

Covid-19 Risk Assessment: One Stop Stores Ltd – Distribution & Transport.



Scope		Commentary
Areas Included / Not Included	Included: All activities within Distribution operations	Our approach to managing risk throughout the COVID19 response is aligned with our organisational commitment that "Nothing is more important than the safety of our customers and colleagues". Our focus has been to align with the developing guidelines from Public Health England, the devolved governments and the Department for Business, Energy & Industrial Strategy (BEIS). The control measures in place will be subject to ongoing assurance activities and are supported by detailed Instruction, Information, Training and Supervision. Our controls centre around the principles of maintaining Social Distancing and good hygiene standards for our customers and colleagues. In line with our safety management system and our duty as an employer, the aim has been to reduce workplace risk to the lowest reasonably practicable level. We have achieved this by implementing preventative measures to minimise any potential residual risk based on the scientific guidance and advice available as the situation develops. Colleague representatives have been consulted on this risk assessment.
Format	Distribution and Transport	
Last Reviewed and Updated	24.07.20	

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
Changes made in distribution centres to prevent the spread and survival of Covid-19	Presence and survival of the virus on general surfaces and hand touch points	Colleagues, agency colleagues, contractors, visitors	Introduced: <ul style="list-style-type: none"> RDT's cleaned at start and end of shift Distribution colleagues continue to clean as they go, ensuring their work areas are cleaned regularly using diluted approved cleaning chemical and Blue roll. Depots issued with hand sanitiser, hand soap, drysan or similar wipes, Approved cleaning chemical and blue roll Depots set up with sanitiser stations in key locations and single sanitiser units in key locations Cleaners include focus on 'touch points' Posters displayed regarding hand washing and toilet hygiene Guidance provided on social distancing measures to be achieved. Foot door openers fitted to remove direct hand contact with surfaces 	<ul style="list-style-type: none"> COVID - DC Policy to Minimise Risk Daily Briefings Safe and Legal Audits to commence during May 20 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit
	Presence and survival of the virus on MHE, depot equipment surfaces and hand touch points	Colleagues, agency colleagues, contractors	<ul style="list-style-type: none"> MHE and depot equipment cleaned at start and end of shift Colleagues reminded daily and checks made by the supervisory teams 	<ul style="list-style-type: none"> COVID - DC Policy to Minimise Risk Daily Briefings Safe and Legal Audits to commence during May 20 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit
	Personal contact e.g. podiums, canteen, smoking areas, toilets, office areas. Not being able to maintain the 2m social distancing guidance.	Colleagues, agency colleagues, contractors, management, visitors	<ul style="list-style-type: none"> Perspex screens fitted to podiums, debrief desks, Signage, tape, floor sticker and signs used and clearly displayed reminding colleagues of social distancing control measures. Layout changes incorporated into office areas, canteens, rest rooms, toilets etc to ensure 2m social distancing achieved. Changes made to start, finish and break times to allow greater spread of clocking times Restrictions on the number of colleagues entering an area / office / room if 2m distancing can not be maintained. Internal and external meetings held via teams whenever possible. Contractors inducted and briefed on procedures to be followed whilst working on the sites. Colleagues asked to work from home where possible to do so. Additional cleaning implemented with regular disinfection of hard surface touch points. Sanitiser stations and single units located at main entry points throughout. 	<ul style="list-style-type: none"> COVID - DC Policy to Minimise Risk Daily Briefings Hygiene screens fitted March / April 2020 Safe and Legal Audits to commence during May 20 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit
	Presence and survival of the virus on HGV cab equipment surfaces and hand touch points	DC Drivers, Shunters	<ul style="list-style-type: none"> Distribution drivers continue to clean as they go, ensuring their work areas are cleaned regularly using diluted Approved cleaning chemical and Blue roll. Drivers issued with hand sanitiser, drysan or similar wipes, approved cleaning chemical and blue roll 	<ul style="list-style-type: none"> COVID - DC Policy to Minimise Risk Daily Briefings Safe and Legal Audits to commence during May 20 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit
	Personal contact with others	Colleagues, agency colleagues, contractors, management, visitors	<ul style="list-style-type: none"> Face visors supplied made available for colleagues working in areas where close proximity is unavoidable. Guidance supplied on how to wear and clean them Additional consumables - Face masks and gloves made available Guidance supplied on how to wear and use them Interviews carried out over the phone 	<ul style="list-style-type: none"> Masks and Gloves April 2020 Hand Sanitiser March / April 2020 Face Visors April 2020 Safe and Legal Audits to commence during May 20 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit
	Contact with third party delivery drivers and potential spread of Covid-19	Goods Inwards Colleagues, Other visiting drivers	<ul style="list-style-type: none"> Clear guidance and instructions for drivers entering the site. PPE used by goods inwards colleagues. Drivers managed whilst on site. Separate drivers toilet facilities at each depot. Drivers remain in their cab when not required to work curtains or on the back of the trailer. Any equipment used by visiting drivers cleaned after each use (hand pallet truck). Signage around the sites and at the arrival gates 	<ul style="list-style-type: none"> COVID - DC Policy to Minimise Risk Daily Briefings Safe and Legal Audits to commence during May 20 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit

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Cleaning and hygiene consumables	New chemicals not COSHH assessed and instruction not in place	Colleagues, cleaners	<ul style="list-style-type: none"> Sourcing alternative suppliers/chemicals if Ecolab products not available CoSHH assessments will be completed and new/amended cleaning guidance produced prior to use 	<ul style="list-style-type: none"> Managed centrally Safe and Legal Audits to commence during May 20 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit
	Cleaning and hygiene supplies not available e.g. hand sanitiser/drysan wipes re-directed to the NHS or supplier unable to maintain supply	Colleagues, agency colleagues, contractors, management, visitors	<ul style="list-style-type: none"> Alternative suppliers or consumables being sought if current suppliers unable to maintain demand CoSHH assessments will be completed and new/amended cleaning instructions produced prior to using any new chemicals 	<ul style="list-style-type: none"> Managed centrally Safe and Legal Audits to commence during May 20 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit
	Potential allergic reaction to wipes and hand sanitisers	Colleagues, agency colleagues, contractors, management, visitors	<ul style="list-style-type: none"> Approved hand sanitisers and wipes are always without allergenic/sensitising properties 	<ul style="list-style-type: none"> Managed centrally 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit
Undertaking normal activity within the warehouse to include management activities, picking, loading and unloading of vehicles	Presence and survival of the virus on surfaces and hand touch points Spread of virus to others by close proximity to others.	Colleagues, agency colleagues, contractors, management, visitors	<ul style="list-style-type: none"> Additional cleaning and disinfecting touch points. Chemicals used that are suitable to kill corona virus microorganisms. Sanitiser units provided to each DC for entrance and exit Foot handles (devices to open doors without using hands) installed by Maintenance on frequently accessed doors. Colleagues instructed to not swap equipment during shifts. Guidance for Drivers produced on how to safely clean down their vehicle. Poster and briefings to colleagues, visitors and agency colleagues to not attend the depot if suffering from any of the Covid symptoms. At places where people queue or congregate floor markings to remind the 2m social distancing guidance " Handwashing information posters Search buttons taken out of use All colleagues provided with gloves for all activities 	<ul style="list-style-type: none"> COVID - DC Policy to Minimise Risk Daily Briefings Safe and Legal Audits to commence during May 20 Masks and Gloves April 2020 Hand Sanitiser March / April 2020 Face Visors April 2020 Hand Washing Posters 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit
Signing in and accessing the site	Touching frequent touch points and picking up the virus on hands or coming into close contact with others in reception/visitor arrival points	Colleagues, agency colleagues, contractors, management, visitors	<ul style="list-style-type: none"> For visitors to site, or if a colleague has forgotten their access card, there will be a dispenser available containing hand sanitiser. Receptionist, site services or management will sign in all visitors to the site Perspex screen installed at some points. Signage to support social distancing measures 	<ul style="list-style-type: none"> COVID - DC Policy to Minimise Risk Safe and Legal Audits to commence during May 20 Hand Sanitiser March / April 2020 Hand Washing Posters 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit
Clocking in and out	Touching frequent touch points and picking up the virus on hands or coming into close contact with others in the queue.	Colleagues	<ul style="list-style-type: none"> Regular cleaning to this area. Floor markings indicate the 2m social distancing guidance around clocking in positions. Hand sanitiser available Staggered start / finish times 	<ul style="list-style-type: none"> COVID - DC Policy to Minimise Risk Safe and Legal Audits to commence during May 20 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit
Rest breaks / Toilets and Cantøens	Touching frequent touch points and picking up the virus on hands or coming into close contact with others in the queue.	Colleagues, agency colleagues, visitors, contractors	<ul style="list-style-type: none"> High visibility tape and specific vinyl floor stickers have been installed to help with social distancing in the various areas. All pool tables, dart boards etc are closed. Tables and chairs repositioned Microwaves are cleaned regularly especially with the increase in colleagues bringing their own food to work Soft seating and other items moved or removed Colleagues can purchase pre-packed sandwiches or bring their own food. Colleague can also take food away to eat in their cars should they wish to do so. Self-sanitising is in place in rest rooms. Colleague fridges removed from colleague rooms Two metre social distancing zones with a taped marker line are in place by each water station Social distancing guidance applied to all colleague toilets this will include urinals / wash basins restricted and queue management with stickers / floor markings as necessary. 	<ul style="list-style-type: none"> COVID - DC Policy to Minimise Risk Safe and Legal Audits to commence during May 20 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit
Using the smoking shelter	Not being able to maintain the recommended 2m social distancing guidelines - spread of virus to others. Fire from discarded cigarettes in car park areas / vehicles	Colleagues, agency colleagues, visitors, contractors	<ul style="list-style-type: none"> Colleagues not permitted to gather in groups in the smoking areas. Yellow boxes installed to support the compliance of social distancing guidelines. In the event of social distancing measures not being followed the DCM can choose to close the smoking shelter. A second option for colleagues is to smoke in their own vehicles, disposing of any smoking related materials either in the car or via the bins onsite. 	<ul style="list-style-type: none"> COVID - DC Policy to Minimise Risk Safe and Legal Audits to commence during May 20 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit
New colleagues' inductions undertaking all warehouse activities	Increased number of colleagues to be trained by the trainers in equipment handling whilst following the 2m social distancing guidance	Colleagues, contractors, visitors, trainers	<ul style="list-style-type: none"> Classroom occupancy restricted to ensure colleagues are spread out. All colleagues face forwards (classroom style) so face to face activity is avoided Face visor recommended for the trainers completing practical demonstrations Limited number of trainees: trainer 	<ul style="list-style-type: none"> COVID - DC Policy to Minimise Risk Safe and Legal Audits to commence during May 20 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit

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Training of new colleagues on MHE	Not being able to maintain the recommended 2m social distancing guidelines	Trainer, trainees	<ul style="list-style-type: none"> Provision of face visors for trainers Smaller group sizes Reduction in contact time for the induction training Spacing between colleagues at desks during the classroom work and colleagues face forward not towards other colleagues Any colleague with symptoms should not be at work 	<ul style="list-style-type: none"> COVID - DC Policy to Minimise Risk Safe and Legal Audits to commence during May 20 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit
Drivers undertaking deliveries to stores	Not being able to maintain the recommended 2m social distancing guidelines	Driver, store colleagues, public	<ul style="list-style-type: none"> Retail colleagues provided with face shields to be worn during deliveries where the 2m guidance cannot be followed. Drivers to wash hands when at the stores Fuel pumps to be cleaned daily. Drivers issued with face visors to be worn when completing front door deliveries, handballing stock or collecting paperwork. 	<ul style="list-style-type: none"> COVID - DC Policy to Minimise Risk Safe and Legal Audits to commence during May 20 Mandatory Face Coverings Distribution Guidance V1 Face Visors for Colleagues V1 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit
Cleaning vehicle cabs	<p>Presence and survival of the virus on surfaces and hand touch points</p> <p>Exposure to the cleaning chemical</p> <p>Failure to adequately clean hand contact surfaces</p> <p>Inability of the product to be effective against the Covid 19 virus</p>	Drivers	<ul style="list-style-type: none"> COSHH RA completed COSHH Data sheet available Confirmation from Ecolab that Approved cleaning chemical is suitable for the novel virus Guidance issued on how and what to clean Availability of PPE (Gloves, Goggles) to use when diluting Approved cleaning chemical from concentrate Guidance on disposing of the paper towels used to clean 	<ul style="list-style-type: none"> COVID - DC Policy to Minimise Risk Safe and Legal Audits to commence during May 20 	<ul style="list-style-type: none"> Safe and Legal Audit Safety support visit
Use of offices	Not being able to maintain the recommended 2m social distancing guidelines - spread of virus to others.	Colleagues, contractors, visitors	<ul style="list-style-type: none"> Only business critical meetings held in person with 2m distance between colleagues. All depots have the use of Microsoft Teams, this will be used for all meetings where practical. Colleagues to work from home where possible Floor markings will mark the 2m social distancing Occupancy of meeting rooms limited Face masks made available for DC colleagues and guidance provided on their use. Signage to enforce guidance around site Mental health support has been offered to all colleagues using a third-party reducing anxiety for colleagues working away from the office Working from home should be undertaken wherever possible 	<ul style="list-style-type: none"> Coronavirus - DC / CFC policy to minimise risk WGLL (Visual and operational guides) - myDC COVID-19 Guidance Meetings and Audits - GPS SharePoint COVID-19 Guidance First Aid. H&S Guidance Document - myDC Posters and signage to highlight need for social distancing (available in multiple languages). Disposable gloves, face masks and visors. Posters & SSC Comms re mental health 	<ul style="list-style-type: none"> Depot review of adopted practices and guidance by Group People Safety Team. Completion of a safe and legal audit by the in-house audit team at all sites.
Sharing desks in the office	Presence and survival of the virus on surfaces and hand touch points - spread of virus to others by close proximity to others.	Colleagues	<ul style="list-style-type: none"> Desks are positioned to be spread out and adopt the 2 m social distancing guidance wherever possible Face shields and face masks are available for colleagues to wear if they choose Desks should be wiped over with an approved product before and after use 	<ul style="list-style-type: none"> Coronavirus - DC / CFC policy to minimise risk WGLL (Visual and operational guides) - myDC Face Visors for Colleagues - myDC 	<ul style="list-style-type: none"> Completion of a safe and legal audit by the in-house audit team at all sites.
Return to work post shielding	<p>No understanding of the introduced social distancing measures</p> <p>Skills on MHE have not been practiced for 12-week period</p>	Colleagues, visitors	<ul style="list-style-type: none"> Operators of MHE and FLT to complete familiarisation training after a 12-week absence Briefing of social distancing measures in place required on return to work Site familiarisation visit scheduled as part of the return to work process Occupational health support if required to determine appropriate job role 	<ul style="list-style-type: none"> Covid-19 - What I need to know briefing - April 2020 - GPS SharePoint FLT Training 	<ul style="list-style-type: none"> Depot review of adopted practices and guidance by Group People Safety Team. Completion of a safe and legal audit by the in-house audit team at all sites.
Managers and colleagues not undertaking the relevant changes to the workplace	<p>Colleagues and managers not maintaining the social distancing</p> <p>Colleagues not aware of the required changes and how to operate safely within the depot or transport area.</p>	Colleagues, visitors, guests	<ul style="list-style-type: none"> A photo pack of completed actions is required to be uploaded to the One Stop I drive from all sites All colleagues reminded via the weekly brief of changes All new starters are briefed on Covid activity changes as part of induction 	<ul style="list-style-type: none"> Briefing training for colleagues Photo pack for WGLL in all depots 	<ul style="list-style-type: none"> Completion of a safe and legal audit by the audit team at all sites.
One Stop Driver breakdown on public highway and requires recovery	Not being able to maintain the recommended 2m social distancing guidelines.	Driver, recovery Driver	<ul style="list-style-type: none"> Approved One Stop recovery company have aligned their recovery procedure to standards set out by Highways England and the IVR (Institute of Vehicle Recovery) and are recommending drivers and passengers of casualty vehicles remain in their vehicle whilst being recovered. 	<ul style="list-style-type: none"> Recovery company Covid-19 Customer Rescue & Recover Procedure Recovery company Covid 19 Dynamic Risk Assessment for Vehicle Recovery 	<ul style="list-style-type: none"> NA
PPM activity by maintenance colleagues	Reduction in frequency of maintenance visits for PPM activities	Colleagues, customers, contractors	<ul style="list-style-type: none"> All PPM's and statutory maintenance have been maintained 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Verisae records of all statutory inspections and PPM
MHE Maintenance Activities	Reduced staffing levels leading to inability to provide normal level of service and therefore vehicles/equipment being used that are outside of their normal servicing regime.	Colleagues, contractors, visitors	<ul style="list-style-type: none"> Any defective trucks taken out of service. VOR vehicles logged with Third Party maintenance provider. Repairs, services and inspections all continue as per normal plan. Third Party maintenance provider briefed on COVID-19 precautions during authorisation/permit to work issuing Pre use Inspections completed by colleagues 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Completion of a safe and legal audit by the audit team at all sites.

