



Coronavirus (COVID-19) Risk Assessment and Control Plan

This Risk Assessment details the way in which City Plumbing Supplies Ltd is managing the risks associated with operating in light of the Coronavirus (also called COVID-19) outbreak, via person to person proximity, and/ or surface contamination throughout operations. City Plumbing Supplies Ltd operates a branch network which is currently providing a click and collect, trade counter, bathroom showroom and a delivered service. As the situation changes, we will evaluate our operation and make suitable amendments to trading.

This assessment covers the following groups of people:

- Colleagues;
- Customers;
- Members of the public;
- External visitors; and,
- Suppliers drivers.

City Plumbing Supplies Ltd is following the UK Government advice whilst respecting regional Government variations in relation to safe working during the Coronavirus outbreak and regularly reviews its position in light of any changes or advances in thinking. The business is supported by a team of competent Health and Safety professionals who are an integral part of our business and decision making progress in relation to operational changes and the impact on safe working generally as well as in respect to Coronavirus.

Should anyone be concerned that our branches and/or showrooms are not following the controls detailed in this Risk Assessment, they should in first instance raise it with the local Branch Manager who will record it on our Incident Reporting System and investigate the matter accordingly putting in place corrective action where necessary.

Dave Evans
Managing Director



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First Issued: 19th May 2020,

Reviewed: 18th June 2020, 18th July 2020, 16th September, 30th September, 23rd October, 23 November, 16th December, 21st December 2020, 21st January 2021, 19th of February, 19th March 2021, 20th April 2021, 11th June 202, 16th July 2021 **next review to be carried out on or before 16th August 2021**

Hazards / Potential Point of Transmission	Existing Company Controls
Risk of contracting COVID-19 whilst at 'Work'	All job roles have been assessed and where suitable colleagues will be advised to work from home.
Risk of contracting COVID-19 whilst travelling to and from work	<p>Colleagues are encouraged to use their own private transport to get to work where possible.</p> <p>Car sharing is avoided although it may be preferable to using Public Transport. In such cases keep windows open to allow natural ventilation, distance passengers to sit behind etc, wipe down the vehicle between journeys e.g. door handles, seats etc and try to keep car sharing with the same people as much as possible.</p> <p>Where possible, shift patterns enabling travel outside of peak times and provision of 'travel kits' including antiseptic wipes and hand sanitiser in place.</p> <p>Flexible branch opening times are in place where possible to reduce the morning peak collection times at the branch and enable colleagues to achieve an easier, safer journey to work.</p> <p>Consideration will be made locally on how colleagues will get to and from work. Branches will, where possible, provide facilities to enable colleagues to walk, run or cycle to work.</p>
Risk of contracting COVID-19 on customer sites during deliveries/ collections	2m metre social distancing measures in place throughout the full process i.e. politely declining handshakes, customers not to assist in unloading/ loading products, contact free confirmations of acceptance of delivery/ collections.



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	<p>Clear customer and colleague communication of amended safe working practices in advance of deliveries/ collection.</p> <p>Colleagues are empowered to stop work if they feel safe conditions are not in place.</p> <p>All showrooms across the UK are now open and the following advice is in place to ensure they operate in a COVID secure manner to protect our colleagues and customers.</p> <p>Operate preferred prior booking appointment as much as possible with sufficient time to clean between appointments Virtual consultations may still be preferred by some customers Ensure social distancing is adhered to eg. perspex screen in place, additional monitor to mirror the design consultants for the customer to see etc.</p>
Risk of contracting COVID-19 during call & collect/ return transactions	<p>Access to the branch trade counter is permitted, click and collect customers are pre booked timeslots. Branch will have a dedicated click and collect collection area for customer ease of access allowing social distancing measures to be adhered to.</p> <p>2m metre social distancing measures in place throughout the full process i.e. politely declining handshakes, customers not to assist in unloading/ loading products, contact free confirmations of acceptance of delivery/ collections.</p> <p>Safely segregated collection/ return bays set up to facilitate contact free collections/ returns.</p> <p>Any MHE used must be suitably cleaned and disinfected prior and after use.</p> <p>Disposal gloves and hand sanitising methods in place for customer and colleague use.</p>



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<p>Risk of contracting COVID-19 during trade counter sale & collection</p>	<p>Branches set up in accordance with the latest company social distancing principles which is conversant with the government guidance.</p> <p>Access to the branch is clearly signed and where available separate entrance/exits may be in place.</p> <p>2m metre social distancing measures in place throughout the site including outside queuing and access to the trade counter. This includes outdoors spaces, warehouses and smoking shelters</p> <p>Upon entering the Branch a hand sanitizing unit will be provided for use by customers & visitors.</p> <p>All trade counters will operate with a sneeze screen protection barrier and clearly marked customer payment area.</p> <p>Access to the trade counter will be via a clearly marked.</p> <p>Regular washing of hands using soap and warm water for 20 seconds and or antibacterial hand gels.</p> <p>Colleagues and customers are reminded to not touch eyes, nose or mouth if hands are not clean and to sneeze or cough into a tissue and bin it immediately. Disposal gloves and hand sanitising methods in place for customer and colleague use.</p> <p>We welcome customers to wear face covering at our branches in England and follow government guidance on wearing face coverings in our Scotland, Wales & Ireland branches.</p> <p>Wipe down desks and trade counters regularly - including credit card readers - with antibacterial wipes (use Big Wipes if you have them).</p> <p>Systems are in place locally to ensure workstations are socially distanced. This is a blend of options including 2m distance, desks facing different directions or screens depending on the locals constraints. Desks cleaned before and after use.</p> <p>Face Coverings must be worn by colleagues behind the trade counter & working indoors in small confined spaces such as welfare facilities, branch office environments etc.</p>
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<p>Risk of contracting COVID-19 during Bathroom Showroom Appointment</p>	<p>All showrooms across the UK are now open and the following advice is in place to ensure they operate in a COVID secure manner to protect our colleagues and customers.</p> <p>Encourage customer to pre-book appointments as much as possible with sufficient time to clean between appointments Virtual consultations may still be preferred by some customers Ensure social distancing is adhered to eg. perspex screen in place, additional monitor to mirror the design consultants for the customer to see etc.</p> <p>Access to the Bathroom Showroom will be clearly signed and where available separate entrance/exits will be in place.</p> <p>2m metre social distancing measures in place throughout the site including outside queuing and access to the showroom entrance.</p> <p>Upon entering the site a hand sanitizing unit will be provided for use by customers & visitors. All Showroom desks will operate with a sneeze screen protection barrier. Good hygiene procedures are in place following each attended appointment. Disposal gloves and hand sanitising methods in place for customer and colleague use.</p>
<p>Risk of contracting COVID-19 from shared welfare facilities</p>	<p>Break times staggered and shared seating areas, toilets and smoking arrangements rearranged where possible to ensure 2m social distancing can be maintained.</p> <p>Increased hygiene in shared areas. Tables and worktops wiped down with antibacterial spray frequently. Any frequently touched shared equipment such as kettles, refrigerators, microwaves etc to be frequently cleaned using standard cleaning products.</p> <p>Tables and contact surfaces such as door handles cleaned regularly</p> <p>POS in place to remind colleagues, customers, drivers to wash their hands thoroughly following using the facilities.</p> <p>Where possible paper towels are provided as an alternative to hand dryers</p>



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Risk of contracting COVID-19 during movement of equipment requiring a 2 person, close proximity lift	Two person lifts are minimised within the operation and mechanical means should be sought in the first instance. Where there is a requirement for 2-person product handling, social distancing must be maintained where possible. Keeping & limiting close contact of individuals to a minimum in frequency & duration.
Reopening of locations following shut down period	<p>Colleagues briefed on all changes to standard procedures in advance of return and confirmation that no one is displaying COVID- 19 symptoms, or has been in contact with anyone who has before returning.</p> <p>Branches including access and yard areas set up in accordance with the latest Covid Operating Safely Guidance. Before reopening the CPS Resuming Business Safely Checklist must be completed, reviewed and signed off by the Regional Director.</p> <p>Clear customer and supplier reopening communications to be managed sensitively at agreed timescales.</p> <p>Method of 2 way communication in place for colleague, customer, supplier or visitor concerns to be raised and addressed accordingly.</p>
Refuelling vehicles	Drivers briefed to ensure use of disposable gloves and or use of hand sanitizer when refueling vehicles at fuel stations. High levels of hygiene must be in place.
Completion of paperwork	Paperwork is not passed between individuals to obtain customer signatures. A safe contact free process has been created and all colleagues briefed to prevent potential contamination and spread of the virus.
Cleaning and disinfection	Full company guidance which is conversant with current government and World Health Organisation guidance in place and communicated to all colleagues. This includes increased cleaning and disinfection of work areas, work and hireable equipment, vehicles and shared facilities.
Disposal of cleaning materials and potential contaminated materials	Safe disposal procedures in place and communicated to all. Verbal and visual reminders of hygiene processes in work areas and to colleagues, customers and visitors.
Colleague wellbeing	Regular checks in with all colleagues to communicate changes, support concerns and to ensure people do not feel isolated or fearful of changes to standard working practices.



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	<p>England: Overnight stays in hotels for work purposes can take place without having to seek permission from a SLT member, please ensure there is a business need for such overnight stays.</p> <p>Scotland, Wales & Ireland: Colleagues should not be staying away from home. However, if there is a business necessity in a work-related emergency situation, they must gain the express permission of a Group Leadership Team (GLT) Director before doing so and make sure any accommodation follows social distancing guidance. Overnight stays should be logged centrally by the SLT Director's EA to support the NHS Track, Trace, Protect programme.</p>
<p>Transmission of virus from person displaying the symptoms of COVID-19</p>	<p>Colleagues who are displaying symptoms (namely high temperature or a new, continuous cough & a loss or change to sense of smell or taste) should follow the latest government guidance.</p> <p>Signs displayed advising customers with the symptoms not to enter the buildings.</p> <p>Colleagues returning to work following a period of absence due to covid are assessed prior to returning and monitored to ensure full recovery and are fit to resume normal activities.</p>
<p>Colleagues who are vulnerable or have underlying health issues becoming seriously ill due to contact with COVID-19 in work</p>	<p>We will take the latest government advice & where there are local spikes advice will be sought from the local Environmental Health.</p>
<p>Risk of contracting COVID-19 19 (from people not displaying symptoms) through air due to two persons being in close proximity</p>	<p>Any colleagues returning to work should be given a full induction which includes our social distancing principles and any specific branch unit safe ways of working guidance on our new operating models.</p> <p>Children are permitted to visit branches on the understanding that their parents will ensure they comply with social distancing principles. If these principles are not adhered to, the family will be asked to leave</p> <p>Guidance on the use of facemasks and face coverings is in place and is in line with government guidance</p> <p>Any workwear, PPE or other wearable products cannot be tried on.</p> <p>All visiting CPS colleagues to a branch which is not their 'place of work' must wear a face mask throughout their visit on site.</p>

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<p>Risk of contracting the virus from contractors or supplier, visitors attending site</p>	<p>New & refresher training for forklifts operators are being trained under social distancing rules</p> <p>Range of measures introduced for our suppliers to adhere to ahead of deliveries:</p> <ul style="list-style-type: none"> • Supplier calls ahead • Suppliers prepare load for unloading and retreat to 2 metre distance • Signing of paperwork has ceased, names of colleagues responsible for the unloading is given instead • If supplier self-unloads, they do so in a segregated area <p>Our sites are keen to support suppliers in their COVID-19 mitigation controls and so our toilet facilities and handwashing facilities are available to them.</p> <p>Statutory inspection engineers required to attend sites briefed on COVID- 19 specific controls such as the wearing of a face mask throughout the visit must be adhered to at all times.</p> <p>All visitors (excluding customers) and/or contractors will have an induction to site which includes our social distancing principles and safe ways of working and must wear face masks throughout attending the site. Customers will be required to wear a face covering where the government legislation requires. However we will encourage face coverings to be worn but not enforced in regions where legislation has relaxed.</p>
<p>Risk of transmission due to unavoidable contact between two people in a first aid emergency or fire/ emergency evacuation.</p>	<p>Whilst our first aiders will never refuse to provide treatment, where possible, the first aider should provide a means of treatment (such as a plaster) to the injured person for them to self-administer. First aiders should, if possible, limit their interactions with ill or injured colleagues to those who have serious conditions only.</p> <p>Colleagues are encouraged to treat their own minor injuries. First aiders will limit their treatment of injuries to critical cases.</p> <p>A breach of the 2 metre distancing rule is only authorised where safety is concerned however to we implement a strict hand hygiene following such an incident/emergency.</p>



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Risk of Covid-19 transmission from ineffective or poorly planned social distance systems	In locations where the site is shared between other parts of the Group or with other businesses, there are locally agreed social distancing principles with other tenants or occupants. These are regularly checked to ensure that they are being maintained. Poor practices are reported and escalated.
Increase in existing 'non COVID-19' risks	Branches have evaluated their existing risk assessments including traffic management in line with the expectations of social distancing principles to ensure there have been no additional risks created.