

## RISK / HAZARD ASSESSMENT & METHOD STATEMENT



Project If Applicable: <b>All Sales Areas</b>	Date Created / Reviewed <b>DATE: 12<sup>th</sup> August 2020</b>
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<b>RISK ASSESSMENT</b>	
Prepared by:  <b>Written by a H&amp;S Adviser and approved by the H&amp;S Manager</b>	General work activity:  <b>Covid-19 Working in the Sales Areas</b>

Specific operation covered by this assessment (scope):  
**Covid-19 Risk assessment for working in the sales areas. This risk assessment should be read in conjunction with the sales Code of Practice.**

<b>Examples of Common Hazards (Please put an 'X' by the ones which apply)</b>							
Fall from Height	Uneven ground	Falling Objects	Fragile Material	Electric Shock	Manual Handling		
Explosion	Noise	Dust	Striking Object	Asbestos	Struck by Traffic		
COSHH	Fire	Poor Lighting	Cutting Accident	Struck by plant	hand or eye injury		
Collapse of Excavation	Contact with Hot & Cold Surfaces	Collapse of Structure	Lifting Equipment Failure	Contact with Covid-19	X Confined Spaces		

**Using the List Above and your own knowledge of the activity, Select the SIGNIFICANT HAZARDS**

	<b>Consequences</b>				
	<b>Insignificant (1)</b> No injuries / minimal financial loss	<b>Minor (2)</b> First aid treatment / medium financial loss	<b>Moderate (3)</b> Medical treatment / high financial loss	<b>Major (4)</b> Hospital / large financial loss	<b>Catastrophic (5)</b> Death / massive financial loss
<b>Almost Certain (5)</b> [Often Occurs / once a week]	Moderate (5)	High (10)	High (15)	Catastrophic (20)	Catastrophic (25)
<b>Likely (4)</b> Could easily happen / once a month	Moderate (4)	Moderate (8)	High (12)	Catastrophic (16)	Catastrophic (20)
<b>Possible (3)</b> Could happen or known it to happen / once a year	Low (3)	Moderate (6)	Moderate (9)	High (12)	High (15)
<b>Unlikely (2)</b> Hasn't happened yet but could / once every 10 years	Low (2)	Moderate (4)	Moderate (6)	Moderate (8)	High (10)
<b>Rare (1)</b> Conceivable but only on extreme circumstances / once in 100 years perhaps?	Low (1)	Low (2)	Low (3)	Moderate (4)	Moderate (5)

Description of Significant Hazards	Persons @ Risk (Type & No.s)	Likelihood	Consequence	Rating
<b>Contact with Covid-19</b>	<b>Employees, Customers, Visitors and members of the public</b>	<b>Possible</b>	<b>Catastrophic</b>	<b>High</b>

<b>CONTROL MEASURES</b>	
<b>Coronavirus (Covid-19)</b> Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). Novel coronavirus (COVID-19) is a new strain of coronavirus that	The transmission of COVID-19 is thought to occur mainly through respiratory droplets generated by coughing and sneezing, and through contact with contaminated surfaces. The predominant modes of transmission are assumed to be droplet and contact.  The incubation period is from 1 to 14 days (median 5 days). Assessment of the clinical and epidemiological characteristics of COVID-19 cases suggests that most patients will not be infectious until the onset of symptoms. In most cases, individuals are usually considered infectious while they have symptoms; how infectious individuals are, depends on the severity of their symptoms and stage of their illness.

<p>affects your lungs and airways.</p>	<p>The median time from symptom onset to clinical recovery for mild cases is approximately 2 weeks and is 3 to 6 weeks for severe or critical cases.</p> <p>The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough or a high temperature or a loss of, or change in, normal sense of taste or smell (anosmia).</p> <p>Human coronaviruses can survive on inanimate objects and can remain viable for up to 5 days at temperatures of 22 to 25°C and relative humidity of 40 to 50% (which is typical of air-conditioned indoor environments).</p> <p>Survival on environmental surfaces is also dependent on the surface type. An experimental study using a SARS-CoV-2 strain reported viability on plastic for up to 72 hours, for 48 hours on stainless steel and up to 8 hours on copper.</p>
<p>Transmission of Covid-19 from employee to others</p>	<p><b>A RE START CHECKLIST DC19COP MUST BE COMPLETED PRIOR TO OPENING UP THE SALES AREAS. This will be completed thereafter on a weekly basis to ensure all items within the DC19COP are in place.</b></p> <p>Any person who falls under the category of Extremely Clinically Vulnerable or Clinically Vulnerable who are at high/moderate risk of severe illness have been asked to take extra care by the government in observing social distancing (e.g. solid organ transplant recipients, people with cancer who are undergoing active chemotherapy, over 70's, new and expectant mothers, thoughts who usually need a flu jab for underlying medical conditions). This list is not exhausted, please check: <a href="https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19">https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</a> for further guidance on persons who may fall under these categories.</p> <p>Governments guidelines changed regarding 'shielding' and are now encouraging people to go out to work as long as the workplace is Covid secure. Davidsons have taken all reasonable measures to abide by Government guidelines in relation to social distancing, social bubbling/ fixed working teams and adequate hygiene facilities.</p> <p><b>Do Not Attend Work if there is any possibility that you or a member of your family may be infected with COVID-19 or displaying symptoms.</b></p> <p>If any sales personnel develop a high temperature, a persistent cough or change in normal sense of taste or smell (anosmia) while at work, they should phone their Line Manager and return home immediately; avoid touching anything; they must advise where they have been working.</p> <p>They must then follow the latest government guidance on self-isolation and not return to work until their period of self-isolation has been completed. A 'deep' clean of all shared facilities will be carried out.</p> <p>The Line Manager will report any instances of ill-health connected with COVID-19 and all confirmed cases on the HS19A Accident/Incident form and inform health and safety and HR immediately.</p> <p>All persons are requested to wash their hands thoroughly for more than 20 seconds upon arrival to the sales area, throughout the day and prior to leaving the sales area (as per government guidelines) Staff are requested to use disposable paper towels for drying of hands and disposed of in the waste bin. Hand driers or hand towels will not be used.</p> <p>All persons must comply with the social distancing (2 meter rule) at all times throughout the sales areas.</p> <p>Staff are being encouraged to bring enough food for the entire day to help eliminate the need to visit local shops for provisions.</p>

<p>Transmission of Covid-19 from potentially infected customers</p>	<p>Attendance at the Sales Areas will be by appointment only. Appointment times should be staggered to allow only one household group (max of 6 people) to be in the sales centre and each show home at a time. Customers where possible will be encouraged to undertake an online viewing.</p> <p>All Clients must be issued with the Client Advice Sheet (Appendix C) prior to visiting a Sales area, via email. <b>This must be completed digitally and returned, customers arriving without this need to be turned way.</b></p> <p>The sales area door will be locked and entrance controlled by the Sales Manager. Customers will be asked to remain in their vehicles until the allotted time. The Sales Manager must be situated at their desk with barriers in place prior to letting the customer into the area using the automatic door. A short customer brief will be given on entry.</p> <p>At all times during the appointment 2 metres distance will be maintained between the Sales Manager and the household group.</p> <p>During this time, you should not shake hands with any of the customers on entry to the sales area or thereafter, they should be encouraged to utilise the hand sanitiser that will be positioned close to the entrance and asked to wear gloves prior to viewing the sales area.</p> <p>Unfortunately, during this time customers should not be using the toilets in the sales centres. Sales Managers should consider emergency usage – young children or those holding a medical card etc – if they are used by customers, the customer should be asked to clean the toilet and touch points after use and again by the Sales Manager before they use it.</p> <p>Hot drinks should not be offered, however, drinking water via the water coolers may be offered. This will be cleaned after use.</p> <p>Sales Managers must not accompany customers into the Show Homes. Contact with the client must be via mobile phone after leaving the sales area.</p> <p>Encourage customers to take all their PPE and overshoes etc away from the sales area back home with them. If waste is left behind, caution must be exercised and disposed of correctly.</p>
<p>The Cleaning of the Sales Areas</p>	<p>Regular cleaning of the sales areas will take place.</p> <p>At least a 15 minute time gap should be allowed in between each appointment to allow the Sales Manager time to wipe down all high traffic touch points using usual cleaning products, e.g. door handles, shared surfaces, cupboard handles, kitchen surfaces etc. The Sales Manager will follow the manufacturers instruction on the cleaning product and will wear disposable gloves. These will be disposed of in the general waste.</p> <p>The staff welfare area will be cleaned on a regular basis and touch points will be cleaned after each use, e.g. kettle, fridge, microwave etc. Individual staff members will be responsible for placing their own waste in the bin provided. We would encourage that all belongings are kept within their own vehicles and that all personal belongings are removed from the workspace at the end of each working day or no longer required if sooner.</p> <p>Any area where a suspected or confirmed case of Covid-19 needs cleaning or decontaminating is require will be conducted by an external cleaning contractor in line with government guidance. A decontamination risk assessment will be provided before cleaning takes place.</p>

Travel/Parking	<p>Staff should not travel to work together in the same car unless they reside in the same household.</p> <p>For those members of staff who have no alternative option but to use public transport, they should comply with local guidance or consider alternative methods of transport such as push bikes.</p> <p>To avoid overcrowding, staff are encouraged to discuss a plan for flexibility in start/finish times with their Line Manager to ensure their role and contractual commitments are met. This is at the discretion of their Line Manager.</p> <p>Cars should be parked in the same direction with signage information staff and customers on which way to park along with information to remind customers to remain in their cars until invited in by the Sales Manager. Signage is used to block out parking spaces to ensure social distancing is maintained.</p>
Communication to Customers	<p>Customer will book appoints via telephone or online.</p> <p>Are we asking customers to complete Client Advice Sheet prior to visiting a sales area and emailed back.</p> <p>On entering the Sales Centres there will be signage advising:  'Social Distancing Measures Introduced</p> <ol style="list-style-type: none"> <li>1. Please maintain social distancing of 2m from other people, including staff members.</li> <li>2. Please use the hand sanitiser provided before entering and leaving the sales centre and encouraged to wear gloves</li> <li>3. Please avoid contact with any other person including staff members.</li> <li>4. Please cover your nose and mouth with a tissue when coughing or sneezing and place straight in the bin, sanitise hands immediately after.</li> </ol>
Transmission of virus during an emergency situation (e.g.fire)	<p>In an emergency, for example, an accident, fire or break in, people do not have to stay 2m apart if it would be unsafe. Staff involved in the provision of assistance to others will pay particular attention to sanitation measures immediately afterwards including washing hands.</p>
First Aid	<p>First aid will not be given to members of the public, contact the emergency services.</p> <p>If staff require first aid treatment the construction site team may be able to help and will have additional safety provisions within their First Aid kit for protection from the virus.</p> <p>If anyone feels unwell and shows symptoms of Covid-19, such as a new continuous cough and/or a high temperature or a change in normal sense of taste or smell they have to return home, this must be recorded by the Line Manager on the incident form HS19A and inform the H&amp;S Adviser.</p> <p>If the staff member showing symptoms of Covid-19 is unable to return home immediately and is waiting for collection, they will be required to self-isolate within their own vehicle or in a separate room within the sales area. This room would then receive touch point cleaning upon their departure.</p> <p>All procedures are detailed within our Code of Practice.</p>
Communication with staff	<p>Davidsons employees have read and understood the Code of Conduct  Staff will sign in using the signing in app  All staff have a good understanding of the spoken and written English language. If circumstances change, this risk assessment will be reviewed, and measures put in place.</p>
Deliveries & Suppliers	<p>Deliver drivers must leave all items externally.  Delivery drivers cannot access the sales area or use the toilet facilities.  Staff are not to sign for any deliveries. All documentation such as delivery slips must be issues electronically to the office at a later date.</p>

Visitors/ External Management	All visitors must follow the Davidsons Code of Practice. Only authorised visitors can access the sales area. Visiting persons must wash or sanitise their hands upon arrival and departure. External Management must use the Davidsons Hub to sign in and out.					
Poor Behaviour	Anyone that is found to be deliberately breaching social distancing rules or demonstrating poor behaviour that could put themselves or others at risk of injury or ill-health must be asked to leave the sales centre with immediate effect.					
personal protection:	Head Protection		Eye Protection		FFP3 Dust Mask	
• Disposable gloves when cleaning	Toe Protection		Ear Protection		Respirator / BA	
	High Vis. Clothing		Harness / Line		Anti-Vibration	
	Gloves (at times)	X	Safety Torch flooding.			
Permit to work required:				YES	NO	
Assuming the measures indicated are fully complied with give an estimate of the residual risk by marking "x" in the matrix below:						
	Slightly harmful		Moderately harmful		Extremely harmful	
Highly unlikely	Trivial risk		Acceptable risk	X	Moderate risk	
Unlikely	Acceptable risk		Moderate risk		Substantial risk	
likely	Moderate risk		Substantial risk		Intolerable risk	
What actions are required?						