



# Risk Assessment: Covid-19 (Update 7)

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Published: 12<sup>th</sup> January 2021

## 1 Introduction

This risk assessment has been produced specifically to minimise the risk of employees, customers and visitors contracting Covid-19 at all branches operated by Drakes Plumbing Supplies. The document identifies the range of hazards and the risk level for each hazard is determined with the existing precautions (controls) in place. Where it is considered that a risk is not adequately controlled, then additional precautions have been identified and the residual risk level determined.

The management have ensured that staff are aware of the significant findings of this risk assessment and the precautions necessary to eliminate or reduce the level of risk to the lowest possible level. Drakes Plumbing Supplies has followed the 'Working safely during coronavirus (COVID-19)' guidance published on the Gov.uk website to ensure that all its branches are operating as safely as possible. All Safe Systems of Work (SSoW) have been devised using guidance issued by the Builders Merchant Federation (BMF) and UK Government.

## Definitions

Hazard	Hazard is something with the potential to cause harm (e.g. electricity, working at height, chemicals, vehicles)
Risk	Combination of the likelihood and consequence of a specified hazardous event occurring.
Control Measures	The measures necessary to eliminate or reduce the level of risk
Risk Rating Without Controls	Level of risk before any control measures are implemented
Risk Rating With Controls	Level of risk after control measures have been implemented

## Determining the Risk Rating (See Risk Assessment Tables)

Risk Rating = Likelihood (of the hazard occurring) x Potential Severity (of the loss)	
Likelihood (L)	The likelihood of harm occurring as result of the hazard:- 1 = Very unlikely 2 = Unlikely 3 = Possible 4 = Very likely 5 = Certain
Potential Severity (S)	The potential severity of harm caused:- 1 = Injury, no time off 2 = Injury, time off 3 = More than seven days off 4 = Long term absence 5 = Death
Risk Rating (R)	Low = less than 7 Med = between 8 & 14 High = greater than 15

2 Risk Assessment									
Hazard	Those at risk	Risk Rating With existing Controls			Existing Control Measures	Additional Control Measures	Risk Rating With additional Controls		
		L	S	R			L	S	R
2.1 Transmission within the branch									
Staff or customers bringing Covid-19 into the branch and potentially spreading the virus	Staff, customers, visitors	2	5	Med	<ul style="list-style-type: none"> <li>- All staff are required to wear a face covering during the working day when in areas open to the public.</li> <li>- All customers required to wear a mask unless medically exempt</li> <li>- Supply of disposable masks available for any customers who do not have mask upon entry.</li> <li>- All staff categorised as clinically extremely vulnerable are currently shielding.</li> <li>- All staff issued with information on rapid-result lateral flow tests available in Kent and encouraged to utilise facility</li> <li>- NHS Test &amp; Trace QR poster on display at all branches</li> <li>- Information and policies concerning the prevention of transmission are regularly updated and circulated to all staff</li> <li>- Regular communication between Head Office and branches, including weekly conference calls with Branch Managers to share best practice for keeping safe and raise any branch specific concerns.</li> <li>- All meetings and breakfast mornings cancelled until further notice.</li> <li>- All staff instructed to follow the latest government guidance on self-isolation and any change communicated by Safety Coordinator.</li> </ul>	<ul style="list-style-type: none"> <li>- Barriers / additional equipment to be installed if required. Dependent on customer adherence to social distancing.</li> </ul>	2	5	Med

## 2 Risk Assessment

Hazard	Those at risk	Risk Rating With existing Controls			Existing Control Measures	Additional Control Measures	Risk Rating With additional Controls				
		L	S	R			L	S	R		
					<ul style="list-style-type: none"> <li>- Staff instructed to contact Safety Coordinator immediately and not come to work if they have any reason to believe they may have been exposed to Covid-19 or are symptomatic. No risks taken under any circumstances.</li> <li>- Robust Safe Systems of Work (SSoW) enforced to reduce the risk of spreading virus. SSoW dictated by Staying Covid-19 Secure and Builders Merchant Federation (BMF) guidance.</li> <li>- All new employees instructed in keeping safe and issued with SSoW document.</li> <li>- Adequate supply of hand-sanitiser and gloves available to all staff (additional items purchased by Safety Co-ordinator as requested).</li> <li>- Face masks and safe use instructions (issued in line with current government guidance) available for all staff.</li> <li>- Staff instructed not to compromise on social distancing or hygiene standards but to use masks for any instances where 2m social distancing cannot be maintained.</li> <li>- Adequate supply of cleaning products available to keep surfaces regularly cleaned (additional items purchased by Safety Co-ordinator as requested).</li> <li>- Limited and controlled numbers of customers allowed into the branch at any one time.</li> <li>- Showrooms closed during lockdown until further notice.</li> </ul>						

## 2 Risk Assessment

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		L	S	R			L	S	R
					<ul style="list-style-type: none"> <li>- Cashless payment only.</li> <li>- 'No touching displays' policy – signage in place.</li> <li>- Signage in place reinforcing social distancing and hygiene rules for customers.</li> <li>- One way system in place at branches to allow customers to adequately social distance, delineated using floor graphics.</li> <li>- Additional entry points used where possible (Whitstable branch).</li> <li>- Customers asked to keep returns to a minimum to reduce handling of products.</li> <li>- Hand sanitiser provided for customer use and at entrance/exit point.</li> <li>- 'Stand here' floor vinyls and Perspex screens installed at all trade counter and showroom areas.</li> <li>- Internal doors kept open where possible to reduce the need to touch surfaces.</li> <li>- Staff encouraged to remain on site during working day if at all possible.</li> <li>- All Head Office staff working from home to reduce the risk of spreading Covid-19 through densely populated workspaces.</li> <li>- Health &amp; Safety representative appointed at all branches.</li> </ul>				
Transmission through delivery of products into branch via external suppliers and IBT service	Staff & visitors	2	5	Med	<ul style="list-style-type: none"> <li>- SSoW implemented for the receiving of deliveries into branches including avoidance of all paperwork handling and signatures where possible.</li> </ul>	<ul style="list-style-type: none"> <li>- Any suppliers not adhering to social distancing are reported and feedback passed to supplier</li> </ul>	2	5	Med

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		<b>L</b>	<b>S</b>	<b>R</b>			<b>L</b>	<b>S</b>	<b>R</b>
					<ul style="list-style-type: none"> <li>- Staff maintain social distancing at all times with internal and external delivery drivers.</li> <li>- SSoW for IBT system produced and adhered to by staff.</li> <li>- All staff wash their hands immediately after handling goods in or putting goods away using hand sanitiser provided.</li> <li>- All staff issued with face masks and safe usage guidance.</li> <li>- All suppliers have been contacted to confirm SSoW for accepting supplier deliveries.</li> </ul>				
<b>2.2 Social distancing</b>									
Spread of Covid-19 between staff working in close proximity due to being unable to observe social distancing	Staff	2	5	Med	<ul style="list-style-type: none"> <li>- Reduced staffing levels to ensure social distancing can be maintained.</li> <li>- Deliveries completed by one member of staff where safe and possible to do so.</li> <li>- Sharing of vehicles discouraged and only authorised where face coverings are worn and windows are opened for ventilation.</li> <li>- SSoW agreed by all staff to ensure social distancing in branch, including moving and repositioning of desks as required.</li> <li>- Staff instructed to wear face masks for any situation whereby 2m social distancing cannot be temporarily maintained</li> <li>- All situations whereby 2m social distancing cannot be adhered to are avoided wherever possible.</li> </ul>				

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					<ul style="list-style-type: none"> <li>- Zoning implemented in branches to ensure social distancing is possible.</li> <li>- Office desks and counter screens taken out of use where necessary.</li> <li>- 'No passing in aisles' and 'social distancing' signage displayed in branches.</li> <li>- Head office staff working from home.</li> <li>- Staff have installed Test &amp; Trace app on mobile phones.</li> <li>- All staff issued with information on rapid-result lateral flow tests available in Kent and encouraged to utilise facility</li> </ul>				
Spread of Covid-19 amongst customers / staff due to lack of social distancing measures in place	Staff, customers, visitors	1	5	Low	<ul style="list-style-type: none"> <li>- Robust SSoW put in place to ensure social distancing maintained and staff hygiene levels are high and agreed by all members of staff (receiving deliveries, trading, IBT)</li> <li>- Adequate supply of hand-sanitiser, masks and gloves available to staff currently (additional items purchased by Safety Co-ordinator as requested)</li> <li>- Perspex screens installed at all branch trade counters and showrooms</li> <li>- 'Stand here' and traffic flow directional floor vinyl's installed at all branches</li> <li>- Clear social distancing signage present at all branches (internal &amp; external)</li> <li>- Limited and controlled number of customers allowed into branch at any one time.</li> <li>- Additional office space made available as Head Office staff working from home (Tunbridge Wells branch only).</li> </ul>	<ul style="list-style-type: none"> <li>- Barriers to be installed at any branches where social distancing by customers is not be observed.</li> <li>- Additional signage produced as and when deemed necessary by Safety Co-ordinator.</li> </ul>	1	5	Low

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		<b>L</b>	<b>S</b>	<b>R</b>			<b>L</b>	<b>S</b>	<b>R</b>
<b>2.3 PPE</b>									
Staff have insufficient PPE to protect them from Covid-19	Staff	1	5	Low	<ul style="list-style-type: none"> <li>- All staff have access to disposable gloves and hand sanitiser which they understand the importance of using.</li> <li>- All staff have access to disposable face masks and instructed in safe use of masks, in line with official government guidance.</li> <li>- Face shields banned from staff usage due to ineffectiveness.</li> <li>- Hand sanitiser available at all branches for staff and customer use.</li> <li>- Perspex screens installed at all branch trade counters and showroom locations.</li> </ul>		1	5	Low
<b>2.4 Cleaning</b>									
Transmission of Covid-19 through touching of contaminated surfaces	Staff, customers, visitors	2	5	Med	<ul style="list-style-type: none"> <li>- Contract cleaning taking place at branches.</li> <li>- Additionally, staff clean all contact surfaces at regular intervals during the using anti-bacterial sprays.</li> <li>- PDQ's cleaned after every use.</li> <li>- Staff clean kitchen surfaces and items following usage to reduce risk of transmission (as part of SSoW)</li> <li>- Staff instructed to purchase additional cleaning products when necessary or request additional supplies from Safety-Coordinator.</li> <li>- Staff wash hands regularly, in line with PHE guidance.</li> </ul>		2	5	Med

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		<b>L</b>	<b>S</b>	<b>R</b>			<b>L</b>	<b>S</b>	<b>R</b>
					- No touching policy for showroom display items. Signage present to advise customers of policy.				
<b>2.5 Deliveries</b>									
Staff being unable to deliver products due to customers not adhering to Covid-19	Staff, customers	1	5	Low	<ul style="list-style-type: none"> <li>- All staff undertaking deliveries instructed to call ahead of drop to ensure that customer understands social distancing rules.</li> <li>- Driver instructed to telephone customer when it is safe to so upon arrival and remind them of social distancing obligations.</li> <li>- Driver has authority to decide if delivery is safe and has right to refuse delivery where social distancing has not been adhered to by customer.</li> <li>- All deliveries are contactless, not requiring the driver to obtain a signature as normally would be required.</li> <li>- All drivers issued with face masks</li> </ul>		1	5	Low