



## **Coronavirus (COVID-19) Risk Assessment and Control Plan**

This Risk Assessment details the way in which Distribution Centres (Omega Warrington, Chorley DHS, Basildon Underfloor Heating Store UFHS) are 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.

All sites will continue to service our branch network and follow their locally implemented social distancing controls. This assessment deals with the sites themselves. The delivery fleet for Omega are run by DHL hauliers who will have their own risk assessments. Generally speaking Omega, Chorley DHS & UFHS are large sites with good ventilation so social distancing working is less challenging than our trading outlets during normal operations. However, this does not mean the sites present no risks, there are times when the colleagues can come into closer contact such as entering and exiting the sites, operations involving consolidation of loads and shift briefings

This assessment covers the following groups of people:

- Colleagues;
- 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 process 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 sites are not following the controls detailed in this Risk Assessment, they should in first instance raise it with the Site Manager who will record it on our Incident Reporting System and investigate the matter accordingly putting in place corrective action where necessary.

**Andrew Harrison**  
**Chief Executive Officer**



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**First Issued:** 19th May 2020,

**Reviewed:** 18th June 2020, 18th July 2020 next review to take place on or before 18th August

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 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 for regional personnel.</p> <p>Consideration will be made locally on how colleagues will get to and from work. Sites will, where possible provide facilities to enable colleagues to walk, run or cycle to work.</p>

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<p>Risk of contracting Covid from close proximity or physical contact with other colleagues whilst arriving on site. Omega has in place a turnstile for security purposes.</p>	<p>Demarcate 2metre distances from the gate and entrance / exit points so that colleagues form a queue respecting social distancing and do not bunch whilst entering or exiting the site or trying to use the turnstiles at Omega.</p> <p>Install hand sanitiser dispensers on both sides of turnstile gates and make sure they have an adequate supply of sanitiser.</p> <p>Put up signage to the effect of keeping 2m away from people and to use the hand sanitiser before operating the gate.</p> <p>Regularly clean turnstiles, main entrance / exit doors particularly during peak flow times as well as reception desks.</p> <p>If and when necessary provision of supervision at the turnstiles/entrance to site to ensure Social Distancing is maintained.</p> <p>Omega &amp; Chorley DHS operate a temperature checking facility in which all persons attending site will be 'checked' prior to entering. Where a temperature of 38 degrees celsius or above is present a further check will be carried out. When a colleague or visitor presents a high temp on the second check they will be asked to leave the site and get a COVID-19 test in line with current guidance.</p>
<p>Risk of contracting Covid from close proximity or physical contact with other colleagues starting/ finishing shifts.</p>	<p>Stagger shift start and finish times where possible.</p> <p>Start of shift briefings carried out in smaller cohorts and whilst maintaining 2m (3 steps) social distancing.</p> <p>Demarcate 2m (3 steps) distances from the clocking in / out point so that colleagues do not bunch whilst trying to use the clocking in / out machine; use barriers to create 'snaking route' if necessary. Install hand sanitiser dispensers near to the clocking in / out machine and make sure they have an adequate supply of sanitiser.</p> <p>Put up signage to the effect of keeping 2m (3 steps) away from people and to use the hand sanitiser before operating clocking in / out machine.</p> <p>If and when necessary provide supervision at the clocking in / out machine to ensure Social Distancing is maintained.</p>

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<p>Risk of contracting COVID-19 from persons not displaying the symptoms</p>	<p>MHE controls, grab handles and handheld devices are cleaned before and after shift and also when changing operators. Antibacterial wipes such as 'Big Wipes' can be used for this.</p> <p>Sanitising stations are strategically located around the site.</p> <p>Disposal gloves available for colleagues to 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 after every use. Frequently touched shared equipment i.e. kettles, refrigerators, microwaves etc to be frequently cleaned using standard cleaning products.</p> <p>Colleagues encouraged to bring their own food and drinks</p> <p>Tables and contact surfaces such as door handles are cleaned regularly . All non fire doors are left in open position to support free movement and reduce touch points where possible.</p> <p>Shared crockery &amp; utensils removed from use and replaced with disposable items as necessary or 'bring your own' crockery which must be taken home at the end of each shift.</p> <p>Omega canteen offers a takeaway service only in throw-away containers.</p>
<p>Risk of contracting COVID-19 during movement of equipment requiring a 2 person, close proximity lift</p>	<p>Utilise MHE and other handling techniques wherever possible to minimise two person lifts</p> <p>Omega has a small number of products whereby two man picks are required breaching the 2m distancing. On these infrequent occasions dedicated lifting teams will be allocated such activity.</p> <p>Mask will be worn by all colleagues who are requested to breach the 2m distance when handling such a product.</p> <p>Good hygiene practices in place before and after each interaction and these are kept to under 15 minutes at a time.</p>
<p>Refuelling vehicles</p>	<p>Drivers briefed to ensure use of disposable gloves when refueling vehicles at fuel stations.</p> <p>High levels of hygiene must be in place.</p>



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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	Methods of 2 way communication in place for colleagues in work but also for furloughed colleagues.  Wellbeing support channels available to all.  Regular check-ins with all colleagues to communicate changes, support concerns and to ensure people do not feel isolated or fearful of changes to standard working practices.  Unless there are exceptional circumstances (authorised by line management) colleagues will not be staying away from home
Transmission of virus from person displaying the symptoms of COVID-19	Colleagues who are displaying symptoms (namely high temperature, a new continuous cough &/or a loss or change to sense of smell or taste) do not attend work  All colleagues at Omega & Chorley DHS site prior to the start of their shift complete a temperature check. Colleagues displaying high temperatures, may be advised to leave the site and self isolate depending upon the circumstances.  If a colleague starts to display the symptoms at work, they must leave the workplace as soon as is possible and the site must implement the 'cleaning and disinfection post Covid-19 case' protocol Signs displayed advising customers with the symptoms not to enter the buildings. Suppliers & Customers displaying symptoms will be respectfully asked to leave.  Colleagues returning to work following a period of self isolation due to displaying COVID-19 symptoms or being in contact with someone who has, are assessed prior to returning and monitored to ensure full recovery, are fit to resume normal activities and risk of passing infection to others is avoided.



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<p>Colleagues who are vulnerable or have underlying health issues becoming seriously ill due to contact with COVID-19 in work</p>	<p>Clinically extremely vulnerable colleagues will remain working from home or where not able to offer work at home will be on furlough being reviewed frequently alongside Government advice.</p> <p>Clinically vulnerable individuals, who are at higher risk of severe illness have been asked to take extra care in observing social distancing and support to work from home where appropriate.</p> <p>Where clinically vulnerable colleagues cannot work from home, they will be offered the option of the safest available on-site roles, enabling them to stay 2m away from others.</p> <p>Case by case assessment will be taken into account for specific duties to those colleagues with protected characteristics, including, for example, expectant mothers, particular attention will also be focused to people who live with clinically extremely vulnerable individuals.</p>
<p>Risk of contracting COVID-19 (from people not displaying symptoms) through air due to two persons being in close proximity</p>	<p>Physical barriers &amp; sneeze screens are installed at customer service areas.</p> <p>Implementation of social distancing principles and site reminders. This includes repositioning desks, marking 2 metre zones on internal &amp; external floors &amp; walkways.</p> <p>Any coughs or sneezes are into tissues (which are binned immediately) or into the crook of the arm</p> <p>Products are moved with handling equipment or dragged as appropriate to minimise two person lifts. Where possible, complete packs are sold of products so they can be moved by plant rather than handled</p>

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<p>Risk of contracting the virus from contractors or suppliers attending site</p>	<p>St John Ambulance have suspended face to face training and extended the refresher period on certificates. They have also introduced an online e-learning refresher booster.</p> <p>New operators of forklifts are being trained under social distancing rules but refreshers have been extended until the end of June under the recommendation of the accrediting body. Refreshers needed for safety reasons will continue (under social distancing rules) as they are business critical.</p> <p>Range of measures introduced for our suppliers to adhere to ahead of deliveries:</p> <ul style="list-style-type: none"> <li>● Supplier calls ahead</li> <li>● Suppliers prepare load for unloading and retreat to 2 metre distance</li> <li>● Signing of paperwork has ceased, names of colleagues responsible for the unloading is given instead</li> <li>● If supplier self-unloads, they do so in a segregated area</li> </ul> <p>Our branches 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 that must be adhered to at all times.</p> <p>Stop all non-essential visitors / contractors attending the site. Any essential visitors or contractors should have an induction which includes our social distancing principles and safe ways of working</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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