

Risk Assessment – Covid-19 – reviewed 11th January 2022

Summary

The safety of our colleagues and customers remains our main priority and continues to be the primary consideration when making any changes to our retail or restaurant environments. Feedback has been sought from colleagues working in our garden centres whenever control measures have been introduced or where changes are made to our Health and Safety Policy and procedures.

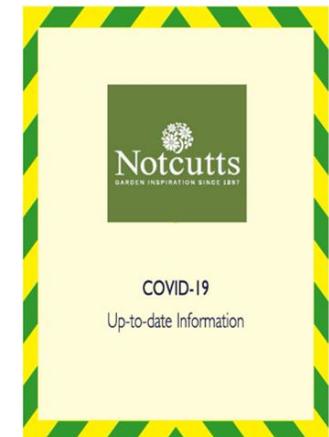
This risk assessment identifies the hazards, risks and control measures associated with Covid-19 for colleagues working in our Garden Centres and Support Office and compliments the procedures detailed in our retail, restaurant, and office guidance documents.

The risk assessment is written following consideration of guidance issued by the government and the Chief Medical Officer and has been compiled to ensure, so far as is reasonably practicable, the significant risks associated with our Garden Centre operations have been considered and suitable and sufficient control measures implemented.

The risk assessment will be reviewed on a regular basis, particularly following revised guidance issued by government or where existing procedures or control measures require further refinement.



Potential Hazard Task Environment	How might harm occur?	Who might be harmed?	Control Measures
<p>Spread of Covid-19 as a consequence of:</p> <ul style="list-style-type: none"> Retail areas Back of house operations Use of colleague facilities 	<p>Inhalation of airborne viral particles through proximity to someone with Covid-19 symptoms</p> <p>Not maintaining sufficient social distancing.</p>	<ul style="list-style-type: none"> Colleagues Customers Visitors 	<p>Coronavirus notices are displayed or are available in a Covid-19 folder located in colleague rooms.</p> <p>Colleague showing symptoms of Covid-19 If a colleague becomes unwell with a new continuous cough or a high temperature or have a loss of, or change to, their sense of smell or taste, they are instructed to stay at home or, if in work, sent home immediately and told to order a PCR test and self-isolate. They are to follow the “stay at home” government guidance (a copy of the guidance is available in the colleague room or sent via email on request). The General Manager or Line Manager will maintain regular contact with the colleague during this time.</p> <p>Lateral flow testing All colleagues have access to lateral flow test kits and are encouraged to complete lateral flow tests twice per week or daily if following the close contacts rules (colleagues identified as a</p>



Risk Assessment – Covid-19 – reviewed 11th January 2022

			<p>close contact of someone with Covid-19, but are fully vaccinated, are not required to self-isolate but must take a lateral flow test every day for 7 days).</p> <p>Social distancing measures (colleagues) Covid-19 secure guidance documents provides for the maintenance of social distancing between colleagues including arranging colleague rooms and welfare facilities to maintain social distancing.</p> <p>Colleagues in indoor areas are to wear face coverings (unless medically exempt) including alongside other mitigation such as Perspex screens to separate cashiers from customers.</p> <p>Measures have been put in place in the offices and storerooms in the garden centres and at the support Office to ensure that social distancing is maintained. The number of colleagues working in the offices at any one time is restricted.</p> <p>Layout changes have been made in the colleague room to allow for social distancing to be achieved. Break times are staggered to maintain lower numbers of colleagues using these areas at any one time.</p> <p>Face coverings Colleagues, visitors and customers are asked to wear face coverings in all indoor retail areas.</p> <p>Customers are requested to wear a face covering, in restaurant area, when not seated at a restaurant table.</p> <p>Information posters are displayed advising customers and visitors of the requirement to wear a face covering.</p>
<p>Spread of Covid-19 as a consequence of:</p> <ul style="list-style-type: none"> • Sales floor • Back of house operations • Use of colleague facilities 	<p>Inhalation of airborne viral particles through proximity to someone with Covid-19 symptoms</p> <p>Not maintaining sufficient social distancing.</p>	<ul style="list-style-type: none"> • Colleagues • Customers • Visitors 	<p>Social distancing measures (customers) Advice about the measures that have been adopted to encourage social distancing whilst shopping in retail areas or dining in the restaurant are displayed using prominent public notices. (Examples shown below)</p>

Risk Assessment – Covid-19 – reviewed 11th January 2022

			 <p>Reasonable adjustments will be made to accommodate the needs of disabled customers whilst also giving consideration to the control measures required to mitigate against the spread of Covid-19.</p> <p>Subject to the garden centre size and internal arrangements, customer flow has been organised to maintain social distancing through the use of posters and floor signage displayed throughout the customer journey and in prominent locations.</p>
<p>Spread of Covid-19 as a consequence of:</p> <ul style="list-style-type: none"> Sales floor operations 	<p>Inhalation of airborne viral particles through proximity to someone with Covid-19 symptoms</p> <p>Not maintaining sufficient social distancing.</p>	<ul style="list-style-type: none"> • Colleagues • Customers • Visitors 	<p>The use of floor decals and signage is used throughout retail areas to provide guidance to customers to encourage social distancing in areas where queuing is likely, notably at checkouts and the entrance to the restaurant.</p> <p>Safety arrangements where social distancing might be compromised - Bio screens are used at checkouts to provide physical separation between colleagues and the customers being served.</p> <p>To further support the safety of colleagues and customers, changes to normal customer service procedures have been introduced, namely:</p> 

Risk Assessment – Covid-19 – reviewed 11th January 2022

			<ul style="list-style-type: none"> • A queue line system is in place in the lead up to the checkouts. Managed, during busy trading times by a Queue Marshal, directing customers to available checkouts. • Card payments are encouraged in preference to cash transactions. <p>Explanatory notices are displayed in prominent locations to advise customers of the payment arrangements.</p> 
<p>Spread of Covid-19 as a consequence of:</p> <ul style="list-style-type: none"> • Food and Beverage operations • Use of colleague facilities 	<p>Inhalation of airborne viral particles through proximity to someone with Covid-19 symptoms</p> <p>Not maintaining sufficient social distancing.</p>	<ul style="list-style-type: none"> • Colleagues • Customers • Visitors 	<p>Restaurant and kitchen</p> <p>During busy service times, to maintain social distancing customer access to the restaurant will be through a queue line system subject to ongoing monitoring by a Host.</p> <p>Subject to the restaurant size and internal arrangements, customer flow has been organised to maintain social distancing through the use of posters and floor signage.</p> <p>NB Reasonable adjustments will be made to accommodate the needs of disabled customers whilst also giving consideration to the control measures required to mitigate against the spread of Covid-19.</p>

Risk Assessment – Covid-19 – reviewed 11th January 2022

			<p>Signage is displayed throughout the restaurant facility reminding customers of social distancing and hygiene.</p> <p>To minimise transmission of the virus there is no self-service at the servery (except bottles of drink). Customers will be invited to order and pay for their food and drink at the till point.</p> <p>The servery has bio screens and Perspex screens in place. Card payments will be encouraged in preference to cash transactions. Explanatory notices will be displayed in prominent locations to advise customers of the payment arrangements.</p> <p>Customers are encouraged, through displayed posters, to wear face coverings when not sitting at a table.</p> <p>Table lay-outs have been re-designed to ensure social distancing is maintained. Dining tables, chairs both indoors and outdoors, are sanitised after each use.</p> <p>A touchpoint cleaning plan has been produced and is implemented daily.</p> <p>Sufficient supplies of hand-sanitiser solution is available at all times for the benefit of colleagues and customers.</p> <p>Sanitise points are located at the customer toilets; restaurant entrance and restaurant exit.</p> <p>The NHS Test and Trace system is in operation and maintained. Customer contact details kept secure for 21 days. Customer contact details will be made available to NHS test and trace on request.</p> <p>NHS Test and Trace QR code posters are displayed prominently at the entrance to the restaurants, till points and on dining tables. Customers are able to scan the QR code with the NHS Covid-19 app (on their smartphone) to register their presence or can complete the manual register.</p> <p>Access to the kitchen by non-catering colleagues or visitors is restricted.</p>
--	--	--	--



Risk Assessment – Covid-19 – reviewed 11th January 2022

			<p>Posters promoting the importance of maintaining hand hygiene have been displayed in the kitchen, servery and toilet facilities.</p> <p>Colleague numbers have been restricted in confined spaces, such as walk in fridges, freezers, colleague facilities and offices.</p>
<p>Spread of Covid-19 as a consequence of:</p> <ul style="list-style-type: none"> • Retail operations • Back areas • Use of colleague facilities 	<p>Inhalation of airborne viral particles through proximity to someone with Covid-19 symptoms</p> <p>Not maintaining sufficient social distancing</p> <p>Contact with surfaces/ objects which could become contaminated with Covid-19</p> <p>Inadequately equipped welfare facilities</p> <p>Poor hygiene practices adopted</p>	<ul style="list-style-type: none"> • Colleagues • Contractors and visitors 	<p>Arrangements for managing deliveries, contractors and visitors</p> <p>Notices are displayed at delivery goods inwards and at the contractor/visitor reception point. These communicate the expectation that all delivery drivers, contractors and visitors follow local site rules.</p> <p>Sales and merchandising representative visits are by appointment only and kept to a minimum.</p> <p>Where maintenance and construction projects are planned, contractor risk assessments / method statements must detail the control measures to be adopted to ensure Covid-19 mitigation measures are maintained.</p> <p>Contractors and visitors must provide any PPE they have assessed as necessary to mitigate the spread of Covid-19 for use by its own employees.</p> <p>Although handwashing facilities are available for contractors and visits, they must provide their own hand-sanitiser resources.</p> <p>Colleagues are to wear face coverings (unless medically exempt) when working in indoor areas.</p>
<p>Spread of Covid-19 as a consequence of:</p> <ul style="list-style-type: none"> • Retail operations • Back areas • Use of colleague facilities 	<p>Contact with surfaces / objects which could become contaminated with COVID-19 particles</p> <p>Inadequately equipped welfare facilities</p>	<ul style="list-style-type: none"> • Colleagues • Customers • Visitors 	<p>From the outset of the pandemic a key message has been the importance of good hygiene practices particularly with regard to maintaining hand hygiene through regular and thorough hand washing using soap and hot water or alternatively the use of an alcohol-based hand sanitiser.</p> <p>Personal hygiene</p> <p>Colleagues 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</p>

Risk Assessment – Covid-19 – reviewed 11th January 2022

	<p>Poor hygiene practices adopted</p>		<p>not possible. Hand sanitiser is available throughout the garden centres, colleague facility areas and in the offices.</p> <p>Colleagues 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.</p> <p>Posters promoting the importance of maintaining hand hygiene have been displayed at the entrances and in colleague toilet facilities, offices and colleague rooms.</p> <p>Sufficient supplies of hand-sanitiser solution have been made available at all times for the benefit of colleagues and customers.</p> <p>Specific sanitise points are location at the garden centre main entrance, restaurant entrance/exit and customer toilet area for the benefit of customers.</p> <p>Hand-sanitisation stations are subject to ongoing supervision and maintenance to ensure the units remain clean and sufficiently equipped.</p> <p>Disposable and reusable face coverings are always available for colleagues.</p> <p>Colleagues are made aware that the use of face coverings does not mean that other control measures such as social distancing or hand washing/sanitising may be ignored.</p>
<p>Spread of Covid-19 as a consequence of:</p> <ul style="list-style-type: none"> • Retail and restaurant operations • Back areas • Use of colleague facilities 	<p>Inhalation of airborne viral particles through proximity to someone with Covid-19 symptoms</p> <p>Not maintaining sufficient social distancing or ventilation</p>	<ul style="list-style-type: none"> • Colleagues • Customers • Visitors 	<p>Cleaning and waste disposal</p> <p>In addition to the normal cleaning routines, regular touchpoint cleaning is in place for surfaces and equipment subject to frequent contact.</p> <p>General Managers or Duty Managers have conducted local touchpoint cleaning checklists. This will aid the determination of priority of cleaning. Typically, this will involve using a contact sanitiser and disposable blue paper towels or anti-bacterial wipes for sensitive electronic equipment such as PDQs, tills and laptops.</p>



Risk Assessment – Covid-19 – reviewed 11th January 2022

			<p>All waste generated in the process of cleaning e.g., blue roll, cleaning cloths, discarded anti-bacterial wipes etc. is removed with the general waste.</p> <p>Ventilation Good ventilation is always maintained in indoor areas. This is with ceiling fans, air blowers, opening windows and opening doors where possible and if safe to do so.</p>
<p>Spread of Covid-19 as a consequence of:</p> <ul style="list-style-type: none"> • Retail and restaurant operations • Back areas • Use of colleague facilities 	<ul style="list-style-type: none"> • Inhalation of airborne viral particles through proximity to someone with Covid-19 symptoms • Not maintaining sufficient social distancing • Contact with surfaces / objects previously contaminated with Covid-19 • Inadequately equipped welfare facilities • Poor hygiene practices adopted 	<ul style="list-style-type: none"> • Colleagues • Customers • Visitors 	<p>Information, instruction, supervision, and training:</p> <p>All colleagues are provided with information (during daily briefings and updates) and training on the measures that have been introduced by the company to mitigate the spread of Covid-19. The training will reinforce the key government messages on:</p> <ul style="list-style-type: none"> • The importance of hand hygiene and the facilities provided in their garden centre for the benefit of colleagues and customers • Face coverings and how they should be worn / cleaned etc. • The importance of good ventilation • Social distancing and the specific measures that have been put in place in their garden centre to maintain this for colleagues and customers
<p>Management Actions:</p> <p>The General Manager, so far as is reasonably practicable, is responsible for the measures to control and manage customer numbers in the garden centre and restaurant to ensure social distancing and good ventilation is maintained.</p> <p>The General Manager and Department Managers will continually monitor the workplace environment and reinforce best practice behaviours by colleagues as they relate to the</p>			

Risk Assessment – Covid-19 – reviewed 11th January 2022

measures detailed in this risk assessment and guidance documents relevant to their Garden Centre operations. A record of this is recorded weekly in the Garden Centre compliance logbook.

Internal communication channels and cascading messages relating to procedures connected with Covid-19 will be conducted via General Managers and Line Managers as frequently as necessary and whenever changes are to be implemented.