**Reopening Risk Assessment – COVID-19**

Risk assessment: COVID-19  
May 2020  
Review date: As required due to Government guidelines

**Hazard 01.**

**Transmission of COVID-19 via person to person contact**

**Persons at risk and how they might be harmed:**

All persons working and visiting Foxlane Garden Centre.  People may be at risk of contracting the virus from infected individuals they encounter.  At particular risk are persons identified as extremely vulnerable or clinically vulnerable.

**Controls currently in place:**

Foxlane has done everything reasonably practicable to minimise the risks posed by the COVID-19 virus. Control measures have been put in place to minimise the risks of transmission from person to person.

**Vulnerable Employees**

Employees who have been identified as extremely vulnerable have not been recalled to the workplace and are shielding.  Other employees identified as vulnerable are working from home where possible.  If working from home is not possible, they will be employed in low risk work environments and will be instructed to take extra care in exercising social distancing.

**Social Distancing**

To maintain the 2m social distance between people who are not part of the same household, numerous control measures have been put in place.

Layout changes across the garden centre buildings and sites have been made to maximise the amount of space between people when working or shopping.

Signage is displayed to remind everyone about the minimum 2m distancing.

Employees have been instructed to remind customers of the requirement to maintain social distancing if they get too close.

The number of customers permitted in the garden centres has been restricted to permit social distancing.

To manage this a Greeter is stationed on the Garden Centre entrance to control queuing customers and the customers entering the centre.

There are markers outside to show the 2m distance to be maintained in the queue.

Barriers and signage have been erected to assist customers to enter and exit the garden centres using the correct doors.

In the greenhouse customer flow has been indicated with markings on the floor to show a one-way system.

At the customer facing counters including the tills and customer service desks screens have been erected and signage is in place indicating where the customer must wait and stand whilst being served to maintain a safe distance.

The till queues are controlled by an employee who instructs customers which till to go to when safe to do so.

Only one customer per family group will be permitted to stay at the tills whilst being served.

Till operators have been instructed on how to serve the customer and process their transaction whilst maintaining a safe social distance.

Measures have been put in place in the offices at the garden centre to ensure that social distancing may be maintained.  The number of employees working in the offices at any one time is restricted.

Social distancing measures in place in the Goods In department and at the back door include signage to remind delivery drivers about maintaining the 2m social distance.   Usual practices for the off-loading of Delivery vehicles and signing of delivery paperwork have been amended to allow for social distancing.  All relevant employees have received training on this.

Replenishment of stock in the garden centre is completed before or after closing times wherever possible.

Employees tasks have been amended so that they can work alone where possible.  Only one till operator is permitted at the till point and only one person is permitted to work in the cash office at a time.

Employees are encouraged to work in the same partnership where possible to reduce number of people each person has contact with.

**Training**

Employees returning to work when the garden centre reopen will be issued with a familiarisation induction in the centre to explain the measures put in place in their centre regarding preventing the transmission of the virus.

**Hazard 02.**

**Transmission of COVID-19 via hard surfaces**

**Persons at risk and how they might be harmed:**

All persons working and visiting Foxlane Garden Centre.   People may be at risk of contracting the virus from infected hard surfaces they may touch.  At particular risk are persons identified as extremely vulnerable or clinically vulnerable.

**Controls currently in place:**

To prevent the transmission of COVID-19 via cash, vouchers or other forms of payment which require the till operator to touch, only card payments via the chip and pin unit or contactless or ApplePay are accepted at the tills.

Products returned by customer for refunds or exchanges will not be put back on sale immediately.  These products will be quarantined for 48 hours before they are returned to the shop floor.

Sanitising products are available to use on equipment used by employees and customers.  This includes the sanitising of customer trolleys before use at the Trolley Cleaning Station.

The customer toilets are closed during the crisis.  Toilet facilities are available to customers in emergency situations.  Toilets and all hard surfaces in the washroom facilities are monitored and cleaned throughout the day.

**Cleaning and Sanitising**

To help prevent the transmission of the virus appropriate cleaning and sanitising products are always available for cleaning equipment, fixtures and fittings that employees and customers may have need to touch.

Chip and pin units are wiped with sanitiser after use.

Till screens are cleaned before and after each shift and when there is a change in operator.

Wheelchairs are thoroughly sanitised after use and before they are re-issued.

Office equipment, including shared keyboards, phones, PDA units, headsets, photocopy keypads and other touch points are cleaned after use.

**Personal hygiene**

Employees are instructed to wash their hands thoroughly with soap and water for at least 20 seconds regularly throughout the day.

Hand sanitiser may also be used where hand washing is not possible.  Hand sanitiser is available at the main shop of the garden centre and at service areas, staff facility areas and in the offices.

Employees are instructed to avoid touching their noses or mouths.   Tissues should be used for coughs and sneezes and these must be disposed of after use.

Employees will be instructed to wear gloves and told to wash their hands before putting gloves on and after removing them.

**Personal Protective Equipment (PPE)**

Personal use or disposable, one time use protective equipment is always available and employees are given instructions on the safe use of this.  SSW on PPE for use during the crisis.

Employees are made aware that the use of PPE does not mean that other control measures such as social distancing or hand washing/sanitising may be ignored.

There is a Safe System of Work outline the PPE available and the correct and safe method to use it.

**Training**

Employees returning to work when the garden centre reopens will be issued with a familiarisation induction in the centre to explain the measures put in place regarding preventing the transmission of the virus.

**Hazard 03.**

**Transmission of COVID-19 from persons with the virus**

**Persons at risk and how they might be harmed:**

All persons working and visiting Foxlane Garden Centre.   People may be at risk of contracting the virus from infected individuals they encounter.  At particular risk are persons identified as extremely vulnerable or clinically vulnerable.

**Controls currently in place:**

**Self Isolation**

Following Government guidelines employees who are exhibiting symptoms of COVID-19 themselves or are living with anyone who is either symptomatic or has the virus is instructed to self-isolate and not to attend work or visit the garden centre until the end of the prescribed isolation period.