

Risk Assessment

Identification and Control of Hazards to Minimise Risk of Contracting Covid 19 Whilst at Work Ruia Group (Sock Shop Arndale Centre)

Abbreviations and terms used

HMG Her Majesty's Government

WHO World Health Organisation

Wipe down refers to the use of disinfectant wipes or absorbent paper with disinfectant spray applied

Wash hands using soap and hot water for at least 20 seconds on arrival at work before eating or drinking, after using the toilet, after wiping down your work area, after using shared equipment or if you sneeze, cough or blow your nose use a tissue bin it immediately and wash your hands, if you wear a face mask and change it. This is not a complete list remain vigilant wash your hands and or sanitise to reduce risk.

The Risk?

The risk is the likelihood of infection from the hazard which is a strain of the Coronavirus now commonly known as Covid 19. Spread of which has been designated by the World Health Organisation (W.H.O) as a pandemic. The risks are high as at the time of writing this 34,636 people have died in the UK. The virus is transmitted through minute droplets in peoples saliva when they cough or sneeze, talk or breathe. Whilst it is recognised that coughs and sneezes are the highest risk, droplets can be transmitted directly or from our hands and may remain infectious on everyday items such as cups, table tops and door handles to name a few and whilst this risk is much lower it remains significant. It should also be remembered that whilst many have died many more have had a very mild cold like illness with some people remaining unaware of the illness (asymptomatic). This final group and the incubation period of the virus make it all the more important that we maintain controls such as social distancing and hand washing.

How Do we control the risk?

Normal practice is to follow a hierarchy of control as follows; Elimination, Substitution, Engineering Controls, Administrative and Personal Protective Equipment PPE. The first 2 are not applicable in this case as we would need a vaccine to eliminate the virus. Thus we focus lower down the hierarchy on Engineering & Administrative controls. For example, supervision, social distancing, protective screens for receptionists, signs to promote social distancing and as a last line of defence PPE. The controls in place on these premises are recorded below. Other documents associated with training and communication are also available.

Who and How Might People be Harmed?

All employees, visitors to site including contractors, delivery drivers, public accessing the site, customers, suppliers and other interested parties are at risk during this Pandemic there is a risk that they may contract Covid 19 whilst on the premises. Whilst everyone is at risk of becoming ill and possibly dying the vast majority will suffer a minor illness. People who are Clinically vulnerable are at greater risk of a very serious illness or death and those at most risk are those classified as extremely clinically vulnerable.

Residual Risk

As it is impossible to eliminate the risk of people contracting Covid 19 without suspending operations until an effective vaccine is available, the directors at Ruia believe that as a company everything reasonably practicable has been done in line with government advice, to achieve a Covid safe workplace with a low risk of infection occurring on their premises.

Advice followed includes the Government advice document "5 Steps To Working Safely" shown below.

REMEMBER WHILST DIRECTORS AND MANAGERS HAVE THE RESPONSIBILITY TO AS FAR AS IS REASONABLY PRACTICABLE PROVIDE A COVID SAFE ENVIRONMENT. WE MUST ALL REMAIN VIGILANT AND FOLLOW THE RULES

Signed *V. Ruia*

Name Vimal Ruia

Director Date 12/06/2020

5 Steps to Working Safely

Practical actions for businesses to take based on 5 main steps.

Make sure you read all the guides relevant to your workplace. Each guide has specific actions for businesses to take based on these steps. Further guidance will be published as more businesses are able to reopen.

1. Carry out a COVID-19 risk assessment

Before restarting work you should ensure the safety of the workplace by:

- carrying out a risk assessment in line with the [HSE guidance](#)
- consulting with your workers or trade unions
- sharing the results of the risk assessment with your workforce and on your website

2. Develop cleaning, handwashing and hygiene procedures

You should increase the frequency of handwashing and surface cleaning by:

- encouraging people to follow the [guidance on hand washing and hygiene](#)
- providing hand sanitiser around the workplace, in addition to washrooms
- frequently cleaning and disinfecting objects and surfaces that are touched regularly
- enhancing cleaning for busy areas
- setting clear use and cleaning guidance for toilets
- providing hand drying facilities – either paper towels or electrical dryers

3. Help people to work from home

You should take all reasonable steps to help people work from home by:

- discussing home working arrangements
- ensuring they have the right equipment, for example remote access to work systems
- including them in all necessary communications
- looking after their physical and mental wellbeing

4. Maintain 2m social distancing, where possible

Where possible, you should maintain 2m between people by:

- putting up signs to remind workers and visitors of social distancing guidance
- avoiding sharing workstations
- using floor tape or paint to mark areas to help people keep to a 2m distance
- arranging one-way traffic through the workplace if possible
- switching to seeing visitors by appointment only if possible

5. Where people cannot be 2m apart, manage transmission risk

Where it's not possible for people to be 2m apart, you should do everything practical to manage the transmission risk by:

- considering whether an activity needs to continue for the business to operate
- keeping the activity time involved as short as possible
- using screens or barriers to separate people from each other
- using back-to-back or side-to-side working whenever possible
- staggering arrival and departure times
- reducing the number of people each person has contact with by using 'fixed teams or partnering'

Areas to Consider	Controls in place
<p>CLEANING AND HYGIENE What additional hygiene measures are required</p>	<p>In addition to our pre-opening clean. Extra cleaning will take place particularly toilets / washrooms, touch points e.g. doorplates, and handles, cupboard doors, hand rails etc. People are informed and notices are posted to encourage people to wash their hands frequently Dispensers for Hand sanitisers are positioned near entrances and exits. These should be used frequently and particularly when using door keypads or sharing equipment Paper towels are provided rather than linen Wipe down work areas and personal equipment at the start and end of their work period Any shared equipment must be wiped down before and after use using disinfectant wipes All staffs personal items must be kept in the back office area Rubbish will be removed more frequently and extra waste bins are provided Any cleaning that needs to be done will be done People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.</p>
<p>Lack of AWARENESS of risks from COVID-19 and required controls</p>	<p>All employees and people returning to work are given an induction including information on Covid 19 and a do's and don'ts list on how they are expected to work as a result All employees have seen a copy of this risk assessment and signed to acknowledge it People are aware that they must not come into work, they must stay at home and arrange a test if;</p> <ul style="list-style-type: none"> • they have developed any of the symptoms or, • they know they have come into close contact with someone who is infected with covid 19 • they have been contacted by the test and trace team and told to isolate
<p>That everyone who could work from home does WORK FROM HOME</p>	<p>Meetings with senior managers will where possible be held remotely or by using telephone or IT</p>
<p>WELLBEING. People working at home may feel isolated or begin to feel disengaged from the organisation which can affect their mental health</p>	<p>Equipment and software is available for line managers to keep in touch with people working at home and vice versa. Contact will be maintained both through the use of IT and telephone calls. Where possible short on line weekly team meetings are held to encourage knowledge and ideas sharing. It also gives the opportunity to share problems and concerns. People are encouraged to discuss any problems with their line manager or another person of their choosing e.g. the HR Manager/ external counsellor.</p>
<p>EXTREMELY CLINICALLY VULNERABLE PEOPLE (someone who has received a letter from HMG advising them to stay at home)</p>	<p>Where possible extremely vulnerable people will be offered work that they are able to do at home. Where this is not possible other options including furlough will be considered People who share a home with Clinically extremely vulnerable people should take particular care with social distancing. They should ensure that the company their line manager and colleagues are aware of this so that where reasonably practicable adjustments can be made.</p>
<p>CLINICALLY VULNERABLE (not Extremely vulnerable people) have been asked to take extra</p>	<p>Vulnerable people (not Extremely vulnerable people) who are not able to work at home, will where possible be offered work in an area that enables them to comply readily with social distancing rules. People who we know to be in the clinically vulnerable category includes pregnant workers.</p>

care in social distancing		
The need to treat everyone in the workplace EQUALLY	People at Ruia are aware of their duty to ensure that all employees are treated equally ensuring that no individual or group are treated more or less favourably. Precautions put in place as a result of this risk assessment will be accessible to all and will include staff giving verbal advice to those with impaired vision	
Areas to Consider	Controls in place	
SOCIAL DISTANCING HMG and the WHO strongly recommend that all people not living in the same household should maintain a safe social distance to protect them from the Covid virus which is carried by droplets when people with the virus cough and or sneeze. HMG has designated 2m as the safe distance between people	Ruia is doing everything reasonably practicable to ensure that people can maintain social distance in all parts of the business. Staff have been given an induction with information on how to protect themselves from the virus which includes information on social distancing. A record is retained Information is displayed in all retail outlets encouraging social distancing and extra hand washing, e.g. Posters, notices, floor markings to indicate 2m etc On those occasions where social distancing cannot be followed the company will; <ul style="list-style-type: none"> • Encourage extra hand washing • Ensure that work duration is as short as possible • Make use of screens e.g. at shop point of sale • Design layouts that feature back to back and side to side working • Designate fixed teams of people where possible • Provide PPE: gloves, face covering and instruct people on its use <p>Note 1. HMG and WHO guidance currently supports the view that masks help protect others from infected people not necessarily vice versa</p> <p>Note 2. People who live in the same household do not need to socially distance</p>	
BOTTLENECKS creating risk of people grouping at start and finish times. People meeting in alleys and at entrance and exits People congregating in the back office for breaks etc.	In order to avoid bottlenecks in the store the maximum number of customers allowed in the store at any 1 time is 3. Notices are posted near the entrance to encourage this and Staff are asked to re-enforce this. However they are also advised to avoid any conflict and putting themselves at risk. REMEMBER IN AN EMERGENCY SITUATION SUCH AS AN UNPLANNED FIRE ALARM, EVACUATION TAKES PRIORITY AND PEOPLE MAY IGNORE ONE WAY SYSTEMS Notices are also posted to remind customers that they are responsible for ensuring that children also observe social distancing guidelines Only one person should be in the back shop at a time People who are able to may take their breaks, outside the centre, or in their own vehicle. Signs are posted requesting customers to check capacity before entering the store and to maintain a safe social distance Where necessary displays are adjusted to create space and prevent bottlenecks	
Areas to Consider	Controls in place	
Requirement for people to move between rooms	Only 1 person at a time should be in the back office at a time Avoid passing documents directly, e.g. leave on a table Wash hands thoroughly and / or sanitise when moving between shop and back office.	
Reducing the sharing of	It the intention where reasonably practicable to provide personal work equipment	

equipment	<p>All shared equipment MUST be wiped down before use particularly focusing on touch points. This includes; Desks, counters, workplace chair, keyboard, mouse, and other small equipment.</p> <p>Do not share pens and pencils.</p> <p>Avoid sharing phones where possible use speaker functions. If that is not practical then ensure the hand set is wiped thoroughly particularly the mouthpiece. Sanitise and or wash hands before and after use</p> <p>All work equipment used (shared or not) should be wiped down at the start and end of the working period.</p> <p>Equipment such as trucks and containers which are shared should be wiped down between uses focusing on touch points.</p> <p>People using shared equipment should wash their hands even more regularly and between uses</p>
Reducing risk through contact with objects in the store.	<p>Signs and sanitizer stations on entry encourage customers to use hand sanitizer and if possible avoid touching products while browsing, to reduce the risk of transmission.</p> <p>Sales staff sanitize their hands between customers</p> <p>Sales staff must regularly wipe down areas frequently touched by customers e.g. counters screens displays.</p> <p>Signs and sales staff encourage contactless payment</p> <p>Pin pads must be wiped down between uses</p> <p>Returned items are held for 72 hours before being returned to stock</p>
Reducing the risk of transmission between people	<p>Where possible people will work together with the same person</p> <p>Customers requiring advice should be guided to the sales position to allow the sales person to be behind the Perspex screen</p> <p>Signs request customers to shop alone where possible, unless they need specific assistance and remind those who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.</p>
Use of company vehicles and work related travel	<p>Vehicles used on company business are restricted to one person. Company vehicles that are used for private use must not be used as pool cars</p> <p>When fuelling use single use gloves and dispose of at pump waste bin.</p> <p>Hand sanitiser is provided in all vehicles and replacements must be requested in good time</p> <p>Avoid unnecessary travel. Only overnight accommodation that can meet social distancing and hygiene requirements can be met</p>
Areas to Consider	Controls in place
Maintaining social distancing in meetings	<p>All meetings should be held remotely using approved software.</p> <p>Only when essential should people meet face to face and then only if 2m social distancing is maintained. Do not share equipment during meetings e.g. lap tops, phones, pens, pads</p> <p>Hand sanitiser is made available at all meetings</p>
Social Distancing and Hygiene in Breakrooms	<p>Breaks are staggered to allow only one person in the back office</p> <p>People who are able if they wish to take their breaks, outside the centre or in their own vehicle, however unless it is necessary please stay on site</p> <p>Linen tea towels have been replaced with absorbent paper towels</p>

	<p>Hand sanitiser is available in the back area Microwaves and Kettles are provided. These should be sanitised before and after use. Food must not be shared During this crisis employees are required to fetch their own coffee, tea, sugar and milk No food should be stored but can be brought in each day To reduce sharing it is recommended that people fetch their own crockery, cutlery, water bottle and cup. This should be stored in the back office area in a suitable container cupboard or drawer. Where shared equipment is used follow general guide for shared equipment and wash using usual cleaning fluids It is recommended that Food and cold drinks requiring refrigeration is brought to work in your own cool box and kept with your crockery. Where this is not possible you may use the refrigerators. However food and drink must be placed in your own container or sealable plastic bag (primary container). In your area of the fridge. It is recommended that Foodstuffs have a secondary covering e.g. cling film and be as compact as possible. If you are eating at the back office desk ensure you wipe down before you start. Wash your hands or apply sanitiser after you have removed food or drink from its primary container and before you remove the cling film or other covering Wipe down your table before you leave Nothing must be left in the refrigerator overnight and must be taken home with you</p>	
Accidents and Emergencies	<p>In an emergency situation such as an unplanned fire alarm, evacuation takes priority and people may ignore one way systems First aiders must pay particular attention to hygiene and wash hands after assisting someone Face masks should be provided to all first aiders for them and those they are giving aid to</p>	
Visitors	<p>Only essential visitors and contractors by appointment are allowed on site Contractors must provide information on how they comply with Covid guidance Contractors must take their breaks in their vans or outside Contractors will be met, advised of Covid safe rules and toilet facilities available to them All visitors must sign All visitors are advised to view our Covid 19 arrangements on line Essential visitors must be accompanied by their host</p>	
Areas to Consider	Controls in place	
Deliveries and Collections	<p>Goods are delivered to the rear of the unit on a pallet. Shop staff transfer goods to stock shelves and top up shop displays as required. Wash hands and or sanitise between tasks Avoid passing paperwork direct, use tray or other means. Do not share pens Containers and tubs used for transporting stock should be wiped out each day</p>	

PPE	<p>The wearing of face coverings is mandatory on public transport and employees who use public transport must follow this advice. In situations where sales staff are assisting members of the public e.g. sight impaired it is recommended that a face covering is worn HMG recommend that controls such as social distancing, hand washing, working in teams and reducing the amount of time spent on tasks where 2m cannot be maintained should form the vast majority of an organisations controls to minimise the risk of transmitting the infection ahead of face masks. Government advice states that evidence suggests that wearing a face mask is unlikely to protect the user but may protect others if the wearer is infected but is not showing symptoms</p> <p>Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off. Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers:</p> <ul style="list-style-type: none"> • Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it. • When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands. • Change your face covering if it becomes damp or if you've touched it. • Continue to wash your hands regularly. • Change and wash your face covering daily. • If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste. • Practise social distancing wherever possible. <p>Whilst it is low risk disposable gloves are provided to limit transmission when handling stock and shared equipment. Never share PPE</p>
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This Risk assessment produced 11/06/2020 by Steve Newton has been produced following discussions with employees and directors of the Ruia Group and draws on the recommended requirements of the Government document working safely during COVID-19 in factories, plants and warehouses. It is not a valid document unless authorised by a member of Osan management to agree controls. This document will be reviewed on a regular basis in line with changes announced by the government. Or annually whichever is sooner.
Note: This risk assessment remains valid until it is reviewed and re-authorised.



Name Steve Newton Position Safety Advisor Date 11/06/2020

Risk Assessment Authorised by signature..... Print name.....Date Position/ job title.....