

Risk Assessment

WORK ACTIVITY ASSESSED:	COVID-19
DATE:	
ASSESSED BY:	
BRANCH LOCATION:	

IDENTIFY WHO MAY BE HARMED (tick as appropriate):

Person(s)	Yes	No	Person(s)	Yes	No
Employees	✓		Subcontractors	✓	
Official visitors	✓		General public	✓	

NUMBER OF PERSONS AT RISK: 'Home branch' Employees _____

RISK RATING CALCULATOR:

Probability of an occurrence should be assessed on a scale of 1 - 4 as follows:	
1	Unlikely. If control measures do not break down
2	Possible. If the control measures depend on an individual using/adjusting them
3	Probable. Exposure to the hazard is continuous
4	Certain/Imminent. Exposure to the hazard is continuous and uncontrolled
Severity of occurrence should be assessed on a scale of 1 - 4 as follows:	
1	Only damage likely to occur treatable by minor first aid
2	Can cause illness or injury but not to a serious degree
3	Danger of causing serious illness or severe injury
4	Imminent danger exists, causing fatality or major illness
Calculation of risk: Probability (P) x Severity (S) = Risk rating (1 to 3 = Low Risk / 4 to 8 = Moderate Risk / 9 to 16 = High Risk)	

HAZARDS (without any existing control measures)	Risk Rating				
	P	S	Low 1-3	Mod 4-8	High 9-16
Persons at the work symptomatic of COVID-19	4	4			16
Persons at work who have contracted COVID-19	4	4			16
Workplace Contamination	4	4			16
Workplace Gatherings	4	4			16
Keeping the workplace clean	4	4			16
Deliveries & Collections	4	4			16
Pedestrian Access Egress including Public, Visitors, Contractors	4	4			16
PPE (Personal Protective Equipment)	3	4			12
Training Colleagues	4	4			16

CONTROL MEASURES TO BE ADOPTED:

Persons at work symptomatic of COVID-19

- Colleagues must not attend work if displaying any COVID-19 Symptoms
- All colleagues briefed about risk of severe disease associated with COVID-19 and its risk of transmission, company updates will be provided regularly to colleagues via Learning Zone updates-
- All colleagues briefed on how long to self-isolate according to government guidance.
- Additional consideration given to those employees who may be deemed to be at increased risk.
- Advice on risks, symptoms and control measures has been passed onto employees.
- Regular Management team meetings to ensure timely updating and sharing of information with all teams.

Persons at work who have contracted COVID-19

- Symptomatic employees will be sent home.
- Employees are advised to follow NHS online guidance.
- If NHS 111 determines the employee is symptomatic and unfit for work, they will be sent home.
- Employees will only be allowed to work if they are well and neither they nor any of their household are self-isolating.
- Poster displayed at all entrances which highlights the risks of CV19 and states that symptomatic individuals will not be allowed entry or will be requested to leave.
- Colleagues must inform their manager immediately if diagnosis of COVID-19 confirmed
- Colleagues must follow the cleaning and sanitation guidelines for cleaning their workstation and closing the branch prior to going home

Workplace Contamination

- Entry to secure zone restricted to key holders or those authorised to enter
- Hygiene requirements (handwashing and using hand sanitizer etc.).
- Employer will ensure that at least a 2 meters gap from other people is provided.
- Employees are expected to observe 2 metre markers placed on the floor to help keep the 2-metre distance
- Use contactless payment where possible: Apple & Android Pay accepted.
- Entrance Doors to branches will be propped open to prevent contact on entry
- Hand sanitizers will be in place i.e. Entry to secure area, toilets, rest areas etc.

Workplace Gatherings (where more than one person is working at a branch)

- There are designated workstations for colleagues to sit and these are a minimum of 2 meters apart to maintain the 2-meter rule. Revised measures will be put in place as more colleagues return to work along with government and HSE guidance.
- Social distancing markers have been implemented for employees' information on where they should wait until a colleague has passed through. All colleagues have been communicated with to ensure compliance.
- Visiting Maintenance & Field managers will wear face coverings when in branch where 2m rule cannot be enforced.

- Where double manned the person closest to the safe will hold safe key and pass all stock to colleague as required

Keeping the workplace clean (Hygiene)

- The workplace will be decontaminated following Governmental guidance should an outbreak of Coronavirus materialise at our premises where a colleague receives a confirmed diagnosis
- <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>
- This RA and links to government web sites is available to employees.
- An increased formal cleaning regime is underway. Employees are cleaning equipment and surfaces more often (keyboards, work surfaces, door handle, tables, desks, telephones, etc.)
- Employees are advised to wash hands with soap and water regularly for at least 20 seconds and sanitize their hands. Displayed posters promoting hand washing and how to wash it properly.
- Paper towels or hand dryers are used to dry hands.
- Hand sanitizers have been placed in the workplace employees must use these to reduce the spread of Corona Virus.
- All colleagues briefed to cover mouth and nose with a tissue or elbow sleeve (not with hands) when coughing or sneezing and any used tissues to be put in the bin immediately and wash your hands afterwards. Posters displayed with information.
- Shared tools and equipment wiped prior to and after use
- Sanitise workstations at start and end of day
- Ask each customer to use alcohol wipes to wipe the stylus or pin pads BEFORE use
- Provide alcohol wipes on customer request e.g. to wipe the ATM before use
- Regularly sanitise hands throughout the day and wash hands with soap & water every 3 hours or when taking a break, using toilet facilities, handling or eating food.
- Clean & sanitise front of house counters, door knobs etc every 3 hours, including ATM screen & pin pads where present
- Keep to one workstation per colleague
- Regularly sanitise hand contact points
- Clean Kettles, microwaves, and counters before and after use
- Clean all contact points as part of close down procedures E.g. Alarm panel, light switches, Safe handle etc.

Deliveries and collections (Work Related Travel)

- All G4S CIT operatives have full PPE at all times, masks & gloves. CIT deliveries will operate as per BPM. (to be update once NM CIT recommences)
- All other deliveries and collections will be left in the airlock so that employees and drivers must observe the 2-meter rule
- Where a colleague is using public transport to move stock or cover breaks it is recommended that a face covering be worn while in contact with the public.

Pedestrian Access and Egress including Public, Visitors, Contractors

- Branches **must** limit customers into the branches on a one in one out basis. Distancing markers will be placed on floors along with signage to maintain the distancing rules. Where possible encourage public to enter the branch alone and not in pairs etc.
- Contractors must maintain 2-meter social distancing at all time when carrying out essential works to protect colleagues and public. Where this cannot be achieved other arrangements must be made to protect colleagues and public from COVID-19 a separate risk assessment will be carried out as and when required.
- Contractors must provide Risk assessment and Method Statements when attending branches to include COVID-19.

Personal Protective Equipment (PPE)

- PPE will always be used as a last resort. However, PPE is readily available and distributed to all parts of the business for use by Colleagues.
- Where Coronavirus cannot be controlled by means of the control measure above. i.e. maintaining the 2-meter rule within the workplace colleagues will be required to wear a face mask to protect others from corona virus or other airborne viruses.
- Where colleagues are required to encounter the public for work purposes or cannot maintain the 2-meter rule. PPE will consist of Surgical Disposable masks or reusable washable masks.
- Disposable gloves will be worn during cleaning operations within the premises i.e. cleaning desks phones
- Washable masks will be washed daily this will be the responsibility of the staff member. NM Group will ensure an adequate supply of masks to relevant colleagues who will provide to branch colleagues when needed.
- Hand sanitizer will be available throughout the group of companies in all locations and must be used after each customer transaction.

Training of Colleagues

- Colleagues complete a COVID-19 training module via the online training portal.
- New employees will be required to complete the COVID-19 training as part of their induction.
- New employees will be required to train in a branch where the 2 meter rule can be applied so that they work 2 meters apart for most of the time. Where they need to be shown procedures and close supervision (less than 2 meters) is required both trainer and trainee will use face coverings.

HAZARDS (with control measures in place)	Risk Rating				
	P	S	1-3	4-8	9-16
Persons at the work symptomatic of COVID-19	2	4		8	
Persons at work who have contracted COVID-19	2	4		8	
Workplace Contamination	2	4		8	
Workplace Gatherings	2	4		8	
Deliveries & Collections	2	4		8	
Pedestrian Access Egress:Public, Visitors, Contractors	2	4		8	
PPE (Personal Protective Equipment)	2	4		8	
Training of Colleagues	2	4		8	

Any activities given a hazard ranking of between 9 and 16 should cease immediately until control measures can be put in place to reduce risk.

ARE FURTHER CONTROL MEASURES NEEDED? YES NO

Always consider new control measures in the following order of precedence: -
Elimination - Substitution - Isolation - Engineering - Personal Protective Equipment.
Please refer to the company Risk Assessment Manual for further guidance.

IF YES PLEASE STATE REQUIRED CONTROL MEASURES:

- Under health and safety law, the primary responsibility for COVID-19 is down to employers, **however, Employees have a duty to take care of their own health and safety and that of others who may be affected by their actions at work.** Employees must co-operate with employers and co-workers to help everyone meet their legal requirements specifically in this case the spread of the COVID-19 Virus.
- Shopping Centre Requirements in addition to the above controls:

INFORMATION, INSTRUCTION SUPERVISION AND TRAINING:

All Employees have been instructed on in house requirements and Government guidelines with regards to COVID-19 Virus. Regular updates will be given as the situation evolves. Employees will undergo COVID-19 training with the NM Group Aspire training tool.
Constant supervision is required to ensure that employees are conforming to this risk assessment and any other advice given



PERSONAL PROTECTIVE EQUIPMENT (*tick as appropriate*):

PPE will be issued where available and on the request of the employee.

Safety helmet	<input type="checkbox"/>	Safety Footwear	<input type="checkbox"/>	Other (please specify below)	<input type="checkbox"/>
Hi-vis garment	<input type="checkbox"/>	Gloves (<i>Disposable</i>).	<input checked="" type="checkbox"/> R	Hand Sanitizer with 60% + Alcohol	<input checked="" type="checkbox"/>
Goggles/visor	<input type="checkbox"/>	Overalls	<input type="checkbox"/>		
Ear defenders	<input type="checkbox"/>	Face masks (<i>Disposable</i>).	<input checked="" type="checkbox"/> R		

R = Recommended or as instructed by local managers.

SIGNATURE:	
POSITION:	
DATE FOR REVIEW:	Ongoing