health England <i>Guidance for Employers and Businesses on Coronavirus</i>, including the following key safety precautions:</li> <li>• keep risk assessments under review to ensure that a safe place of work is maintained</li> <li>• make any adjustments to the workspace/rotas/work patterns/ procedures necessary to facilitate social distancing at work</li> <li>• Where possible cancel face-to-face meetings and replace them with video conferencing/ phone conferencing, etc</li> <li>• follow Government health and travel advice</li> <li>• provide personal protective equipment (PPE) as required</li> <li>• increase environmental cleaning in the workplace; review and revise cleaning method statements and schedules and ensure cleaning staff have access to suitable detergents, disinfectants and PPE</li> <li>• cancel non-essential training and all face-to-face training/recruitment practices</li> <li>• carry out any essential training/ recruitment by using email/online e-learning wherever possible rather than bringing people together face to face</li> <li>• display appropriate public health posters around the workplace</li> <li>• Operatives/customers signing in should use their own pen or ensure the pen provided is wiped down with an antibacterial wipe before &amp; after each use.</li> <li>• Wipe down all surfaces after use, restrict the use of all high use shared equipment, printers, etc</li> <li>• Working collaboratively with customers to ensure consistency across common areas, for example, Show homes, sales centres, etc .</li> <li>• Installing screens to protect staff in sales areas.</li> <li>• Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.</li> <li>• Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site.</li> </ul>	2	5	10	<p>Cleaned by Admin staff throughout the day &amp; times etc are recorded.</p> <p>Various certifications have been extended by the awarding bodies until September</p>	

HAZARD	L	S	R	PREVENTATIVE AND PROTECTIVE MEASURES	L	S	R	ADDITIONAL CONTROLS	ACTION BY:
Possible transmission of the virus to staff from other staff/customers	5	5	25 H	<ul style="list-style-type: none"> <li>• Encouraging virtual visits via remote connection where this is an option.</li> <li>• Limiting customer times to a specific time slot and restricting access to required visitors only.</li> <li>• Limiting the number of customers at any one time (No more than 2 adults).</li> <li>• Informing customers that no drinks or toilet facilities will be available during the appointment</li> <li>• Maintaining a record of all visitors' names &amp; addresses in line with the DPA.</li> <li>• Providing clear guidance on social distancing and hygiene to people on arrival, for example, wearing of masks in sales centres signage, visual aids and before arrival, for example, by phone, on the website, by email.</li> <li>• Consider the particular needs of those with protected characteristics, such as those who are hearing or visually impaired.</li> <li>• Encouraging visitors to use hand sanitiser facilities as they enter the premises.</li> <li>• Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.</li> <li>• Frequent cleaning of objects and surfaces that are touched regularly including door handles, kitchen units, fridges, sample boards for tiles, etc, joint use keyboards, and making sure there are adequate disposal arrangements for cleaning products.</li> <li>• Clearing workspaces and removing waste and belongings from the work area at the end of a shift.</li> <li>• Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.</li> <li>• If you are cleaning after a known or suspected case of COVID-19 then you should request a thorough clean by contractors from the Sales Manager.</li> <li>• Maintaining good ventilation in the work environment.</li> <li>• For example, opening windows and doors frequently, where possible.</li> </ul>	2	5	10		

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Possible transmission of the virus to staff from other staff/customers	5	5	25 H	<p>Cleaning of the work area</p> <ul style="list-style-type: none"> <li>• Undertake frequent cleaning of work areas and equipment between clients, using your usual cleaning products.</li> <li>• Frequent cleaning of objects and surfaces that are touched regularly including door handles, tables, chairs and mouse/keyboards, and making sure there are adequate disposal arrangements for cleaning products.</li> <li>• Clearing workspaces and removing waste and belongings from the work area at the end of a shift.</li> <li>• If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.</li> <li>• Maintaining good ventilation in the work environment, for example, opening windows and doors frequently, where possible.</li> </ul> <p>The safe use of face coverings should you choose to wear one</p> <ul style="list-style-type: none"> <li>• You should tell workers to:</li> <li>• Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and before and after removing it.</li> <li>• When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.</li> <li>• Change your face covering if it becomes damp or if you've touched it.</li> <li>• Continue to wash your hands regularly.</li> <li>• Change and wash your face covering daily.</li> <li>• If the material is washable, wash in line with manufacturer's instructions.</li> <li>• If it's not washable, dispose of it carefully in your usual waste.</li> <li>• Practise social distancing wherever possible.</li> </ul>	2	5	10		

HAZARD	L	S	R	PREVENTATIVE AND PROTECTIVE MEASURES	L	S	R	ADDITIONAL CONTROLS	ACTION BY:
Giving First Aid including CPR	5	5	25 H	<p>The first responder must be a qualified first aider</p> <ul style="list-style-type: none"> <li>If the first aider has access to personal protective equipment (PPE) (e.g. FFP3 face mask, disposable gloves, eye protection), these should be worn, for all first aid treatment in the workplace.</li> </ul> <p>Giving CPR</p> <ul style="list-style-type: none"> <li>Mouth to Mouth resuscitation should not be attempted.</li> <li>Recognise cardiac arrest by looking for the absence of signs of life and the absence of normal breathing.</li> <li>Do not listen or feel for breathing by placing your ear and cheek close to the patient's mouth.</li> <li>If you are in any doubt about confirming cardiac arrest, the default position is to start chest compressions until help arrives.</li> <li>Make sure an ambulance is on its way.</li> <li>If COVID 19 is suspected, tell them when you call 999.</li> <li>If there is a perceived risk of infection, rescuers should place a cloth/towel over the victim's mouth and nose and attempt compression only CPR and early defibrillation until the ambulance (or advanced care team) arrives.</li> <li>Put hands together in the middle of the chest and push hard and fast.</li> <li>Early use of a defibrillator significantly increases the person's chances of survival and does not increase risk of infection.</li> <li>After performing compression only CPR, all rescuers should wash their hands thoroughly with soap and water; alcohol-based hand gel is a convenient alternative.</li> <li>They should also seek advice from the NHS 111 coronavirus advice service or medical adviser.</li> </ul>	2	5	10		

HAZARD	L	S	R	PREVENTATIVE AND PROTECTIVE MEASURES	L	S	R	ADDITIONAL CONTROLS	ACTION BY:
People becoming unwell while on-site or a symptomatic person using a site	4	5	20 H	<ul style="list-style-type: none"> <li>If a member of staff becomes unwell in the workplace with coronavirus symptoms (a new, continuous cough or a high temperature, loss of taste &amp; or sense of smell) they should be sent home and advised to follow Government advice to self-isolate</li> <li>All surfaces that a symptomatic person has come into contact with must be cleaned and disinfected, especially objects visibly contaminated with body fluids and all potentially contaminated high-contact areas such as toilets</li> <li>Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids, can be cleaned thoroughly as normal</li> <li>Cleaning staff should use disposable cloths or paper roll and a combined detergent disinfectant solution at a dilution of 1000 parts per million</li> <li>Cleaning staff must wear appropriate PPE</li> <li>Waste from cleaning of areas where possible cases have been (including disposable cloths and tissues) should be “double-bagged” and tied off; it should be placed in a secure holding area for 72 hours before being disposed of in general waste</li> </ul>	2	5	10 Med		All Employees & Members of the Public
HAZARD	L	S	R	PREVENTATIVE AND PROTECTIVE MEASURES	L	S	R	ADDITIONAL CONTROLS	ACTION BY:

<p>Heavily used areas of the workplace are more likely to present an infection transmission risk</p> <p>Essential for staff to wash hands regularly but also that toilets are kept clean and free of coronavirus contamination</p> <p>Increased risk of people coughing and touching door handles, taps and toilet flush handles</p>	5	5	25 H	<ul style="list-style-type: none"> <li>Stress the need for staff to follow good hygiene practice at all times while at work (ie regular handwashing, using tissues and disposing of them appropriately, etc)</li> <li>Sales Manager to ensure that adequate hand cleaning resources are provided; all staff toilets to be supplied with adequate supplies of hot water, liquid soap and paper towels</li> <li>Print handwashing instructions/posters and display throughout workplace, especially in toilets</li> <li>Place 70% alcohol hand gels at convenient places with instructions for use</li> <li>Increase environmental cleaning, especially in and around toilets and restrooms and staff rooms; special attention to be paid to frequently touched surfaces such as door handles, toilet flush handles, light switches, etc</li> </ul>	2	5	10 Med	<p>Sales areas to be cleaned with disinfectant spray after each use &amp; remain locked outside of appointment times</p> <p>Implement inspections to check for cleanliness adequate stock of soap/toilet paper, etc</p>	All Employees & Members of the Public
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HAZARD	L	S	R	PREVENTATIVE AND PROTECTIVE MEASURES	L	S	R	ADDITIONAL CONTROLS	ACTION BY:
Low staffing due to high rates of staff sickness or staff having to self-isolate themselves at home	4	4	16 M	<p>Staff may get sick with coronavirus infection People who have symptoms must “self-isolate” at home for 10 days from the start of symptoms to prevent them from passing the infection on and contributing to the overload on the NHS Those who live with others and where one person has symptoms must self-isolate as a household for 14 days from the day when the first person in the house became ill. If anyone else in the household starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14-day isolation period. Staff who are sick or self-isolating should phone immediately and inform their line-manager Make sure that communications go out that no member of staff should come to work if they are self-isolating or if they have symptoms or if they feel unwell</p> <p>Non-essential parts of the organisation can be closed down and staff reallocated to essential functions or asked to comply with the Government’s message to stay at home</p> <p>Consider possible business closures or operational adjustments if staffing reduced to unsafe levels</p>	2	4	8 Low		All Employees & Members of the Public

HAZARD	L	S	R	PREVENTATIVE AND PROTECTIVE MEASURES	L	S	R	ADDITIONAL CONTROLS	ACTION BY:
Vulnerable staff and staff in high risk categories	5	5	25 H	<p>Some staff may have pre-existing medical conditions (eg chronic conditions such as diabetes or asthma) which render them more vulnerable to the dangers of coronavirus infection</p> <p>Some older staff may also be vulnerable to the effects of the virus</p> <p>Some staff may be in a “high risk” category as defined by the government (eg those who have had an organ transplant or those who are taking a medicine which weakens their immune system) and in need of special “shielding” arrangements</p> <p>People with pre-existing conditions and older people (over 70) have been advised by the Government to be particularly stringent in complying with social distancing requirements</p> <p>People in the high-risk category have been told that for their safety they must self-isolate at home for 12 weeks; they must not leave home and are subject to special NHS “shielding” arrangements</p> <p>Pregnant women have also been advised to be extra careful and should be considered vulnerable</p>	1	5	5 Low	High Risk Staff to be Furloughed & remain in Self isolation	All Employees & Members of the Public
Abuse/violence to public facing staff	4	5	20 H	<p>Managers should reinforce the message to staff that this organisation will not tolerate attacks on its staff, both verbal and non-verbal</p> <p>The organisation’s policies on aggression or violence to staff should be implemented in full</p> <p>All incidents should be reported to managers who should take appropriate action to ensure the immediate safety of staff</p> <p>All incidents should be recorded and reported to the police</p>	1	5	5 Low		All Employees & Members of the Public

HAZARD	L	S	R	PREVENTATIVE AND PROTECTIVE MEASURES	L	S	R	ADDITIONAL CONTROLS	ACTION BY:
Cyber-security risks	5	3	15 m	<p>Cyber-security threats often accompany a crisis, including computer viruses, phishing and scam emails and coronavirus related “ransomware”</p> <p>With the organisation and individual staff more reliant than ever on digital communications and the internet, and with more staff working from home and using a variety of digital devices, the need to ensure the security and function of our digital systems is more important than ever</p> <p>Review cyber security and surveillance infrastructure and ensure that all reasonable protection is in place</p> <p>Circulate warnings to staff and managers of any credible cyber threats, especially scam emails and text messages</p> <p>Ensure that staff working from home and using remote-working systems are covered by cyber-risk protections</p> <p>Ensure any homeworking arrangements maintain standards of data protection and IT security</p> <p>Ensure that existing cyber-security systems do not interfere with the availability of critical safety information and updates relating to coronavirus</p> <p>Assess cyber risks to new supply chain connections developed during the crisis</p>	2	3	6 Low		All Employees & Members of the Public

HAZARD	L	S	R	PREVENTATIVE AND PROTECTIVE MEASURES	L	S	R	ADDITIONAL CONTROLS	ACTION BY:
Customers crowding together and not social distancing	4	5	20 H	<p>A failure of customer social distancing would place customers &amp; employees at risk of increased virus transmission which would increase impact on the NHS</p> <p>Should a customer fail to social distance or wear a face mask during an appointment in the sales Centre or during a viewing in a show home connected to the sales Centre, they must be asked to maintain the 2m safe distance &amp; wear a face mask &amp; informed if they continue to fail to follow this guidance the meeting will be cancelled.</p> <p>Whilst work is being undertaken in their home, they must maintain the 2m safe distance if they fail to maintain the 2m safe distance they will be informed if they continue the meeting/work will be cancelled</p>	2	5	10 Med		All Employees & Members of the Public