



Coronavirus Covid-19 Overarching risk assessment.

Gardiner Haskins is committed to the health, safety and wellbeing of all employees, customers, and visitors during and post Covid-19 pandemic. We have undertaken this risk assessment to identify and implement practical measures in which everyone can stay safer and help to minimise the risk of the spread of Covid-19.

Applicable to the following people: Employees, Contractors, Visitors, & the public in Bristol and Cirencester
Assessed by Shaun Butcher on June 1 st , 2020, reviewed on 1 st October 2020, reviewed on 29 th October, reviewed on 25 th January 2021, 23 rd April 2021., 6 th July 2021.

- Likelihood is the chance or probability of an event occurring.
- Hazard is anything which may cause harm, injury, or ill health.
- Severity is the possible consequences.

Formula used to calculate risk: Likelihood x Severity = Degree of risk

Likelihood	Likelihood	Severity	Severity	Degree of risk	Degree of risk
Very high	5	Fatal	5	Very high	20-25
High	4	Major injury	4	High	15-19
Medium	3	Minor injury	3	Medium	9-14
Low	2	Very minor injury	2	Low	5-8
Very low	1	Negligible injury	1	Very low	1-4

Assessed by Shaun Butcher – Operations & HR Director.

1.	Employees entering and exiting the workplace
Description of hazard	Control measures
Exposure to Covid-19 virus from others due to having come into close contact	<ul style="list-style-type: none"> Managers to plan numbers of employees expected at start and end of the day, allowing for social distancing rules of 2m. Employees will work from home, if possible, although this may be difficult being a customer facing business. Any employee who has symptoms of Covid-19 themselves, or if others in their household have symptoms, are to follow the most recent official government guidance. Any employee who intentionally attends work with Covid-19 symptoms will face disciplinary action. All employees are required to strictly comply with NHS test and trace instructions and are encouraged to download the NHS Covid-19 app. Employees must wash their hands upon entry to the building. Employees must then use hand sanitiser. Always implement social distancing of 2m clearance from other people when entering and exiting the premises Employees are encouraged to avoid public transport for travelling to work, but if unavoidable, must follow official government guidance regarding face coverings. Areas for bicycle storage are available at both stores. Shared work equipment must be cleaned before and after each use. All employees must follow any task specific risk assessments and safe systems of work
Risk evaluation	2 x 4 = 8 Degree of risk = Low.
2.	Customers entering and exiting the workplace
Description of hazard	Control measures
Exposure to Covid-19 virus from others due to having come into close contact	<ul style="list-style-type: none"> Signage is displayed outside of stores to advise customers of store social distancing and general store rules, also not to enter if they have Covid-19 symptoms. The Senior Leadership Team decides how many customers can enter the store at any one time after considering floor space, number of floors, and busy areas. This can change depending on the latest official guidance. Hand sanitiser facilities are available at the store entrances and all customers are encouraged to use them. Customers and employees must wear a face mask once inside the store entrance, unless medically exempt. Entry and exit lanes have been created to ensure close contact between entering and exiting customers is minimal. All employees must follow any task specific risk assessments and safe systems of work.
Risk evaluation	2 x 4 = 8 Degree of risk = Low.
3.	Serving customers and demonstrating products
Description of hazard	Control measures
Exposure to Covid-19 virus from others due to having	<ul style="list-style-type: none"> Floor markings and signage are displayed in store to advise of social distancing whilst moving throughout the building. Operational till points are fitted with Perspex spit guards and have signage to advise of social distancing rules. Spit screens must be cleaned regularly.

come into close contact	<ul style="list-style-type: none"> • All till points or nearby points to have hand sanitiser available for employees and customers to use. • Managers are to ensure that social distancing measures are always being observed by employees and customers. • Regular hand washing is provided for all cashiers/shop floor staff. • Regular cleaning of all customer touch points must be carried out by staff and in store cleaners. • Managers must continually remind staff about regular hand washing, sanitisation, using tissues, hand towel, and other safety measures. • Staff to wear and regularly change PPE where required, particularly masks and gloves. • Managers should encourage staff to demonstrate products wherever possible, rather than customers undertaking this themselves. • Staff should demonstrate the product with the customer standing away, then change position to allow the customer to try the product. (Always be aware of hand and product cleanliness when this is taking place) • Staff to use signage on K&B displays at Bristol to advise whether a display requires cleaning. • Employees must follow any specific risk assessments and safe systems of work for trying out of beds
Risk evaluation	4 x 4 = 16 Degree of risk = High.

4.	Stock replenishment
Description of hazard	Control measures
Exposure to Covid-19 virus from others due to having come into close contact	<ul style="list-style-type: none"> • Follow good hand hygiene and social distancing rules. • All shared equipment must be cleaned between users using items (Sack trucks, pallet trucks, trolleys, HHT's Etc.) • Managers must ensure regular hand washing breaks are being taken. • Staff to wear and regularly change PPE, particularly masks and gloves. • Wherever possible, these tasks should be carried out outside of store open hours or at quiet times of the day. • Consider closing aisles to customers whilst stock replenishment takes place
Risk evaluation	3 x 4 = 12 Degree of risk = Medium.

5.	Payments and transactions
Description of hazard	Control measures
Exposure to Covid-19 virus from others due to having come into close contact	<ul style="list-style-type: none"> • Follow good hand hygiene and social distancing rules. • Staff must be available to assist customers with the transaction process. • Financial transactions must only take place where hand sanitiser and spit guards are in place. • Avoid skin to skin contact with others. • Managers must ensure regular hand washing breaks are taken by staff. • Encourage contactless/card payments wherever possible through good signage at till points and good staff communication. • All shared equipment including tills, card machines, scanners, etc must be cleaned after each use. • Carrier bags must only be handled by staff wearing PPE gloves. • Staff to wear and regularly change PPE, particularly masks and gloves.

	<ul style="list-style-type: none"> Customers must be directed to the exit lane and exit direction by staff. Where possible, customers should be encouraged to take their receipt from the payment machine without the staff having to contact it.
Risk evaluation	4 x 4 = 16 Degree of risk = High.

6.	Assisting customers with cash and carry & bulk collections
Description of hazard	Control measures
Exposure to Covid-19 virus from others due to having come into close contact	<ul style="list-style-type: none"> Follow good hand hygiene and social distancing rules. Fixed partnering or teams should be arranged before collections take place, where possible Goods to be passed to customer at a 2m minimum distance. Staff must not come into contact with customers or their vehicles. Managers must ensure regular hand washing breaks are taken by staff. Staff to wear and regularly change PPE, particularly masks and gloves. Hand sanitiser to always be available at stock loading areas. Employees must follow any task specific risk assessments and safe systems of work
Risk evaluation	3 x 4 = 12 Degree of risk = Medium.

7.	Dealing with telephone enquiries
Description of hazard	Control measures
Exposure to Covid-19 virus from others due to having come into close contact	<ul style="list-style-type: none"> Follow good hand hygiene and social distancing rules. Shared equipment to be cleaned and sanitised before and after each use. Managers must ensure regular hand washing breaks are taken by staff. Staff to wear and regularly change PPE, particularly masks and gloves. Hand sanitiser to always be available close to phone bases. Do not share pens. Do not pass the phone handset to someone else before it is cleaned (Take a message and arrange a call back.)
Risk evaluation	2 x 4 = 8 Degree of risk = Low.

8.	Administration tasks
Description of hazard	Control measures
Exposure to Covid-19 virus from others due to having come into close contact	<ul style="list-style-type: none"> Follow good hand hygiene and social distancing rules. Shared equipment to be cleaned and sanitised before and after each use. This should include keyboards, desk area, workstation, mouse, pens, and chair etc. Managers must ensure regular hand washing breaks are taken by staff. Staff to wear and regularly change PPE, particularly masks and gloves. Hand sanitiser to always be available close to admin offices.

Risk evaluation	2 x 4 = 8 Degree of risk = Low.
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9. Loading and unloading deliveries	
Description of hazard	Control measures
Exposure to Covid-19 virus from others due to having come into close contact (Within 2 meters for 15 minutes or more)	<ul style="list-style-type: none"> Follow good hand hygiene and social distancing rules. Fixed partnering or teams should be arranged wherever possible. Non-contact stock deliveries should be encouraged wherever possible. Thorough cleaning of all contact points is to be undertaken, where delivery crews access welfare facilities. Managers must ensure regular hand washing breaks are taken by staff. Staff to wear and regularly change PPE, particularly masks and gloves. PPE gloves and masks are available to employees who require additional reassurance if required to assist with the loading and unloading of deliveries. Staff are trained that PPE is not a substitute for good hand hygiene. Hand sanitiser to always be available on loading bay areas. Do not approach delivery staff, allow packages to be left at an agreed point if possible. Employees must follow any safe systems of work for these tasks. Incoming delivery crews are permitted to use the toilet and hand washing facilities at Gardiner Haskins
Risk evaluation	4 x 4 = 16 Degree of risk = High.

10. Product returns	
Description of hazard	Control measures
Exposure to Covid-19 virus from others due to having come into close contact	<ul style="list-style-type: none"> Follow good hand hygiene and social distancing rules. Returned goods are to be labelled by employees and dated upon receipt, then set aside. An area of the warehouse or secure area is to be segregated for returns to be stored for 72 hours. Employees are to wear PPE gloves before handling returned stock and clean/sanitise product with disinfectant spray and paper towels before handling goods. Staff to wear and regularly change PPE, particularly masks and gloves. Employees to clean hands thoroughly after the transaction and once product cleaning is complete. Employees must follow any task specific risk assessments and safe systems of work
Risk evaluation	4 x 4 = 16 Degree of risk = High.

11. Staff communal areas (Staff rooms, toilets and non shop floor areas)	
Description of hazard	Control measures
Exposure to Covid-19 virus from others due to having	<ul style="list-style-type: none"> Follow good hand hygiene and social distancing rules. Managers should stagger break times to reduce pressure on rest areas. All staff need to understand that social distancing applies in all communal areas. All rest areas and toilet facilities will have hand washing facilities and signage of reminders of social distancing.

come into close contact	<ul style="list-style-type: none"> • Non-essential doors will remain open to assist with increased ventilation (Not fire doors) • Staff are encouraged to use outside space to take breaks. • Hands must be washed and sanitised before and after using toilet facilities. • Tables and chairs have been reconfigured to increase space and reduce face to face interactions. • Water dispensers must be cleaned before and after each use & staff should provide their own cups. • Managers to regularly review and monitor
Risk evaluation	1 x 4 = 4. Degree of risk = Very Low.

12.	First aid, accidents and other emergencies
Description of hazard	Control measures
Exposure to Covid-19 virus from others due to having come into close contact	<ul style="list-style-type: none"> • In an emergency, such as an accident, fire or break in, people do not have to stay 2 meters apart if it would be unsafe to do so. • Staff involved in the provision of assistance to others should pay attention to hand sanitation measures immediately after dealing with an incident. • Managers should ensure sufficient resources are factored into daily rotas to ensure enough numbers of trained employees are available
Risk evaluation	4 x 4 = 16. Degree of risk = High.

13.	Working in people's homes
Description of hazard	Control measures
Exposure to Covid-19 virus from others due to having come into close contact	<ul style="list-style-type: none"> • Follow good hand hygiene and social distancing rules. • Hands must be washed regularly, in the customer's home if possible. Do not use the customer's towel, use the paper hand towel provided. • All doors to the destination must be opened by the customer. • Customers must be advised in advanced of how the visit/delivery/install will take place. • Wherever possible, whilst employees are in customer's homes, customers should wait in a different room or outside the property. • Do not share equipment with anyone else – take and use your own, including pens, tape measures, tools, paper, Etc. • Do not handle unwrapped goods for return. These must be wrapped by the customer and left untouched for a minimum of 72 hours prior to the removal of goods from the property. • Wear masks and gloves if at all times. Change PPE regularly and dispose of correctly
Risk evaluation	4 x 4 = 16. Degree of risk = High.

14.	Vehicles
Description of hazard	Control measures

Exposure to Covid-19 virus from others due to having come into close contact	<ul style="list-style-type: none"> • Follow good hand hygiene and social distancing rules. • Hands must be washed and sanitised regularly. • All drivers should travel alone unless faced with exceptional circumstances. • PPE masks, gloves, paper towel, hand sanitiser and spray disinfectant are to be carried in all vehicles. • Vehicles must be cleaned after each use by the driver. Particular attention must be given to touch points including the steering wheel, buttons, gear stick, handbrake, external door handles etc. This is applicable to cars and HGV's
Risk evaluation	1 x 4 = 4. Degree of risk = Very low.

15.	Face Coverings
Description of hazard	Control measures
Exposure to Covid-19 virus from others due to having come into close contact meters for	<ul style="list-style-type: none"> • All employees must wear a face covering whilst inside the premises. • Exempt employees will not be required to wear a face covering (Mouth and nose) but will be required to wear a face shield as an alternative. • GH will supply masks and shields for employees to use as required. • GH will offer customers a face covering if they do not have their own, or forget to bring it • Customers not wearing a face covering may be gently reminded about the need to wear one but will not be challenged if they say they're exempt. • Face coverings must be changed regularly, particularly after touching them with hands. • Face coverings must be disposed of in bins specifically labelled for the disposal of PPE
Risk evaluation	4 x 4 = 16 Degree of risk = High.

14.	Concluding safety principles
Description of hazard	Control measures
Exposure to Covid-19 virus from others due to having come into close contact	<ul style="list-style-type: none"> • No employee or customer with Covid-19 symptoms must enter a Gardiner Haskins premises, however mild the symptoms are. • Always follow good hand hygiene and social distancing rules. • Gardiner Haskins will assess and provide guidance to identified returning vulnerable employees to identify any reasonable adjustments that are required. Where deemed necessary, an individual risk assessment will be undertaken. • Gardiner Haskins will define the number of customers that can reasonably follow 2m social distancing within the store. • We will consider the total showroom floorspace and any possible pinch points and busy areas. • Signage, posters, roller banners, tickets and visual aids are deployed throughout the shops to assist employees and customers, providing information on our safety measures. • Hands must be washed thoroughly and sanitised regularly. Customers will be encouraged to use hand sanitiser as they enter the building to reduce the risk of spread of infection. The number of customers permitted into store will be limited. • Customers will be encouraged not to handle goods that they do not intend to buy, wherever possible.

	<ul style="list-style-type: none">• Customers, where possible are encouraged to shop alone. Where this is not possible, customers with children should be advised that they are responsible for always controlling them and ensuring social distancing is enforced.• Customer communication is crucial to help customers enjoy their shopping experience and build confidence that our safety measures are first class.• Enhanced cleaning has been introduced into both retail stores.• Avoid handling cash without wearing gloves. This is applicable to cash related items including cash bags, cash security bags and associated paperwork and whilst working in the cash office.• All shared equipment must be cleaned before and after each use including phone handsets, pens, printers, calculators, keyboards, the mouse, laptops, files, stationary, staplers, water dispensers etc. (This is not an exhaustive list)• Vehicles must be cleaned after each use by the driver. Particular attention must be given to touch points including the steering wheel, buttons, gear stick, handbrake, external door handles etc. This is applicable to cars and HGV's.• All employees are encouraged to shower after work, once at home, before coming into contact with other family members• The Company management team including directors, managers and assistant managers are responsible for the safe arrangement of all Covid-19 safety measures.• All employees are responsible for the safe implementation of all Covid-19 safety measures
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