

<b>Management of TG Activities during COVID-19</b>	<b>TG_COVID</b>	27 <sup>th</sup> May 2020	Original Assessors: Chantelle Neighbour Approved by: Phil Barnes
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Hazard and Effect	Who might be harmed	Existing Controls ( <i>observations &amp; comments</i> )	Assessment of Risk			Further Controls Required	Residual Risk			Responsibility for Actions
			L	S	R		L	S	R	
<b>Who should go to work?</b> <i>Ensure that government guidelines regarding vulnerable people or those with COVID 19 symptoms are protected</i>	TG Staff & their families, customers, contractors, visitors to site	<b>Eliminate</b> <ul style="list-style-type: none"> <li>Consideration of full closure of TGs</li> </ul> <b>Reduce</b> <ul style="list-style-type: none"> <li>All staff interviewed with TG HR COVID Questionnaire</li> <li>Skeleton crew agreed upon from results of above by TG management</li> <li>Contractors &amp; visitors to site restricted to essential maintenance only</li> </ul> <b>Isolate</b> <ul style="list-style-type: none"> <li>TG Staff from 'shielding' list restricted from accessing TG site</li> </ul> <b>Controls</b> <ul style="list-style-type: none"> <li>Staff numbers adjusted in line with UK COVID-19 Alert levels.</li> <li>Consideration given to how we may test for COVID-19 but due to government guidance this is not feasible at this stage but will review against government guidelines</li> </ul>	4	3	12		4	3	12	
<b>Mental &amp; Occupational Health</b> <i>To ensure the continued good mental health of TG staff and not exacerbate existing occupational health issues</i>	TG Staff	<b>Reduce</b> <ul style="list-style-type: none"> <li>Hand moisturising systems installed in toilets to reduce the risk of hand dermatitis</li> <li>Review impact of lone working on homeworkers</li> <li>Provide regular contact from management with those members of their team who are furloughed, working from home and within the office and depots</li> </ul> <b>Control</b> <ul style="list-style-type: none"> <li>Use of current mental health provision within TG covered under existing Health Campaign HC002</li> <li>Where there is evidence that someone diagnosed with COVID-19 was likely exposed because of their work this must be reported to the HSE via the online RIDDOR form.</li> </ul> <b>Protect</b> <ul style="list-style-type: none"> <li>Providing equipment for people to work at home safely and effectively, for example, remote access to work systems</li> </ul> <b>Discipline</b> <ul style="list-style-type: none"> <li>Regular communication with all TG employees in regard to how the current situation is developing and what we are doing to mitigate risks</li> <li>Send link to HSE Workstation set up for homeworkers to ensure home set ups are appropriate for working</li> <li>HR/Area Manager to discuss with those coming back to TG any potential concerns they may have regarding the management of COVID-19 risks within the workplace</li> </ul>	4	2	8		4	2	8	
<b>Coming to &amp; leaving TGs</b> <i>To maintain 2m social distancing wherever possible, including while arriving at and departing from work, while in work and when travelling between sites</i>	TG Staff, customers, contractors, visitors to site	<b>Eliminate</b> <ul style="list-style-type: none"> <li>Anyone with COVID-19 symptoms must inform their line manager by phone (not travel through the building), and self-isolate, relevant team members will then be notified.</li> </ul> <b>Reduce</b> <ul style="list-style-type: none"> <li>Avoid public transport where possible</li> <li>Those who have worked with someone reporting symptoms must monitor themselves for symptoms</li> <li>Staggered start times will be employed to reduce crowding at site entrance</li> </ul>	5	3	15		5	2	10	

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			L	S	R		L	S	R	
		<ul style="list-style-type: none"> <li>Ensure that multiple access points for teams are kept in place (clocking in machine)</li> <li>Sanitisation station at the entry / exit point to each building</li> <li>Move clocking in machines to more open areas to allow greater spacing &amp; use floor signage to encourage correct distancing</li> </ul> <p><b>Isolate</b></p> <ul style="list-style-type: none"> <li>Break times will be staggered to avoid overcrowding in break out areas.</li> </ul> <p><b>Control</b></p> <ul style="list-style-type: none"> <li>Hand sanitiser positioned by the clock-in machines – employees must sterilise hands prior to use</li> <li>Uniforms should be washed each night where possible</li> </ul> <p><b>Protect</b></p> <ul style="list-style-type: none"> <li>Wash hands at the beginning of each shift, before and after breaks and prior to leaving home.</li> </ul>				<ul style="list-style-type: none"> <li>Install sanitiser stations at main fire exits is used as an entry/exit point</li> <li>Prop open the fire doors next to the roller doors during open hours</li> <li>Clocking in machine in SWH to be moved</li> <li>Advise on Tax Rebates available for uniform washing</li> </ul>				NHJ NHJ PSB SB
<p><b>Movement around buildings</b></p> <p><i>To maintain social distancing as far as possible while people travel through the workplace</i></p>	TG Staff, customers, contractors, visitors to site	<p><b>Eliminate</b></p> <ul style="list-style-type: none"> <li>Encouraging staff not to move between buildings &amp; offices and to stay in their designated teams</li> </ul> <p><b>Reduce</b></p> <ul style="list-style-type: none"> <li>Use of one-way systems where practical</li> <li>Encourage use of radios and telephones rather than face to face (to be wiped with anti-bac/viricidal spray and blue roll between uses)</li> <li>Use of digitisation &amp; email for documents that need to be transferred between departments</li> </ul> <p><b>Isolate</b></p> <ul style="list-style-type: none"> <li>Break times will be staggered to avoid overcrowding in break out areas.</li> <li>Additional signage to be used where possible to reinforce 2m distance guidelines</li> <li>Where 2m distance is not possible, encourage staff to allow colleagues to pass and avoid face to face contact</li> </ul> <p><b>Control</b></p> <ul style="list-style-type: none"> <li>Increased number of hand sanitation points within the work areas to encourage hand cleansing between work areas</li> </ul> <p><b>Discipline</b></p> <ul style="list-style-type: none"> <li>Additional signage and verbal reminders to ensure social distancing</li> <li>Morning TBT reminders of hand washing, social distancing, and current TG precautions.</li> </ul>	3	2	6		3	2	6	
<p><b>Generic activities:</b></p> <ul style="list-style-type: none"> <li>Goods In</li> <li>Picking</li> <li>Despatch</li> <li>Counter Sales</li> <li>Offices</li> </ul>	TG Staff, customers, contractors, visitors to site	<p><b>Eliminate</b></p> <ul style="list-style-type: none"> <li>Restricted movement between the office, steel warehouse, sales teams, accounts, HR, IT/operations, trade counter, power tool repairs, goods in, picking, despatch areas as well as delivery drivers (incoming &amp; outgoing).</li> </ul> <p><b>Reduce</b></p> <ul style="list-style-type: none"> <li>Individuals will work in the same department/area for the duration of their shift as much as possible</li> </ul>	5	3	15		5	2	10	

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<ul style="list-style-type: none"> <li>• <b>Delivery / Driving</b></li> <li>• <b>Steel Warehouse</b></li> <li>• <b>Internal Maintenance</b></li> </ul> <p><i>To maintain social distancing between individuals whilst undertaking tasks</i></p>		<ul style="list-style-type: none"> <li>• Shift teams will be allocated (TBC)</li> <li>• Dedicated Desk spaces/ work areas for individual</li> <li>• Use floor signage to highlight 'safe-zones' around workstations</li> <li>• Layout and desk usage will be reviewed to reduce proximity of employees to each other</li> <li>• Review shift pattern for possible extension to allow fewer staff in but over a longer time</li> </ul> <p><b>Isolate</b></p> <ul style="list-style-type: none"> <li>• Two-metre distancing between each employee maintained at all times</li> <li>• Carry out internal essential maintenance during non-office/operational hours where possible.</li> <li>• Sanitise before and after use of any shared equipment such as printers, microwave, ink stamps, hot water taps, etc.)</li> </ul> <p><b>Control</b></p> <ul style="list-style-type: none"> <li>• Wash facilities dedicated to Groups/Teams of employees to reduce contact with other employees</li> <li>• Remove shared PPE from all locations</li> </ul> <p><b>Protect</b></p> <ul style="list-style-type: none"> <li>• Each employee will be offered a face mask or shield whichever is more comfortable ** check wording – intend TG to provide? **</li> <li>• Employees will be offered gloves where appropriate whilst working – Counter and Picking</li> <li>• If gloves cannot be worn, employees will wash their hands on a regular basis</li> <li>• Screens will be put in place where arrangements for workspaces cannot be segregated</li> <li>• Increased number of hand sanitation points within the work areas to encourage hand cleansing between work areas</li> </ul> <p><b>Discipline</b></p> <ul style="list-style-type: none"> <li>• See above</li> </ul>								CZN
<p><b>Meetings plus common Areas such as tea points, canteen, meeting rooms</b></p> <p><i>To reduce transmission due to potential interaction</i></p>	TG Staff, customers, contractors, visitors to site	<p><b>Eliminate</b></p> <ul style="list-style-type: none"> <li>• Using remote working tools such as Teams, Zoom, etc to avoid in person meetings</li> </ul> <p><b>Reduce</b></p> <ul style="list-style-type: none"> <li>• Maximum occupancy numbers for each meeting room to be displayed on poster on all doors to the room</li> <li>• Only essential meetings should take place</li> <li>• Only absolutely necessary participants should attend</li> <li>• Hold meetings in well-ventilated rooms where possible/practical</li> </ul> <p><b>Isolate</b></p> <ul style="list-style-type: none"> <li>• Avoiding transmission during meetings, for example avoiding sharing pens, keyboards, and other objects, touching door handles, etc.</li> <li>• Encourage using own vehicle for break times where possible</li> <li>• Staggering break times to reduce pressure on canteen etc.</li> <li>• Make use of Training rooms at break times to reduce congestion</li> </ul>	2	2	4		2	2	4	

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		<p><b>Control</b></p> <ul style="list-style-type: none"> <li>Reduce the numbers of chairs available in each room to suit the occupancy assigned to that room &amp; arrange to avoid face to face positioning</li> <li>Clean the area before and after use with viricidal spray and blue roll</li> <li>Mark up floors in common areas to encourage 2m distancing</li> </ul> <p><b>Protect</b></p> <ul style="list-style-type: none"> <li>Provide hand sanitiser in meeting rooms</li> <li>Wipe down shared items after use such as microwave, toaster, etc.</li> <li>Reserve use of specific toilets for teams</li> </ul> <p><b>Discipline</b></p> <ul style="list-style-type: none"> <li>Reminding staff when in shared areas to keep 2m distancing</li> </ul>								
<p><b>Accidents, security &amp; other incidents</b></p> <p><i>To prioritise safety during incidents</i></p>	TG Staff, customers, contractors, visitors to site	<p><b>Reduce</b></p> <ul style="list-style-type: none"> <li>Where possible in reaching designated fire assembly point keep 2m distancing.</li> </ul> <p><b>Isolate</b></p> <ul style="list-style-type: none"> <li>Ensure only the minimum numbers required to safely deal with an incident are in the vicinity</li> <li>Quarantine process to be set up in with specified locations to allow for those not feeling well to be removed from the general population prior to leaving site.</li> </ul> <p><b>Control</b></p> <ul style="list-style-type: none"> <li>Emergency plan has been updated to reflect the requirements of COVID-19 and other contagions</li> <li>Emergency plan to establish minimum number of first aiders and fire wardens required for each shift</li> <li>Follow Government guidelines on cleaning protocol following a suspected case of COVID 19</li> <li>Potential Contaminated materials to be segregated from normal waste in the quarantine rooms for 72 hours prior to disposal in the appropriate disposal</li> </ul> <p><b>Protect</b></p> <ul style="list-style-type: none"> <li>Ensure those involved in aiding a casualty will pay particular attention to sanitation measure immediately afterwards including washing hands &amp; face</li> <li>Provide gloves &amp; masks in all first aid kits for use in first aid provision</li> <li>Face fit masks on standby for first aiders</li> <li>Employees who have evacuated must sanitise their hands-on re-entry to the building</li> </ul> <p><b>Discipline</b></p> <ul style="list-style-type: none"> <li>TBT for first aiders including PHE PPE guidance</li> <li>Email to cover fire and other incidents for non-emergency employees</li> <li>RIDDOR</li> </ul>	2	4	8	<ul style="list-style-type: none"> <li>Set up pack for each meeting room including signs, PPE, etc.</li> <li>Distribute the PHE video on donning &amp; doffing of PPE to first aiders, managers, fire wardens and HSE Committee</li> <li>Face mask</li> </ul>	2	2	4	<p>Depot manager</p> <p>PSB</p>
<b>Visitors &amp; Contractors</b>	TG Staff, customers,	<p><b>Eliminate</b></p> <ul style="list-style-type: none"> <li>Encourage remote communication with visitors and contractors via telephone or video conferencing methods where practical</li> </ul>	2	3	6		2	2	4	

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<i>To maintain social distancing between individuals whilst undertaking tasks</i>	contractors, visitors to site	<p><b>Reduce</b></p> <ul style="list-style-type: none"> <li>Limit the number of contractors on site to one Company per business location</li> <li>Visiting of site should only be undertaken where essential and only one visitor per company is allowed on site.</li> </ul> <p><b>Isolate</b></p> <ul style="list-style-type: none"> <li>Create safe spaces for contractors to work, minimising interaction with TG Employees</li> <li>Create 2m exclusion zones around contractor workspaces</li> <li>Carry out external maintenance during out of hours or quiet hours</li> </ul> <p><b>Control</b></p> <ul style="list-style-type: none"> <li>Keep records of Contractors &amp; Visitors coming to site, the areas they have worked in and TG employees they may have had contact with.</li> </ul> <p><b>Protect</b></p> <ul style="list-style-type: none"> <li>Require contractors to provide Risk Assessments and Method Statements that identify controls covering the management of COVID-19</li> <li>Where contractors do not have the appropriate PPE this may be provided by TG to protect TG employees</li> </ul> <p><b>Discipline</b></p> <ul style="list-style-type: none"> <li>Provide Visitors and Contractors with a copy of TG COVID-19 requirements</li> </ul>				<ul style="list-style-type: none"> <li>Send all current contractors TBT and request RAMS if working on TG</li> <li>Confirm offering PPE if not got them</li> </ul>				
<p><b>IT Team</b></p> <p><i>To maintain social distancing between individuals whilst undertaking tasks</i></p>	TG Staff, customers, contractors, visitors to site	<p><b>Eliminate</b></p> <ul style="list-style-type: none"> <li>Wherever possible use remote access to resolve issues.</li> <li>Talk employees through potential fixes via the telephone</li> </ul> <p><b>Reduce</b></p> <ul style="list-style-type: none"> <li>Where remote access/or telephone-based help is not possible – have the team member vacate their workspace whilst repairs are carried out</li> </ul> <p><b>Isolate</b></p> <ul style="list-style-type: none"> <li>Before and after any repair to a workstation has been carried out make sure that the equipment has been sanitised (i.e. phone, keyboard, printer, etc.)</li> </ul> <p><b>Control</b></p> <ul style="list-style-type: none"> <li>IT workflow update to cover this</li> </ul> <p><b>Protect</b></p> <ul style="list-style-type: none"> <li>Ensure gloves are used making sure you sanitise before and afterwards</li> </ul> <p><b>Discipline</b></p> <ul style="list-style-type: none"> <li>Ensure all the IT team are aware of the new requirements and ensure they are able to follow these.</li> <li>Keep an eye on work colleagues to ensure they are not displaying symptoms of stress or anxiety.</li> </ul>	2	2	4		2	2	4	
<p><b>Steel Warehouse</b></p> <p><i>To maintain social distancing between individuals whilst undertaking tasks</i></p>	TG Staff, customers, contractors, visitors to site	<p><b>Eliminate</b></p> <ul style="list-style-type: none"> <li>Customers only able to pre-order for agreed collection under new system (i.e. time agreed, follow gate procedure, keep 2m social distancing, no paperwork, etc.)</li> <li>Delivering steel where possible (see delivery hazard for more details)</li> </ul> <p><b>Reduce</b></p> <ul style="list-style-type: none"> <li>Establish appropriate numbers of customers and deliveries into the yard</li> <li>Restricted access to SWH Office (Maximum of 2)</li> </ul>	4	4	16	<ul style="list-style-type: none"> <li>Concerns over introduction of collection 'bays' or timing so we will review this after the first week</li> </ul>	4	2	8	PSB



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		<ul style="list-style-type: none"> <li>Customers to stand on floor stickers whilst waiting and remain behind the designated line.</li> <li>Reduced opening hours</li> <li>No browsing</li> <li>Promote Card payments or Accounts rather than Cash</li> <li>One person – one saw rule. This is to be reviewed as numbers of staff increase</li> </ul> <p><b>Isolate</b></p> <ul style="list-style-type: none"> <li>TG Staff to load products where possible without customer assistance allowing customer to then check loading once TG staff have completed the task</li> <li>Workspace marked out to provide 2m zones</li> <li>Access to welfare facilities restricted to TG Staff and delivery drivers only and where used by delivery driver 'x' process to be followed</li> <li>Where a customer is picking up product they must remain in their vehicle, unless this compromises safety.</li> </ul> <p><b>Control</b></p> <ul style="list-style-type: none"> <li>COVID-19 flow process for steel collections</li> <li>TG gate control process for entrance and exit from the yard &amp; warehouse</li> </ul> <p><b>Protect</b></p> <ul style="list-style-type: none"> <li>Counter to be protected with a full-length Plexiglas (height to be determined)</li> <li>Face Shields and gloves provided to TG employees where requested</li> <li>Hand sanitiser stations outside of warehouse and in clocking machine area</li> <li>When operating crane and using lifting equipment gloves must be worn</li> <li>Forklift &amp; side loader access limited to team members on an individual basis (i.e. one person = one machine)</li> </ul> <p><b>Discipline</b></p> <ul style="list-style-type: none"> <li>Signage placed at the front of the warehouse to remind customers of need for social distancing within TG.</li> <li>Floor stickers to provide further guidance where necessary</li> <li>Empowering TG Employees to speak to customers, employees and delivery drivers who are not abiding by the social distancing rules</li> <li>Keep an eye on work colleagues to ensure they are not displaying symptoms of stress or anxiety.</li> </ul>								<p>NHJ</p> <p>PSB</p> <p>NHJ</p> <p>PB to organise</p>		
<p><b>Deliveries</b></p> <p><i>To help workers delivering to other sites to maintain social distancing and hygiene practices</i></p>	TG Staff and Customers	<p><b>Eliminate</b></p> <ul style="list-style-type: none"> <li>TG does not require multi-occupancy of delivery vehicles. One vehicle, One driver.</li> <li>Paperwork regarding the delivery of products will be provided electronically where practical to the customer</li> </ul> <p><b>Reduce</b></p> <ul style="list-style-type: none"> <li>Where delivery notes are physically required with a delivery, they will be left with the delivered product and not handed directly to the customer</li> <li>Delivery drivers will not be expected to get signatures for confirmation of delivery</li> </ul>	5	4	20				5	3	15	

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		<ul style="list-style-type: none"> <li>Delivery drivers will take the name of the person accepting the delivery or if appropriate photos to confirm delivery of load at customers address (in the event of a query we can also utilise tracking information)</li> <li><b>Industrial products</b> - Where possible delivery drivers for industrial goods (i.e. not steel) will unload the vehicle without support from the Customer.</li> <li><b>Steel deliveries</b> – once at the customers site each driver will unstrap as required and the customer is to offload the vehicle whilst the driver stays in the cab as long as it is safe to do so</li> <li>Delivery times will be communicated to Customer prior to delivery *****</li> <li>Steel drivers to call ahead to communicate arrival times</li> <li>Where practical drivers should ensure a good flow of air through their vehicles and not have vehicle ventilation systems on re-circulate</li> </ul> <p><b>Isolate</b></p> <ul style="list-style-type: none"> <li>All items are pre-paid prior to delivery</li> <li>Customers must remain a distance of two meters from TG delivery drivers at all times</li> <li>Returned products would need to be quarantined for 72 hours prior to being handled and allowed back on to the shop floor or warehouse</li> <li>Where possible TG employees should use TG welfare facilities prior to deliveries to reduce the need to use customer facilities</li> </ul> <p><b>Control</b></p> <ul style="list-style-type: none"> <li>Pre-Delivery notes to include TG guidance to customers on social distancing from drivers</li> </ul> <p><b>Protect</b></p> <ul style="list-style-type: none"> <li>Cash to only be excepted if TG staff is gloved or Sanitise hands directly after handling cash.</li> <li>Hand sanitiser and wipes in all cabs for delivery drivers to use prior to and after undertaking deliveries to client sites</li> <li>Where interaction with the customer cannot be avoided TG employees will put on appropriate PPE – gloves, and mask</li> <li>Provision of 'Wee bottles for delivery drivers for use in emergency only where no other facilities are available (this must be done discreetly away from the public)</li> <li>All internal areas of a vehicle will be wiped down with anti-bacterial products prior to and at the end of each shift if not using their own vehicle.</li> <li>If vehicles are moved following a shift the driver is required to wipe down the vehicle after use.</li> </ul> <p><b>Discipline</b></p> <ul style="list-style-type: none"> <li>TG TBT to all delivery drivers on the management of risk during COVID-19</li> <li>Keep an eye on work colleagues to ensure they are not displaying symptoms of stress or anxiety.</li> </ul>				<ul style="list-style-type: none"> <li>Site to provide advanced notice if they are unable to unload without the support of TG employees</li> <li>Quarantined area within the SWH to be created.</li> <li>TG Guidance in development</li> </ul>				<p>MB</p> <p>NHI</p> <p>PSB</p>
<b>Goods In / Picking / Despatch (inc. ) Power tool Repair and Test)</b>	TG Staff, customers, contractors, visitors to site	<p><b>Eliminate</b></p> <ul style="list-style-type: none"> <li>Not possible to eliminate this element of work undertaken at TG</li> </ul> <p><b>Reduce</b></p> <ul style="list-style-type: none"> <li>Staff to maintain social distancing at all times</li> <li>Barriers put in between each station to re-enforce distancing</li> <li>Floor areas marked out 2m squares</li> </ul>	5	5	25	<ul style="list-style-type: none"> <li>Barriers and Floor Markings and the use of plastic safety chain need to</li> </ul>	5	3	15	IR

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<i>To maintain social distancing between individuals whilst undertaking tasks</i>		<ul style="list-style-type: none"> <li>All incoming items to be quarantined for 72 hours or if not possible then wiped down with anti-bacterial/viral wipes/spray</li> <li>*** Specials – how do we manage those? ***</li> <li>Avoiding transmission whilst working for example avoiding sharing pens, tape guns, knives, and other objects</li> </ul> <p><b>Isolate</b></p> <ul style="list-style-type: none"> <li>Have loads/deliveries removed by TG teams only</li> <li>Paint store and tool stores access, is only one person at a time</li> <li>One-way routes for picking lanes within the warehouse employed</li> <li>Contact with other teams outside of Picking and Goods In will be undertaken via telephone or radio</li> </ul> <p><b>Control</b></p> <ul style="list-style-type: none"> <li>Control, through scheduling delivery times being made to site to one at a time to prevent multiple interactions</li> <li>Provide gloves to TG Teams for unloading deliveries</li> <li>All hand-held devices used for picking will be allocated to an employee and wiped down with antibacterial wipes at the end of each shift.</li> <li>Scales will be wiped down after each use.</li> </ul> <p><b>Protect</b></p> <ul style="list-style-type: none"> <li>All team members to wear gloves when carrying out repairs and change between breaks</li> <li>Wash hands regularly when not using gloves</li> <li>Keep an eye on work colleagues to ensure they are not displaying symptoms of stress or anxiety.</li> </ul>				<p><i>be established to assist with social distancing</i></p> <ul style="list-style-type: none"> <li>Review team numbers in these areas at the end of the first week of counters being open to gauge the effect of opening the counters</li> <li>PSB to consult with IR ref specials and what is practical along with 72 hour rule</li> </ul>				PSB  IR
<p><b>Counter Sales/ and Customers visiting site</b></p> <p><i>To minimise the contact resulting from visits to stores and to make sure people understand what they need to do to maintain safety</i></p>	TG Staff, customers, contractors, visitors to site	<p><b>Eliminate</b></p> <ul style="list-style-type: none"> <li>Encourage customers to purchase online rather than coming to site</li> <li>Clothing and shoes cannot be tried on in the shop at this time</li> <li>No availability of Equipment Demonstrations</li> </ul> <p><b>Reduce</b></p> <ul style="list-style-type: none"> <li>Establish appropriate numbers of customers into the store based on free shop floor space</li> <li>Only individual customers allowed into store, except in circumstances that would be deemed appropriate e.g. disability or young children (in the case of the latter the customer is responsible for keeping their child/children with them and maintaining social distancing. TG Employees to use judgement and discretion.</li> <li>Use outdoor space for customer queuing (in vehicles in bad weather if necessary)</li> <li>Reduced opening hours</li> <li>Limit the number of customers and TG employees allowed in the shop area based on the square footage of the shop floor. Would require a TG member of staff to manage the Entrance.</li> <li>Restrict Work Wear section to purchase only, Customers would not be able to try products on.</li> <li>One-way system would be in place with restrictions on number or people in a gondola section at a time.</li> </ul>	5	3	15	<ul style="list-style-type: none"> <li>PSB/IR to review after week one of the counter being open (re-score following review)</li> </ul>	5	3	15	



<b>Management of TG Activities during COVID-19</b>	<b>TG_COVID</b>	27 <sup>th</sup> May 2020	Original Assessors: Chantelle Neighbour Approved by: Phil Barnes
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Hazard and Effect	Who might be harmed	Existing Controls ( <i>observations &amp; comments</i> )	Assessment of Risk			Further Controls Required	Residual Risk			Responsibility for Actions
			L	S	R		L	S	R	
		<ul style="list-style-type: none"> <li>Limited browsing</li> <li>Promote Card payments or Customer Trade Accounts rather than Cash</li> </ul> <p><b>Isolate</b></p> <ul style="list-style-type: none"> <li>Returned products would need to be quarantined for 72 hours prior to being handled and allowed back on to the shop floor</li> <li>Queueing outside of store at two-meter intervals, marked out with tape and barriers</li> <li>Floor space marked out to provide 2m squares with one-person occupancy</li> <li>If customer requires help with purchase this will be conducted by TG Employees</li> </ul> <p><b>Control</b></p> <ul style="list-style-type: none"> <li>TG Management to establish COVID-19 flow process for Shop</li> <li>TG employee controlling entrance and exit from the store.</li> </ul> <p><b>Protect</b></p> <ul style="list-style-type: none"> <li>Counter to be protected with a full-length Plexiglas (height to be determined) with appropriate spacing at the base for small to medium items.</li> <li>Large items purchased at far end of counter, placed on designated space to be run up on system and paid prior to customer collection.</li> <li>Face masks and gloves provided to TG employees where requested</li> <li>Hand sanitiser stations outside of shop, customers to use hand sanitiser prior to entering shop</li> </ul> <p><b>Discipline</b></p> <ul style="list-style-type: none"> <li>Signage placed at the front of the store to remind customers of need for social distancing within the store.</li> <li>Floor stickers to provide further guidance, especially within till area</li> <li>Empowering TG Employees to speak to customers who are not abiding by the social distancing rules</li> <li>Keep an eye on work colleagues to ensure they are not displaying symptoms of stress or anxiety.</li> </ul>								
<p><b>Office Employees</b></p> <p><i>To change the way work is organised to create distinct groups and reduce the number of contacts each employee has.</i></p>	TG Staff, customers, contractors, visitors to site	<p><b>Eliminate</b></p> <ul style="list-style-type: none"> <li>Work from home where this is possible and practical</li> </ul> <p><b>Reduce</b></p> <ul style="list-style-type: none"> <li>Minimise non-essential travel through the use of remote communication methods</li> <li>Stay within assigned work groups with the office spaces</li> <li>Reduce movement around the office to a minimum</li> </ul> <p><b>Isolate</b></p> <ul style="list-style-type: none"> <li>Ensure 2m at all times with colleagues</li> <li>Avoid entering other work groups areas</li> <li>Use dedicated welfare facilities</li> <li>Where items do need to be shared set up drop-off points or transfer zones.</li> </ul> <p><b>Control</b></p> <ul style="list-style-type: none"> <li>Use tape on the floor to highlight the 2m safe zone for a workstation</li> </ul> <p><b>Protect</b></p>	4	3	12	<ul style="list-style-type: none"> <li>PSB/IR to review after week one of the counter being open (re-score following review)</li> </ul>	4	3	12	

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Hazard and Effect	Who might be harmed	Existing Controls ( <i>observations &amp; comments</i> )	Assessment of Risk			Further Controls Required	Residual Risk			Responsibility for Actions
			L	S	R		L	S	R	
		<ul style="list-style-type: none"> <li>Keep an eye on work colleagues to ensure they are not displaying symptoms of stress or anxiety.</li> </ul>								
<b>Washroom Activities</b> <i>To help workers delivering &amp; completing activities to other sites to maintain social distancing and hygiene practices</i>		<p><b>Eliminate</b></p> <ul style="list-style-type: none"> <li>Service now limited to Morecambe depot only</li> <li>Down to one member of staff for this service</li> <li>Running reduced service of 10-20% of customers</li> </ul> <p><b>Reduce</b></p> <ul style="list-style-type: none"> <li>Vehicles limited to single occupancy</li> <li>Adhering to customer requests on whether we enter the building or not (may leave bins out to be serviced)</li> <li>Service record sheets no longer required to be signed by the customer – if any doubts a photo will be taken on site for proof of completion</li> </ul> <p><b>Isolate</b></p> <ul style="list-style-type: none"> <li>Once on site – limit contact with staff &amp; customers on any site</li> </ul> <p><b>Control</b></p> <ul style="list-style-type: none"> <li>Use existing management system for Morecambe (TGEMS002) including.                             <ul style="list-style-type: none"> <li>Section 5, summary of operating techniques</li> <li>Section 7E – Biological agents risk assessment &amp; policy</li> </ul> </li> <li>Where required fill in customer COVID-19 risk assessment</li> <li>TG Staff carrying letters to confirm that they have not been into any high-risk areas or displaying any symptoms</li> <li>Service call prior to arrival to each customer</li> </ul> <p><b>Protect</b></p> <ul style="list-style-type: none"> <li>Moulded masks (optional), gloves and hand sanitiser used before entering each customer premises and when leaving</li> <li>Viricidal cleaner used to clean down each unit (COSHH assessment available)</li> </ul> <p><b>Discipline</b></p> <ul style="list-style-type: none"> <li>Sharps training</li> <li>WAMITAB Certification</li> </ul>	3	3	9		3	3	9	
<b>Customer Visits</b> <i>To maintain social distancing between individuals whilst undertaking tasks</i>		<p><b>Eliminate</b></p> <ul style="list-style-type: none"> <li>Currently not allowing ASM visits unless specifically requested</li> </ul> <p><b>Reduce</b></p> <ul style="list-style-type: none"> <li>Down to only 3 members of the ASM team in work supporting in house teams</li> <li>If a visit is requested the first option should be a conference call and if face to face is the only alternative this must be agreed by Garry Smith – Sales Director</li> </ul> <p><b>Control</b></p> <ul style="list-style-type: none"> <li>Where required fill in customer COVID-19 risk assessment</li> <li>TG Staff carrying letters to confirm that they have not been into any high-risk areas or displaying any symptoms</li> </ul> <p><b>Protect</b></p> <ul style="list-style-type: none"> <li>Moulded masks (optional), gloves and hand sanitiser used before entering each customer premises and when leaving</li> </ul> <p><b>Discipline</b></p> <ul style="list-style-type: none"> <li>Adherence to new TG Toolbox talks in relation to COVID-19</li> </ul>	1	3	3	<ul style="list-style-type: none"> <li>This hazard is to be reviewed weekly as and when businesses re-open and more requests are made</li> </ul>				PSB

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Hazard and Effect	Who might be harmed	Existing Controls ( <i>observations &amp; comments</i> )	Assessment of Risk			Further Controls Required	Residual Risk			Responsibility for Actions
			L	S	R		L	S	R	
<b>Mitie Stores</b> <i>To maintain social distancing between individuals whilst undertaking tasks</i>		<p><b>Eliminate</b></p> <ul style="list-style-type: none"> <li>Reduced service currently with only one member of staff</li> </ul> <p><b>Reduce</b></p> <ul style="list-style-type: none"> <li>Vehicles limited to single occupancy</li> <li>Staff to maintain social distancing at all times</li> <li>Barriers put in between each station to re-enforce distancing</li> <li>Floor areas marked out 2m squares</li> <li>Avoiding transmission whilst working for example avoiding sharing pens, tape guns, knives, and other objects</li> </ul> <p><b>Isolate</b></p> <ul style="list-style-type: none"> <li>TG staff load and unload the vehicle to reduce contact</li> </ul> <p><b>Control</b></p> <ul style="list-style-type: none"> <li>Provide gloves to TG Teams for unloading deliveries</li> <li>Scales will be wiped down after each use.</li> </ul> <p><b>Protect</b></p> <ul style="list-style-type: none"> <li>Wash hands regularly when not using gloves</li> <li>Keep an eye on work colleagues to ensure they are not displaying symptoms of stress or anxiety.</li> </ul>	4	2	8	<ul style="list-style-type: none"> <li>Contact Mitie for further guidance on their risk assessment &amp; controls</li> </ul>	4	2	8	DM
<b>Keeping the workplace clean</b> <i>To keep the workplace clean and prevent transmission by touching contaminated surfaces</i>	TG Staff, customers, contractors, visitors to site	<p><b>Eliminate</b></p> <ul style="list-style-type: none"> <li>Consider closing off areas not being used so no cleaning required</li> </ul> <p><b>Reduce</b></p> <ul style="list-style-type: none"> <li>Each employee to clean their own workplace daily with viricidal spray and blue roll and bin dispose into black bin bag.</li> <li>Where there is an expected case of COVID-19 waste from this area is to be quarantined for 72 hours before disposal</li> <li>Daily cleaning of each department by a member of that team on a rota basis as per your location requirements (including toilets)</li> <li>Where possible use paper towels for drying hands. Where not possible only use automatic hand driers where the need to touch them has been eliminated</li> </ul> <p><b>Isolate</b></p> <ul style="list-style-type: none"> <li>Internal mail and delivery of paperwork ceased; alternative arrangements now set up as trays in reception area for collection by that team along with tray for goods in paperwork to be collected by accounts</li> </ul> <p><b>Control</b></p> <ul style="list-style-type: none"> <li>See 'Accidents, security &amp; other incidents section for response to a suspected case of COVID 19</li> </ul> <p><b>Protect</b></p> <ul style="list-style-type: none"> <li>Consider who / when / how cleans each building and what level ***</li> <li>Use viricidal spray before and after using the shower</li> </ul> <p><b>Discipline</b></p> <ul style="list-style-type: none"> <li>Follow TBT on handwashing and personal hygiene</li> <li>Use signage and posters to promote good hygiene through the working day</li> </ul>	4	2	8	<ul style="list-style-type: none"> <li>Ensure that paper hand towels are available to dry hands in all toilets</li> </ul>	4	2	8	SB

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Hazard and Effect	Who might be harmed	Existing Controls ( <i>observations &amp; comments</i> )	Assessment of Risk			Further Controls Required	Residual Risk			Responsibility for Actions
			L	S	R		L	S	R	
<b>Consignment Stocks / vending fulfilment / testing (gas, calibration, etc)</b>  <i>To help workers delivering &amp; completing activities to other sites to maintain social distancing and hygiene practices</i>	TG Staff, customers, contractors	<b>Eliminate</b> <ul style="list-style-type: none"> <li>Limited members of staff for this service</li> <li>Running reduced service of less than 15 customers</li> </ul> <b>Reduce</b> <ul style="list-style-type: none"> <li>Vehicles limited to single occupancy</li> <li>Adhering to customer requirements based on their risk assessment</li> <li>Despatch notes no longer required to be signed by the customer, TG staff to put the customer contact name on the despatch note– if any doubts a photo will be taken on site for proof of completion</li> </ul> <b>Isolate</b> <ul style="list-style-type: none"> <li>Once on site – limit contact with staff &amp; customers on any site</li> </ul> <b>Control</b> <ul style="list-style-type: none"> <li>Where required fill in customer COVID-19 risk assessment</li> <li>TG Staff carrying letters to confirm that they have not been into any high-risk areas or displaying any symptoms</li> <li>Service call prior to arrival to each customer</li> </ul> <b>Protect</b> <ul style="list-style-type: none"> <li>Surgical masks (optional), gloves and hand sanitiser used before entering each customer premises and when leaving</li> <li>Viricidal cleaner used to clean down each unit (i.e. vending machine) (COSHH assessment available)</li> </ul> <b>Discipline</b> <ul style="list-style-type: none"> <li>Copy of each customers risk assessment to be reviewed and agreed by Phil Barnes</li> </ul>	4	2	6	TBT052 Con Stock & Service team created and to be distributed to those concerned	4	2	8	Managers to email the risk assessment for any customers requiring this service to Phil Barnes for review - ongoing

**Other things to consider**

- Smaller depots interaction with neighbors and landlords

**Risk Matrix**

Likelihood		X	Severity		Likelihood	5	10	15	20	25
1	<b>Low</b> -Controls are in place to ensure the task/activity is safe and the environment is protected.		1	<b>Low/ No Risk or Impact</b> - Minor discomfort/impact or insignificant consequence.		4	10	15	20	25
2	<b>Low/medium</b> - Some additional measures may be required to make the task/activity safe and protect the environment	2	<b>Low/Medium Risk or Impact</b> - First aid /Hospital day case or minimal environmental consequence	8		12	16	20		
3	<b>Medium</b> - Formal and documented controls are required to protect individuals and the environment.	3	<b>Medium Risk/ Impact</b> – Has symptoms of COVID-19 and requires self-isolation, Badly harmed (incapacitated for 3 day + ,RIDDOR,) or moderate environmental consequence. Moderate 3rd party interest / enforceable standard.	6		9	12	15		

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4	<b>Medium/High</b> - Formal and documented controls are required to protect individuals and the environment.		4 <b>Medium/ High Risk or Impact</b> - Contracts Infectious disease COVID-19 and requires hospitalisation, Severely harmed/Maimed (Paralysis/Blinded/Badly burned/Loss of limbs etc). Uncontrolled environmental release/significant 3rd party interest/risk of prosecution.	<table border="1"> <tr> <td>2</td> <td>4</td> <td>6</td> <td>8</td> <td>10</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> </table> <p style="text-align: center;">Severity</p>					2	4	6	8	10	1	2	3	4	5
2	4	6	8						10									
1	2	3	4	5														
5	<b>High</b> -Formal and documented controls are required to protect individuals and the environment. Further action is necessary to mitigate unacceptable risk/impact.		5 <b>High Risk or Impact</b> - Death or chronic illness (i.e. Contracts Infectious disease COVID-19 and dies / related illness/Dangerous Occurrence). Severe/Chronic/large quantity environmental release/ 3rd party instruction/ High risk of prosecution.															