



COVID-19 Risk Assessment

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| Branch: | All depots/branches | Activity: | Work during Covid-19 | Assessment dates: | Original: | 22/05/2020 |
| Assessment completed by: | Adrian Devine | People involved: | (Initial versions) Gordon Bache, Darren Coleman | | Revised: | 17/08/2020, 23/08/2021 |
| Associated RA Refs: | These measures are in addition to site risk assessments which remain applicable for other hazards. | | Associated SSOW Refs: | NTG COVID-19 Safe Working Instruction | | |

| What are the Aspects/Hazards? | Impact/Who might be harmed & how | Control Measures | Further Action | Action Owner | Target Date |
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| Covid-19 (coronavirus) transmission | Most people are at risk from infection (staff, children, visitors, etc.). The risk of serious health effects is higher for vulnerable persons. The list of who is currently vulnerable includes: the elderly; those with chronic underlying health conditions; pregnant women. The majority of cases lead to mild symptoms (a new continuous cough, or fever, or a loss or changed sense of normal smell or taste (anosmia)). The disease, however, can be fatal. Transmission is via person to person spread as airborne droplets and also via surfaces contaminated with virus. | <ul style="list-style-type: none"> Government guidance is reviewed by the management team to ensure the latest available information is put into practice. The NTG COVID-19 Safe Working Instruction describes how the company is putting the guidance into practice. People identified by the NHS as 'clinically extremely vulnerable' will have received a letter from the NHS or been contacted by their GP or hospital clinician. Unnecessary travel should be avoided. Instead use telephone calls, web conferencing, etc. Staff are working from home/flexibly wherever possible, or at their normal branch/depot/office if they are unable to work from home. Employees are encouraged to not arrive at the same times and finish at the same times in order to prevent congregations, and also to avoid public transport on route to work where possible. The company is adopting a more flexible approach to time and attendance within the business to facilitate this. All meetings on site are held observing 2m social distancing rules or conducted utilising technology. All non-essential appointments on site have been postponed and necessary appointments will be evaluated in accordance with current guidance as they occur. Unnecessary travel to sites will be avoided and where possible meetings will be held via telephone calls / web conferences. Only if necessary should participants attend in person - attendees must be able to maintain social distancing. Rooms should be well ventilated / windows opened to allow fresh air circulation. Consideration given to holding meetings in open areas where possible. All training that requires congregations, group exercises, etc. is adapted to avoid social contact where practicable. Poster material related to social distancing, hand hygiene and face coverings has been applied throughout the business and employees are periodically reminded of the importance of social distancing. Poster re Covid-19 compliance displayed at gate and shop/factory/office door. Risk assessment available on company website. Poster material related to wearing of face coverings in retail environments. Provision of disposable face coverings for employees accessing retail environments on company business. H&S Business Partners are informed when employees have symptoms, are close contacts, have test results, etc. and the situation monitored. <p>Self-Isolation:</p> <ul style="list-style-type: none"> In the event of any staff member exhibiting symptoms, tests positive, or is identified as being a contact of a positive, they must self-isolate. The company will make sure employees are aware of the importance of this. Guidance on isolation time scales may change - the latest advice from the NHS is here: https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/ - employees who are fully vaccinated AND return a negative PCR test result may not have to self-isolate following discussion/provision of evidence to their line manager/the H&S Business Partner. The Company implemented the COVID-19 RTW Form to ensure that any employees returning to the workplace following furlough are managed in line with current Government guidance. Procedures ensure that employees deemed vulnerable are supported, if possible, to stay at home and work from there. Staff levels will be kept under review by the Managing Director, to ensure all sites have enough persons to operate safely. | | | |



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| | | <p>Personal Hygiene/Cleaning/Waste on Site</p> <ul style="list-style-type: none"> • Staff advised about the importance of frequent washing hands. • Hand sanitiser provided where handwashing cannot be achieved. • Staff have been advised by management regarding common control measures such as sneezing into a tissue or elbow and not just into hand, followed by immediate disposal of tissue and frequent hand washing. Hand washing posters and catch it, bin, kill posters have been issued around the sites. • Sanitizer stations in place in branches/factories/offices. • Preventative cleaning is taking place on a daily basis including frequent cleaning of touch points such as vehicle steering wheels, door handles, toilets and is detailed in the NTG COVID-19 Safe Working Instruction. Cleaning materials are provided to each branch/factory/office. • Office workstations cleaned at the end of each day. • The company will undertake deep cleaning of the work area in the event of any staff member being confirmed as having coronavirus, following government guidance: https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings • Each staff member makes their own refreshments and cups washed straight after use. • Hygiene maintained in terms of washing hands before and after preparing food and wiping surfaces down. • Staff advised on proper use of face coverings, including washing reusable face coverings at 60°C, washing/sanitising hands before applying or removing the covering, and avoiding touching face. • Waste face coverings or PPE should be disposed of as regular branch waste. Staff and customers informed not to put face coverings and PPE in a recycling bin as they cannot be recycled through conventional recycling facilities. <p>Social distancing</p> <ul style="list-style-type: none"> • Any office working is appropriately spaced out or screened. • Congregating in small offices/rooms prohibited with signage. • Increased use of call and web conferences. • Yard staff and drivers wear gloves. If paperwork needs to be exchanged, this will be done observing the 2 metre social distancing rules. • Mechanical lifting aids used to minimise two-person manual handling where required. Where two-person lifts are required this is undertaken maintaining the 2m distance rule. Where 2m distance cannot be maintained, the activity must be reported to the line manager, be risk assessed and a task-specific safe system of work implemented. • Safe working instruction on the company intranet includes information on social distancing which includes maintaining the 2m distance rule, keeping distances by marking out the floors, avoiding handshakes etc. • Staff advised to stay apart in lunch and restroom areas. If 2m rule can't be adhered to then only one person is permitted in the tea making facilities at anyone point. • Where possible breaks are staggered, additional space for rest areas utilised, multiple tea making stations created. Each staff member makes their own refreshments. • Screens used on counters where distancing cannot be maintained. • Credit account, card (preferably contactless) or online payments taken wherever possible. • Public areas of shops and trade areas are deemed 'uncontrolled zones'. Staff are required to wear face coverings in these areas if 2m physical distance cannot be guaranteed, such as when assisting a customer or if stocking shelves when a customer may approach. • Face coverings worn in communal offices and facilities on site (when not seated at a suitable desk/table with appropriate distancing/screens). • Advice given to employees regarding car sharing (included in NTG COVID-19 Safe Working Instruction). | | | |



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| Employee mental health | Employees | <ul style="list-style-type: none"> Furloughed employees (significant numbers have now returned to work) are supported via local communication from their branch/department manager and the Coronavirus Hotline (open 10:00 to 14:00 Monday to Friday – 0114 223 0321). Promotion of mental health & wellbeing awareness and information to staff during the coronavirus outbreak and support offered where identified/required. Working staff surveyed at regular intervals to ascertain how safe & supported they feel. <p>https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</p> <p>www.hse.gov.uk/stress</p> | | | |
| Receiving Deliveries at Site / Branch (Goods in / Despatch) | Spread of virus due to insufficient hygiene measures. | <ul style="list-style-type: none"> All deliveries and collections should be pre-arranged where possible with an agreed time slot for drop off and collections to be made. Visitor access to the building is minimal to pre-approved visitors only. The number of vehicles entering the site is limited to encourage social distancing. Where possible entry and exit points will be limited to the warehouse to make it easier to implement controls such as cleaning and disinfection of door handles. Additional signage, hand sanitiser stations are set up at entry/exit points Where possible greet the driver externally to prevent the driver needing to enter the building. Avoid social greetings such as shaking hands and nudging elbows, adhering to the 2-metre clear social distancing measures. Conversations should take place at a minimum of 2 metre distance and if paperwork needs to be exchanged, this will be done observing the 2 metre social distancing rules, or at arm's-length if this is not possible. Pens will not be shared between visiting drivers and members of staff; Goods in paperwork / parcels will not be signed for, only provide name to driver for them to write in. Increased cleaning and disinfection of frequently handled or touched surfaces within common and welfare areas such as door handles, light switches, toilets, rest areas. Contact points on vehicles and lift trucks are cleaned down at least daily or at the end of each shift. If visitors need to use welfare facilities they will be reminded of social distancing and face covering rules. Parking spaces, loading bays or collection points are planned where possible to give a segregated area around loading area to unstrap the load, consider using signage, barriers or cones. When receiving and dispatching goods, clear instruction should be discussed with the delivery or collection driver of loading arrangements. e.g. to confirm banksman signals and to prevent drive away. Drivers coming to site will be asked to leave or collect stock in marked/designated locations, this may be marked on the floor or placed on pallets or trolleys. Drivers collecting goods will be asked to go to their designated location e.g. loading bay or parking area and wait for goods to be brought to them. They will be asked to turn the engine off, remove keys and to wait in their vehicle for instructions before getting out of the cab and abide by the 2-metre distance. If unload is performed by branch staff, drivers must stay in their cab. Where possible use of a purchase order is used rather than a delivery note to confirm the delivery contents. | | | |



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| Deliveries and Collections for Customer Sites | <p>Spread of virus due to insufficient hygiene measures.</p> <p>Restricted access or closed service/welfare facilities.</p> | <p>Pre delivery</p> <ul style="list-style-type: none"> All unnecessary travel should be avoided; ensure that customer deliveries are booked and confirmed before travel. A review is carried out of all deliveries to remove non-essential or condense loads to reduce the number of vehicles/drivers required to access other premises. Customers will be encouraged to make payments in advance either over the telephone or online using credit account to avoid drivers having to handle cash from customers. Cash orders accepted if approved by Branch Manager. The site/ driver will call ahead to the delivery location/ customer to confirm the social distancing and delivery arrangements. In line with Government guidance, no work including deliveries will be carried out in a household which is self-isolating (or where an occupant is being shielded). <p>Delivery at customer properties</p> <ul style="list-style-type: none"> Continue to abide by driving regulations in relation to driving on company business. Where possible/appropriate, the customer will be contacted prior to arrival to agree where to offload the materials. Face to face conversations should be avoided as far as reasonably possible, maintaining at least a 2-metre distance from other persons. If paperwork needs to be exchanged, this will be done observing the 2-metre social distancing rules, or passed at arm's length where this is not possible. Pens must not be shared between customers and members of staff. HGV drivers advised to take name of client and write in the signature box rather than obtain signature. Delivering staff are advised to wash their hands regularly and to ensure they use hand sanitiser/alcohol gel on arrival to customer properties, and after coughing/sneezing or blowing nose. All PPE must be worn where provided. Any items that would normally require assistance with offloading should be palletised and wrapped/strapped so they can be offloaded mechanically. Drivers will sanitise the cab at least daily or between uses. Any tools and equipment used within the vehicle should be cleaned and disinfected after each use. The sharing of vehicles or tools between drivers should be avoided wherever possible. All personal items such as hard hats, gloves and any other PPE, should be stored appropriately, not left in vehicles and not shared between individuals. | | | |
| Customer Collections (Some depots continue to accept only pre-arranged orders from customers for collection, while trade counter and shop areas remain closed). | Person-to-person spread due to being in close proximity to other persons. | <ul style="list-style-type: none"> Collections should be pre-arranged where possible with an agreed time slot for collections to be made. Clear instructions will be given to customers on where to go on arrival at site if allocated a bay or loading area and keeping to social distancing guidelines Customers will be encouraged to make payments in advance either over the telephone or online using credit account or card (preferably contactless). Cash orders accepted if approved by Branch Manager. Steward customers arriving at the branch and point them to their collection location. Avoid social greetings such as shaking hands and nudging elbows, adhering to the 2-metre clear social distancing measures. Car parking spaces or collection points are planned to give a clear loading area around the parking space or loading bay where possible. Where possible, customers' orders will be picked and made ready for their arrival in the collection location. Where this is not possible, products are brought to the customer and placed at the loading area prior to them exiting their vehicle. Customers are encouraged to load their own goods. Ensure social distancing is maintained if customers need help lifting goods and appropriate handwashing is carried out once finished. Any trolleys used to assist in the loading of materials should be sanitised between uses. Designated collections staff and drivers wear gloves, which are changed or sanitised regularly between assisting customers. If paperwork needs to be exchanged, this will be done observing the 2 metre social distancing rules, or at arm's-length if this is not possible. | | | |



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| Shop areas and trade counters open to the public | Transmission of virus between customers, between customers and staff, or staff and customers. | <ul style="list-style-type: none"> • Following any period of closure due to government guidance or instruction, prior to approval being given to open trade counters or shop areas, depots must submit a checklist for group H&S review with evidence that all required provisions have been met. Once satisfied that the required standards have been met, group H&S will recommend the approval of the reopening of the trade counter or shop. Trade counters and shops will only re-open with prior approval from the appropriate managing director. • The layout of each shop area has been reviewed and measures to reduce congestion and contact points have been taken as appropriate for the layout (e.g. one-way systems, floor markings, etc.) • Queue locations and 2 metre intervals marked. • Maximum number of customers permitted in shop determined and procedures put in place to manage this, as appropriate for depot layout, etc. (e.g. customer signage, designated outdoor queuing points, etc.) • Trade counters fitted with screens where 2-metre distancing is not achieved by other methods (e.g. depth of counter, use of remote terminals, etc.) • Notice to confirm government guidance is being followed by depot is displayed at customer access points. • Signage to remind customers of the need to wear face coverings displayed at entrance points to retail areas and customer-accessible warehouses, or any other points where necessary according to depot layout. • Employees are also to wear face coverings when in public shop areas and warehouse areas accessible by members of the public. • Social distancing and handwashing signage displayed at appropriate points in the area. • Hand sanitising facilities provided for customers with clear signage. • Signage present to discourage unnecessary handling of stock by customers where appropriate. • Customers are encouraged to make payments using credit account or card (preferably contactless), with signage displayed to that effect (including a reminder regarding the £45 contactless limit). • Cash handling procedure included in Safe Working Instruction • Canteen facilities and vending machines are not to be used by customers. • Customers are encouraged to load their own goods. Ensure social distancing is maintained if customers need help lifting goods and appropriate handwashing is carried out once finished. Employees must wear a face covering if social distancing cannot be maintained, or if it is otherwise felt beneficial according to the circumstances of the assistance being provided. • Any trolleys used to assist in the loading of materials are sanitised between uses. • Suitable cleaning regime in place for surfaces that may be touched regularly by customers. • Employees working in shop and trade counter areas are briefed. | | | |
| RPE use | Possible confusion regarding RPE use and potential for transmission of virus during RPE fit tests. | <ul style="list-style-type: none"> • Guidance on the use of RPE (respiratory protective equipment) to protect against COVID-19 relates to health care settings ONLY. In all other settings, risk should be managed via social distancing measures, good hand hygiene, face coverings, and other organisational measures - NOT the use of RPE. Face coverings are NOT RPE. • Where RPE is a requirement for risks associated with the work undertaken a face fit test will be carried out to ensure the respiratory protective equipment (RPE) can protect the wearer. Wearers must be clean shaven. • To minimise the risk of transmission of COVID-19 during face-fit testing social distancing should be observed to the extent that it is possible. • Both the fit tester and those being fit tested should wash their hands before and after the test. • Those being fit tested with non-disposable masks should clean the mask themselves before and immediately after the test using a suitable disinfectant cleaning wipe (check with manufacturer to avoid damaging the mask). • Test face pieces that cannot be adequately disinfected (e.g. disposable half masks) should not be used by more than one individual. • Fit testers should wear disposable gloves when undertaking cleaning of the tubes, hoods etc. and ensure they remove gloves following HSE guidance: https://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm | | | |



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| Coronavirus (Covid-19) – First Aid | Insufficient first aid due to staff shortages, concerns of first aiders administering first aid. | <ul style="list-style-type: none"> • In the event of reduced hours or staff levels, a first aid needs assessment must be undertaken to determine the specific needs of the business relative to the hazards. Ensure that there is enough first aid cover to support your business during the pandemic period. Where there is an absence of first aiders, persons will be appointed to take charge of first aid arrangements. It may be possible to share first aid arrangements with a neighbouring business, as long as they are aware of the hazards specific to your operations. • Ensure that there is enough PPE for first aiders to utilise including gloves, disposable aprons, masks if required. • When dealing with first aid incidents, always be aware of the risks to yourself and others. • Wear gloves or cover hands when dealing with injured persons, particularly those with open wounds. • Cover cuts or grazes on your hands or arms with a waterproof dressing. • Always dispose of all medical waste safely in medical waste bin. • Give early treatment by ensuring that you wear appropriate PPE such as gloves, a disposable apron. Masks can be worn if deemed necessary by the first aider. • In the unlikely event of cardiac arrest, do not perform rescue breaths on the casualty - see https://www.sja.org.uk/get-advice/first-aid-advice/unresponsive-casualty/how-to-do-cpr-on-an-adult/ • Do not place your face close to the casualty to hear for breathing. Watch the chest. • If possible, lay a towel or similar over the nose and mouth. • Ensure that CPR is performed using chest compressions and, if possible, a defibrillator if available. | | | |
| Coronavirus (Covid-19) – Fire Safety | Insufficient fire marshal cover, transmission of virus during fire drills. | <ul style="list-style-type: none"> • Interim measures addressing fire safety management will be of a temporary nature in response to the current Covid-19 situation. Once business as usual commences the fire safety measures should again be reviewed, and normal procedures implemented, if deemed appropriate or revise them to ensure they are suitable and sufficient for the establishment. • Fire Marshall provision will be kept under review. If additional Fire Marshalls are required, newly appointed Fire Marshalls will be asked to undertake the e-learning course. • Employees will be encouraged to use hand sanitiser when re-entering the building. • Social distancing will be maintained at the assembly point – this will be led by the fire marshals and all staff have been informed about maintaining social distancing in the workplace. NB: In an emergency, people do not have to stay to metres apart if it would be unsafe. • Usual in-house testing of the fire alarm / emergency lighting will continue. • Planned 6 monthly fire drills should be completed while maintaining social distancing (so far as is practicable). All staff will be advised on any changes to fire evacuation procedures. • Fire doors will not be propped open, even as a measure to minimise surface contact. Door handles and touch points will be cleaned on a daily basis as per government guidance. | | | |