



GENERAL RISK ASSESSMENT FORM

ASSESSMENT DETAILS: THE RISK OF CROSS INFECTION OF COVID 19 FROM WORKING IN CLOSE PROXIMITY WITH COLLEAGUES AND CUSTOMERS

Area/Task/Activity:	All business operations	Location of activity:	On and off site
Branch Address:	All locations	Name of person(s) undertaking assessment:	Richard Spaven / Albert Lovell
		Signature(s):	
Date of Assessment:	14/05/2020	Planned Review Date:	To be reviewed as and when things change

Declaration	I certify that all controls are in place which reduce risk to as low as is reasonably practicable, all staff have been informed and safe systems of work have been applied.		
Manager Name:	Alice Broster	Title:	Health & Safety Manager
Signature:		Date:	14/05/2020

HAZARD IDENTIFICATION AND CONTROL MEASURES							
Significant Hazards	Who/what might be harmed or damaged?	How people could be harmed How damage might occur	Before Controls		Risk Control Measures (RCMs)	After Controls	
			L	S		L	S
Exposure to Covid 19 virus as MD employees classed as Key workers	Those who work on behalf of Menzies Distribution	Any person working on behalf of MD may become infected with the virus due to cross contamination. As reported via the World Health Organisation the virus is highly contagious	LIKELY	MAJOR	<ul style="list-style-type: none"> • Posters highlighting the need for good hygiene issued • Posters on correct handwashing technique & advice on increased hand washing throughout shifts issued • Email campaigns on best practice issued and ongoing • Departmental best practice guides created and issued • Safety alerts issued across all business sectors as required (read and sign) • Increased cleaning of common touch points (Kronos machines, Door handles, handrails, computers, packing tables, inside of vehicles) • External cleaning contractor instructed to increase the frequency of cleans each day and to focus specifically on common touch points • Enhanced cleaning procedures put in place to wipe down controls of all shared use mechanical lifting equipment • Disinfectant stations set up in sites which are available to all • Third party contractor appointed to carry out deep cleans following any suspected case of Covid-19 on site • Increased stock of surface wipes • Increased stock of hand sanitiser • Procedures have been put in place for any employees who may need to self-isolate. This includes procedures should any person display symptoms while at work • Frequent communications issued directly to all employees; additional communications issued to management • Health, Safety & Wellbeing conference calls have been but in place across the business and are ongoing. These are co-chaired by H&S and HR • A dedicated senior leadership conference call has been set up weekly as a minimum to discuss Covid-19 and the impact on the business • Dedicated Covid-19 resource module created on the Learning Management System (MYLES) • Key communications translated into other languages for ease of accessibility for employees 	UNLIKELY	MAJOR

			RISK RATING VERY HIGH (16)		<ul style="list-style-type: none"> • 2 metre segregation to be implemented wherever possible in each department • Where 2metre segregation is not possible, employees should ask if it is okay for them to approach • Signage in place reiterating 2m segregation rules • Employees who are able to work from home have been identified and are doing so with ongoing monitoring in place from line management • Measures have been put in place for employees who fall into the extremely vulnerable group to ensure their ongoing safety and shielding • Additional measures have also been implemented for those in the vulnerable category, done on a case by case basis • Should employees require to use a passenger lift, only 1 person should use it at a time • Advice given that should first aiders need to deliver CPR then they can omit performing rescue breaths • Only business critical work by third parties permitted to take place on site during Covid-19 period • Face coverings to be worn in communal areas 	RISK RATING MEDIUM (8)		
Exposure to employees when clocking in/out and using biometric door access systems	Those who work on behalf of Menzies Distribution	A colleague suffering from CV19 may touch the Kronos/biometric machine and inadvertently spread the virus	LIKELY	MAJOR	<ul style="list-style-type: none"> • Employees advised to wash hands before coming to work and prior to clocking out • Hourly wipe or spray with disinfectant over of the Kronos machines and biometric access systems to be implemented • Hand sanitiser available to staff before and after using Kronos machine/biometric door access systems • Shift changeovers have been staggered to avoid congregation of large numbers at entrance/exit points • Employees advised that if they need to queue to clock in/out then social distancing must be maintained • Employees encouraged to travel to work on their own and not car share • Face coverings to be worn whilst clocking in and out and queuing 2m must still remain 	POSSIBLE	MAJOR	
			RISK RATING VERY HIGH (16)				RISK RATING HIGH (12)	

Exposure to people working in Office environments	Those who work on behalf of Menzies Distribution	A colleague or visitor to site may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	ALMOST CERTAIN	MAJOR	<ul style="list-style-type: none"> • Increase spacing between seating/desks as required to maintain 2m distancing • If required “tape off” desks so that they cannot be used, to ensure segregation is maintained • Increase in surface cleaning as required. End of shift clear desk policy is in place • Where it is not possible to move workstations, side by side or back to back working should be implemented • Ongoing management of occupancy levels in office areas to ensure safe social distancing can be maintained • Hot desking is currently prohibited • All employees who can, to work from home as much as possible • All non-critical business travel suspended • All non-critical face to face meetings cancelled, SKYPE available across the business to facilitate this • Intercom system in place for any visitors to use • All sites issued with procedures for visitors coming on to site • Should local site meetings take place, social distancing must be observed, meeting room capacity limited and rooms cleaned after any meetings held • No equipment to be shared by meeting participants i.e. laptops, mouse pens etc. • Visitors to site to complete health declaration prior to being allowed past reception • Visitors refused onsite entry should they display any symptoms • Deep clean arranged of site should someone fall ill during work 	UNLIKELY	MAJOR		
			RISK RATING					RISK RATING	
			VERY HIGH (20)					MEDIUM (8)	

Exposure to staff when using either canteen / smoking area	Those who work on behalf of Menzies Distribution	A colleague or visitor to site may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	LIKELY	MAJOR	<ul style="list-style-type: none"> • Extra space arranged between tables and chairs to facilitate social distancing • Breaks to be split/staggered limiting number of employees using the facilities at any one time • Reiterate to staff to maintain 2m spacing between people on breaks • Surfaces and chairs to be wiped down on a frequent basis • Staff advised to wash hands before and after all breaks • Staff advised to maintain 2m distance when using smoking area or any outdoor seating space on sites that are able to do this • Social distancing signage in place across all sites • High use touch points to be cleaned more frequently i.e. microwaves, fridges, kettles. Employees encouraged to wash hands before and after breaks and to ensure they leave the breakroom clean and tidy, disposing of all waste • Face Coverings to be worn in canteen when not eating ie. Making a drink or only warming food, coverings can be removed at the table if eating 	POSSIBLE	MAJOR
			RISK RATING			RISK RATING	
		VERY HIGH (16)				HIGH (12)	
Exposure to staff when working at WPBL benches	Those who work on behalf of Menzies Distribution	A colleague may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	LIKELY	MAJOR	<ul style="list-style-type: none"> • Wipe down of keyboards and WPBL tables before and after packs using antibacterial wipes or disinfectant spray bottles • Sites to arrange stations to maintain 2m separation as far as reasonably practicable • Whenever possible staff are allocated the same packing station throughout the shift to avoid any possible cross contamination between workers • Strapping machines to be offset so not directly in front of the packer, avoiding face to face contact • Step forward/step back process in place to maintain distancing when working across from one another at the benches • Floor markings placed to aid with visual reference to 2m distancing • Roll cages frequently disinfected • Screens are fitted to reduce the risk of transmission • Face Coverings must be worn in communal areas when away from their workstation 	UNLIKELY	MAJOR
			RISK RATING			RISK RATING	
		VERY HIGH (16)				MEDIUM (8)	

Exposure to staff when working on HS machine packing magazines	Those who work on behalf of Menzies Distribution	A colleague or visitor to site may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	LIKELY	MAJOR	<ul style="list-style-type: none"> Screens wiped down before and after each shift as a minimum Zones to be set at maximum separation to create 2m packing areas as far as reasonably practicable Staff advised not to go out of their packing zone whilst colleague in the next Floor markings placed to aid with visual reference to 2m distancing Allocated stations to employees to reduce risk of cross contamination Face coverings may need to be worn in some areas that 2m isn't achievable (Local risk assessment carried out) Face shields may need to be worn in some areas that 2m isn't achievable (Local risk assessment carried out) 	UNLIKELY	MAJOR	RISK RATING MEDIUM (8)
Exposure to staff working in CRU dept.	Those who work on behalf of Menzies Distribution	A colleague or visitor to site may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	LIKELY	MAJOR	<ul style="list-style-type: none"> Pre and post shift wipe down of all equipment Limit the amount of staff acting as loaders to maintain or increase social distancing Employees work face to back at Axon stations Where sites are able to do so, only scan at alternate stations to increase social distancing between operators Hand sanitiser available for use before and after touching returns, totes, magnums, etc. Customer returned Tote boxes disinfected prior to re-entering circulation on HS packing Screens are in place to reduce risk of transmission Face Coverings must be worn in communal areas when away from their workstation 	POSSIBLE	MAJOR	RISK RATING HIGH (12)

Exposure of Delivery Drivers whilst off site	Those who work on behalf of Menzies Distribution	A member of the public/third party may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	LIKELY	MAJOR	<ul style="list-style-type: none"> • Avoid multiple occupancy in vehicles where safe to do so • Vehicles should not be shared if possible, drivers to be assigned specific vehicles • No more than 2 people allowed in vehicle cabs at any time and only when business critical. Ensure side by side seating and increased ventilation • If two-man deliveries are essential, use same pairings wherever possible • Drivers to be issued with hand sanitiser in case of no access to hand washing facilities while out • Maintain 2m distance between any customers at all times • Avoid having close conversations and ensure minimal time is spent in customer shops • Best practice guide issued advising of guidelines for different safe practices depending on the contract • Drivers are to remain in their cabs at the print sites unless they need to access the staff welfare facilities – this must not breach any specific site rules. Keys for the vehicle must always be handed in to transport team • Parcels should be left on the doorstep and not handed directly to the customer • Hand-held terminal (HHT) must not be handed to the customer to sign, deliveries should be contactless • Disinfectant spray to be used in the footwells and rear of lorries after use • Steering wheel, fascia and other areas of the cab to be wiped after every use. • Face coverings issued to all drivers for delivery in retail 	POSSIBLE	MAJOR
RISK RATING							
VERY HIGH (16)			HIGH (12)				

Exposure of staff working on magazine sortation (Sheffield)	Those who work on behalf of Menzies Distribution	A colleague or visitor to site may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	LIKELY	MAJOR	<p>Only use one person at scanning station</p> <p>Dedicated staff at either side of sortation belt to deal with full magnums or blockages, ensuring no crossover</p> <p>Increased spacing on new keeps belt sortation process</p> <p>Sanitiser stations set up around the sortation machine</p> <p>Social distancing signage in place</p>	UNLIKELY	MAJOR	<p>RISK RATING</p> <p>MEDIUM (8)</p>
Exposure risk of NHS Larkhall staff whilst delivering/collecting to and from hospitals	Staff at NHS Larkhall	People or objects/surfaces they come into contact with may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	LIKELY	MAJOR	<p>All staff to wash their hands on arrival at site</p> <p>Drivers to be issued with hand sanitiser in case of no access to hand washing facilities while out</p> <p>Drivers advised to wear gloves at all times when handling cages – this should not replace hand washing where facilities are available to do this</p> <p>Single use gloves to be worn and carefully disposed of after every call</p> <p>Maintain 2m distance between any individuals at all times</p> <p>Face coverings issued to all drivers</p>	POSSIBLE	MAJOR	<p>RISK RATING</p> <p>HIGH (12)</p>

Exposure of H2H staff to members of the public who may be symptomatic when delivering papers	H2H staff	People or objects/surfaces they come into contact with may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	LIKELY	MAJOR	Workers to be issued with hand sanitiser in case of no access to hand washing facilities while out Maintain 2m distance between any individuals as far as reasonably practicable Communications shared on a regular basis due to remote working of the H2H team Daily check ins with line manager	UNLIKELY	MAJOR
			RISK RATING VERY HIGH (16)			RISK RATING MEDIUM (8)	
Exposure to individuals living within the same household or visiting the home	Employees working from home on a temporary basis	People or objects/surfaces they come into contact with may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	LIKELY	MAJOR	Maintain 2m distance between any individuals visiting the home as far as reasonably practicable All individuals working from home are told to stay at home unless absolutely necessary – i.e. for supplies or medication	RARE	MAJOR
			RISK RATING VERY HIGH (16)			RISK RATING MEDIUM (8)	

RISK ASSESSMENT MATRIX

		CONSEQUENCES				
		NEGLIGIBLE (1) NO INJURY OR VISIBLE / MECHANICAL DAMAGE	MINOR (2) FIRST AID / COSMETIC DAMAGE	MODERATE (3) MEDICAL TREATMENT OR LOST DAYS /DAMAGE UNDER £5K	MAJOR (4) HOSPITALISED / DAMAGE BETWEEN £5K-£20K	CATASTROPHIC (5) LIFE THREATENING OR FATALITY / DAMAGE OVER £20K
PROBABILITY	ALMOST CERTAIN (5) MORE OFTEN THAN NOT	MEDIUM (5)	HIGH (10)	HIGH (15)	VERY HIGH (20)	CATASTROPHIC (25)
	LIKELY (4) 10%-50% OF THE TIME	MEDIUM (4)	MEDIUM (8)	HIGH (12)	VERY HIGH (16)	VERY HIGH (20)
	POSSIBLE (3) 6%-10% OF THE TIME	LOW (3)	MEDIUM (6)	MEDIUM (9)	HIGH (12)	HIGH (15)
	UNLIKELY (2) 2%-5% OF THE TIME	LOW (2)	MEDIUM (4)	MEDIUM (6)	MEDIUM (8)	HIGH (10)
	RARE (1) <1% OF THE TIME	VERY LOW (1)	LOW (2)	LOW (3)	MEDIUM (4)	MEDIUM (5)

ACTION PLAN (FURTHER ACTION / CONTROLS REQUIRED)

Hazard	Action required	Person(s) to undertake action?	Priority	Projected time scale	Notes / comments	Date Completed

RISK ASSESSMENT REVIEW

Review Date	Have additional hazards/controls from action plan been added into risk assessment? (Yes/No)	Reviewed By (Name & Title)	Signature	Next Review Date
15/10/2020	Yes	Albert Lovell (Business Continuity Manager)	A Lovell	Ongoing
15/01/2021	Yes	Albert Lovell (Business Continuity Manager)	A Lovell	Ongoing