

COVID-19 risk register: Sykes Cottages OCP / Group Sister Brands

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?	Are further controls required?	Actioned by	Date Due	Date Completed	Maintenance and review
COVID-19 from customers who are infected	Staff or other customers catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	<p>Cleaning and disinfecting in accordance with government guidance</p> <p>Frequently touched surfaces including counters, handrails, doors, phones, keyboards and vending facilities are regularly cleaned.</p> <p>Physical distancing – floor has markings to keep employees and customers at least 2m apart from each other both at work stations and in all areas of the business eg break out areas. (No more than 2 customers are allowed into the brand office at a time to allow for physical distancing and signs placed around the Office advising of these rules.)</p> <p>Vulnerable/shielding staff policy??</p> <p>Plexi glass screen is installed at counters. Customers are kept back from desks. Alcohol based hand sanitiser is provided at all workstations and on entry to the office.</p> <p>Posters on hand washing are prominent in all offices and hand-washing facilities are available in the Toilets.</p> <p>Employees should be reminded to wash their hands after coughing and sneezing and follow the Catch it, Bin it and Kill it procedure</p>	<p>Employees use their own dedicated cup crockery and cutlery</p> <p>Staff to be reminded on a daily basis of the importance of social/physical distancing both in the workplace and outside of it. Management checks to ensure this is adhered to.</p> <p>Supply tissues??</p>		1/05/2020		
COVID-19 from staff who are infected	Other staff or customers catching COVID-19 (could result in serious illness or death).	Low, there have been few cases locally.	Moderate, while there are only a few local cases the consequences may be severe.	<p>Cleaning and disinfecting is done in accordance with government guidance.</p> <p>Frequently touched surfaces including counters, handrails, doors, phones, keyboards and vending facilities have all been identified for regular cleaning.</p> <p>All employees have been briefed on symptoms of COVID-19 and have been told to stay home if they aren't feeling well.</p>	<p>Update roster so employees are rostered with the same colleagues each shift to minimise exposure.</p> <p>Introduce Health Surveillance and take everyone's temperature on entry into the office</p>		Ongoing		Consult with employees at next employee meeting for any feedback on revised roster and effectiveness of new soap dispenser

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				<p>If a staff member becomes unwell at work, a process is in place to isolate them and arrange for them to be sent home to receive medical attention. They must then follow the current guidance on self-isolation and not return to work until their period of self-isolation has been completed.</p> <p>If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the HR team to contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. https://www.publichealth.hscni.net/</p> <p>Employees don't have contact with delivery drivers, all paperwork is completed electronically.</p> <p>Anti-bacterial soap and water for hand washing and paper towel or air dryer for hand drying is available in toilets, break rooms, with instructional signs on hand washing.</p> <p>Alcohol based hand sanitiser is also available in all staff areas including desks, toilets, break rooms, and main entrance and exit routes and signs are displayed on appropriate use.</p> <p>Where meetings are required, they are held over the phone, via teams and information sent by email where possible.</p> <p>Break times are staggered to minimise the number of staff using break areas at one time.</p> <p>Employees should be advised not to share vehicles unless they are members of the same household.</p>	<p>1CP -Ground floor collaboration zone is our dedicated isolation area.</p> <p>Brands should identify their own dedicated isolation area utilising small meeting rooms or an area of the office that can be segregated from the rest.</p> <p>New automatic soap and sanitiser dispensers ordered for each kitchen area</p>				

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Fatigue from working longer hours to meet high demand	Injury to staff or others from fatigue related accidents or illness resulting from fatigue.	High, demand has increased significantly, and most workers did overtime last week.	High, particularly to staff doing deliveries or driving to and from work.	<p>Ensure maximum shift lengths and maximum starts per week are observed to prevent fatigue</p> <p>Ensure breaks are provided.</p> <p>Staff are rostered to ensure that they regularly get two complete days off work if they are working long hours.</p> <p>Staff numbers reflect work required to deal with customer / owner volume</p> <p>Staff reporting feeling tired are sent home and driven or offered a taxi if necessary.</p>			1/05/2020		
Customer / Owner aggression	Physical or psychological injury to staff.	High, customers / Owners concerned they may not get the service they require have verbally abused staff	High, staff are already reporting instances of verbal abuse and threats of violent behaviour.	<p>There is always a line manager rostered on to assist but they often get caught up with other tasks..</p> <p>Processes are in place to ban abusive and violent customers / Owners from calling in.</p> <p>Employees have access to psychological support through the Retail Trust / Sue Shaw - the counsellor</p>	<p>Manager prioritises assisting staff with upset customers / Owners and staff able to remove themselves if they feel necessary.</p> <p>Clear signage on the website Training for workers on communicating with aggressive customers</p> <p>Regular communication of mental health information and open door policy for those requiring additional support.</p>	Louisa Smeeton / Matt Prescott	1/05/2020	1/05/2020	Review if any further occurrences
Housekeeping in Brands	Vehicle accidents injuring staff or others	Moderate, based on the experience of similar businesses.	High as injuries could be severe.	<p>Van provided by the business is in good working order.</p> <p>Staff are given familiarisation with the van before driving.</p> <p>Covid 19 protocol for filling up with fuel Staff licences checked before becoming delivery drivers.</p>	<p>Regular checks and maintenance scheduled for van.</p> <p>PPE to be supplied – gloves and facemasks</p>	Brand Director	1/05/2020		
Persistent use of hand sanitiser	Dermatitis	Moderate, many employees will not have used hand sanitiser regularly before	Moderate, effected individuals may have a significant reaction	Employees are encouraged to wash hands with soap and water for 20 secs where possible as an alternative to hand sanitiser.	Anti-bacterial hand wash and alcohol free hand sanitiser to be purchased and dispensed through touchless/automatic dispensers	HRBP	1/05/2020		
Persistent use of Latex gloves	New or aggravated latex sensitivity	Low, most gloves will not be latex-based	Moderate, effected individuals may have a significant reaction	Employees are provided with non-latex gloves or remove gloves when not necessary	Ensure latex free gloves are purchased.	Sue Thorley and Brand Directors	1/05/2020		

