



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, next review to be carried out on or before 21/03/2021

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	<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>Clear customer and colleague communication of amended safe working practices in advance of deliveries/ collection.</p>



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	<p>Colleagues are empowered to stop work if they feel safe conditions are not in place.</p> <p>* Please note from 6.01.2021 All showroom facilities will be closed to the public during the government lockdown restrictions until further notice.</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>Customers to load their own vehicles, assistance can be given only where 2m distancing can be maintained. 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 posted and where available separate entrance/exits will be in place.</p> <p>The number of customers permitted in the branch at any time is dependent on the size of the branch. The Branch Manager will assess how many customers the branch can safely hold and maintain social distancing. The total number of customers allowed into the branch will be displayed on the entrance to the branch and managed by branch colleagues.</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 one-way system.</p> <p>Smaller items will be collected via the counter, whilst following & adhering to social distancing measures.</p> <p>Larger items will be collected at an agreed point i.e. warehouse roller shutter entrance, whilst adhering to social distancing measures.</p> <p>Customers to load their own vehicles, assistance can be given only where 2m distancing can be maintained. Any MHE used must be suitably cleaned and disinfected prior and after use.</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. All customers and colleagues in the 'shop areas' will wear face masks.</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>Stop all non-essential visitors attending the Branch</p>
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	<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>Team briefings or meetings are held outdoors or in well ventilated rooms.</p> <p>Face Coverings must be worn By customers at all times when in our shops, stores and warehouses. By colleagues when; in the shop / store areas that have public access, in a warehouse that has public access and they are likely to come into close contact with a customer.</p>
Risk of contracting COVID-19 during Bathroom Showroom Appointment	<p>* Please note from 6.01.2021 All showroom facilities will be closed to the public during the government lockdown restrictions until further notice.</p> <p>Access to the Bathroom Showroom will be clearly signed posted 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. Access to the showroom will be upon invite and booked appointment only. All Showroom desks will operate with a sneeze screen protection barrier. Good hygiene procedures are in place following each attended appointment.</p> <p>Disposal gloves and hand sanitising methods in place for customer and colleague use.</p> <p>Showrooms in Tier 4 areas/regions will be closed due to non-essential trade</p>

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<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 cleaned regularly</p> <p>Shared crockery & utensils removed from use and replaced with disposable items as necessary and or bring own cutlery and return home daily.</p> <p>Any external catering i.e burger vans should remain closed unless they are providing food to be consumed offsite.</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>
<p>Risk of contracting COVID-19 during movement of equipment requiring a 2 person, close proximity lift</p>	<p>No 2-person lifts within 2m of each other are carried out.</p>
<p>Reopening of locations following shut down period</p>	<p>Continual communication to colleagues during location shutdown/ furlough. 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 to the latest company Social Distancing Principles. 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>



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	<p>Method of 2 way communication in place for colleague, customer, supplier or visitor concerns to be raised and addressed accordingly.</p> <p>All colleagues to have completed the COVID-19 Operational Colleagues Induction upon their return from furlough absence.</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	<p>Methods of 2 way communication in place for colleagues in work but also for furloughed colleagues.</p> <p>Wellbeing support channels available to all.</p> <p>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.</p> <p>Unless there are exceptional circumstances (authorised by line management) colleagues will not be staying away from home</p>

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<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) do not attend work</p> <p>If a colleague starts to display the symptoms at work, they must leave the workplace as soon as is possible and the branch must implement the 'cleaning and disinfection post Covid-19 case' protocol</p> <p>Signs displayed advising customers with the symptoms not to enter the buildings. Customers displaying symptoms will be respectfully asked to leave.</p> <p>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.</p>
<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>12/01/2021 there is now a specific flow chart to manage the risk for expectant mothers</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>

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	<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>Branches will reduce the amount of movement around branches by using phones or radios where possible</p> <p>Where applicable, customers are briefed on social distancing principles on entry to the branch .</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>
Risk of contracting the virus from contractors or supplier, visitors attending site	<p>Where possible, deliveries are scheduled to avoid exposure to large crowds and rush hour.</p> <p>Where possible vehicle guides and or reminders on social distancing have been installed</p> <p>Reusable delivery boxes used by suppliers or central distribution are regularly cleaned.</p> <p>All visitors attending CPS sites must wear a face mask throughout their visit to protect the site 'bubble'.</p> <p>Where sites are located in Tier 3 & 4 regions only essential site visits from non-site based colleagues can take place, these must be agreed prior by a member of the General Leadership Team.</p>
Risk of transmission due to unavoidable contact between two people in a first aid emergency or fire/ emergency evacuation.	<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.