

# Risk assessment form

		Date of assessment:		Task / work activity / work area assessed:					Assessment carried by:			
		17/05/20		Igloo Books Warehouse: Risk of spreading or catching coronavirus (COVID-19/CV-19)					Darren Witherall/Sharon Laurie/Stephen Felton/Ionut Bruma			
Probable case outcome					Likelihood – scale					Risk rating (outcome X likelihood)		
10	8	5	3	1	10	8	5	2	1	High	Medium	Low
Fatality	Severe injury / ill health	Lost time injury	Minor injury	No injury	Certain	Very likely	Likely	Unlikely	Remote	50-100	20-49	1-19
Identified risks, hazards or awareness		Persons at risk		Control measures in place					Outcome	Likelihood	Risk rating	Further action required yes/no/who?
Exposure to COVID-19 from others due to:		All staff, including any temps or agency staff		<ul style="list-style-type: none"> <li>To follow government instruction of self-isolation and ongoing advice, supported by Igloo additional procedures whilst at work. This covers the individual contracting the virus or living with someone who has the virus</li> <li>Maintain remote contact with line manager and human resources (HR) and to follow company policy and guidance</li> <li>Igloo will ensure vulnerable persons can shield themselves from the workplace, following any specific medical advice issued to them by relevant medical bodies           <ul style="list-style-type: none"> <li>Where appropriate, this will also be covered in a separate HR personal risk assessment</li> </ul> </li> <li>Reduce the amount of time using public transport and to implement social distancing where possible (2m clearance from persons and not to travel in groups of more than two unless it is immediate family from the same household)</li> <li>Follow good hygiene measures, always</li> <li>Follow the six “golden rules” as outlined in the Process and Procedures document signed by all employees</li> <li>Reminders of key messages are displayed around the buildings</li> </ul>					8	5	40	Review govt guidelines when further updates are published. <a href="http://www.gov.uk/working safetly">www.gov.uk/working safetly</a>
1) Living with someone with a confirmed case of COVID-19									8	5	40	Amend “Process and Procedures” document with any changes and re-issue to all staff.
2) Have come into close contact (within two metres for 15 minutes or more) with a confirmed case of COVID-19												Process and Procedures document to be signed by all staff.

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<b>Exposure to CV-19 from others (continued)</b>	All staff, including any temps or agency staff	<ul style="list-style-type: none"> <li>We will only use agency staff if our capacity becomes severely disrupted by either illness, holidays or peak workflow. Reducing the risk of contact from outside sources. We will consider recruiting permanent staff instead of temps/agency, in order to have more continuity and further reduce risk</li> <li>Holding areas have been assigned for any driver that needs to wait on the premises, to maintain social distancing</li> <li>In the event of someone in the workplace falling ill to COVID-19 we will undertake a thorough cleaning of the facility before re-opening the site</li> </ul>				
<b>Suspected case of CV-19 while at work</b>	All staff, including any temps or agency staff  External visitors, contractors and drivers	<ul style="list-style-type: none"> <li>If an employee or visitor displays any symptoms of COVID-19 (including high temperature or cough) then they must avoid touching anything, keep away from all staff and return home to self-isolate immediately as per government guidelines</li> <li>Said employees must notify the HR team and advise of any other team members they have been in close contact with so they can be advised accordingly</li> <li>If a first aider needs to assist anyone showing symptoms of COVID-19 they must first utilise available PPE (face mask/face visor/gloves) and follow all hygiene procedures before and after assistance (if/when safe to do so)</li> <li>Staff must not return to work until it is safe to do so and must have followed the government guidelines for self-isolation. Staff must agree a return date with HR before returning to the Igloo office or warehouse</li> </ul>	8	2	16	HR will update relevant staff and managers if we have any reported cases.  Re-issue guidelines on suspected cases of CV19 and return to work protocol.
<b>Exposure to CV-19 from general travel including foreign travel</b>	All staff, including any	<ul style="list-style-type: none"> <li>Staff have been made aware to follow government guidelines on all travel – current advice is to avoid non-essential travel</li> </ul>	8	2	16	Review govt guidelines when updates are

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	temps or agency staff	<ul style="list-style-type: none"> <li>Staff must notify the HR team if they have recently travelled internationally</li> <li>Igloo has in place a policy that any travel for work must be agreed with line manager prior to planned trips. There would be no work-related travel expected to be undertaken for the warehouse or operation teams</li> </ul>				published and re-issue with any changes.
<b>Who should go to work?</b>  Everyone should work from home, unless they are unable to do so	All staff, including any temps or agency staff	<ul style="list-style-type: none"> <li>Only workers who <u>must</u> be on the premise for their role should be on site</li> <li>Sales operations will continue to work from home until further notice</li> <li>Igloo will make suitable arrangements for those struggling to work from home, if safe and practical to do so on an individual basis</li> <li>Igloo management will be attending the site, but on a rolling rota to keep overall staff numbers on site to a minimum</li> <li>Igloo has issued advice on working from home and the support staff can expect. This will be updated once the WFH risk assessment has been completed</li> </ul>	8	2	16	A 'work from home' risk assessment is required.
Protecting people who are at higher risk	All staff, including any temps or agency staff	<ul style="list-style-type: none"> <li>Igloo has issued guidance and support for those who are in the vulnerable groups</li> <li>Igloo has issued guidance for anyone that is unsure of their group and/or living with someone else that is in the vulnerable group</li> <li>Igloo has issued guidance for anyone who is unable to comply with any of the procedures in place to reduce risks. The HR/management team are available to discuss all individual cases and put in place any necessary support accordingly</li> </ul>	8	2	16	Ongoing assessments. This will be updated following any further government advice.
People who need to self-isolate	All staff, including any temps or agency staff	<ul style="list-style-type: none"> <li>Igloo advised staff to follow the government guidelines on self-isolation and have included this in our process documents</li> </ul>	8	2	16	Ongoing assessments. This will be updated following any further government advice.

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		<ul style="list-style-type: none"> <li>Igloo has issued a HR policy for people that cannot work from home if self-isolating. Staff should immediately contact their line manager and HR team for ongoing advice</li> </ul>				
<b>Social distancing at work</b>  Social distancing whilst at work	All staff, including any temps or agency staff  External visitors and drivers – both collecting and delivering goods	<ul style="list-style-type: none"> <li>Placed numerous posters around the site reminding everyone to implement 2m social distancing</li> <li>Marked out 'What a 2m zone' looks like at the entrance areas</li> <li>Marked out 2m zones in high traffic and social areas</li> <li>Staggered break/lunch times to reduce the number of staff in social areas at any one time</li> <li>Staggered shift changes to reduce the risk of contact between working teams</li> <li>Guidance on parking vehicles when arriving at work has been issued, creating one extra vehicle space between each car</li> <li>Issued guidance for staff to follow if the 2m social distancing zones could be compromised when working with a colleague. Face masks are provided where this is practical</li> <li>Provided extra sanitisers and wipes where practical at frequently used/shared entry/exit points</li> <li>Removed the sharing of pens at signing in points</li> </ul>	8	5	40	
Moving around buildings, workplaces and work stations	All staff	<ul style="list-style-type: none"> <li>Where space permits, we have marked out 2m zones in high traffic areas and in the rework area</li> <li>Guidance issued to minimise the sharing of work equipment i.e. forklift trucks, phones or RF guns</li> <li>If work equipment is shared, then Igloo has introduced extra cleaning regimes, and provided cleaning materials, before and after use i.e. photocopiers</li> <li>Re-located personal lockers to ensure they are spaced further apart, avoiding congestion and reducing any compromise to social distancing</li> </ul>	8	5	40	

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Internal meetings	All staff	<ul style="list-style-type: none"> <li>Igloo has reduced the number of meetings required on site, increases use of the other tools available where possible – including increased phone contact, Teams or Workplace</li> <li>Splitting shifts will reduce the numbers at each team meeting</li> <li>Shift meetings will take place in a safe location on the warehouse floor whereby social distancing can be maintained in a ventilated area</li> <li>Set a maximum number of people allowed into the operations meeting room, removing excess chairs</li> </ul>	8	2	16	
Common areas	All staff	<ul style="list-style-type: none"> <li>Igloo has introduced extra cleaning routines, for shared facilities, providing cleaning materials, before and after use i.e. fridge/kettles/water dispensers</li> <li>Restricted the number of people using the toilet/washrooms at any one time. Notice posted on entrance doors</li> <li>Provision of disposable toilet seat covers</li> <li>Staff have been advised not to prepare or share each other's food, including the making of refreshments</li> <li>Laminated notices have been applied to each table in the break area, reminding everyone of their responsibilities of cleaning tables after use</li> </ul>	8	5	40	
Accidents, security or other incidents	All staff	<ul style="list-style-type: none"> <li>In the case of any emergency, accident or security issue, staff have been advised that you do not have to keep 2m apart if it is not safe to do so</li> <li>Sanitation measures should be followed immediately after any incident as soon as it is safe to do so</li> <li>In the case of any accident or serious injury whilst at work, resulting in the exposure of persons to the virus, Igloo will report the incident to RIDDOR</li> </ul>	8	2	16	<p>Complete any relevant reporting required to RIDDOR.</p> <p>Carry out an accident review as per normal H&amp;S policy.</p>

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<b>Managing contacts</b>	Visitors, customers and contractors	<ul style="list-style-type: none"> <li>Non-essential maintenance work will be suspended to reduce on site visits (while not jeopardising the safety of anyone)</li> <li>All visitors must report to a designated location before entering the building</li> <li>Visitors must read and sign our visitor procedures document before entering the building. This will clearly set out expectations for all parties</li> <li>Where possible, we will send a "Visitors/Contractors" procedures document to any potential visitors before they attend the site</li> <li>Limit the hosts who deal with any visitors or contractors</li> <li>Delivery/collection drivers will be asked to remain in their vehicle when it is safe to do so</li> <li>Sanitisers, wipes and face masks are located at the entrances. All visitors need to sanitise before and after entering the building. Face masks are optional, but we will encourage them to be used</li> </ul>	8	5	<b>40</b>	Send out "Visitors Process" document to all delivery, collection and contractors prior to site visits.
	All staff who meet people from outside the workplace					
<b>Cleaning the workplace</b>	All staff	<ul style="list-style-type: none"> <li>Extra cleaning guidance has been issued to all staff and cleaning materials supplied where appropriate. Particular emphasis given to surfaces frequently touched</li> <li>Sanitisers, wipes and paper towels are in numerous locations around the building. Particular focus has been given to high traffic or common areas</li> <li>Special wipes are provided for the cleaning of computer equipment</li> <li>Igloo's contracted cleaning company are making daily visits to the site. Extra tasks have been added to the cleaning contract to address frequently touched surfaces</li> </ul>	8	2	<b>16</b>	Guidance included in internal process and procedures document.
	Visitors, customers and contractors					
	Cleaners					

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Hygiene	All staff  Visitors, customers and contractors  Cleaners	<ul style="list-style-type: none"> <li>Igloo's message is that everyone contributes towards a clean and safe working environment throughout the working day. Numerous notices placed in appropriate areas</li> <li>Numerous signs have been placed around the building to remind everyone of best practice cleaning regime and the six "golden rules" issued by the government to reduce spread of the virus</li> <li>Provided additional hand sanitisers and wipes in numerous locations</li> <li>Increased cleaning regimes in busy areas</li> <li>Extra bins have been installed for immediate disposal of wipes, towels or face masks after use</li> <li>Staff have their own locker or space for personal belongings</li> <li>Extra notices displayed in toilets to remind everyone of best practice hygiene routine and frequent hand washing</li> <li>Implemented a weekly stock check of all cleaning materials to avoid non availability on site</li> <li>In the case of someone being diagnosed with COVID-19, Igloo will carry out a full and thorough deep clean of the site before considering the re-opening of the facility</li> </ul>	8	2	16	Set up weekly cleaning inventory report.
Handling goods, merchandise and other materials arriving on site	All staff  Visitors, customers and contractors	<ul style="list-style-type: none"> <li>Forklift trucks will be cleaned before and after use. Wipes available on each truck</li> <li>No sharing of forklift trucks on the same shift</li> <li>Pallet trucks to be wiped down before and after use</li> <li>Regular handwashing and use of sanitisers during the day</li> <li>Drop zones have been created to maintain social distancing for the exchange of paperwork, samples, dummies or other materials. Sanitisation is encouraged after collecting these items from the drop zones</li> </ul>	8	5	40	Include the process for collection of samples or other materials from the warehouse in the "Office Process" documentation.

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		<ul style="list-style-type: none"> <li>Face masks to be worn in designated zone where risk of any contact from materials/packaging is greater. Notices have been posted</li> <li>Disposable gloves are available for use when picking samples for staff to collect</li> <li>Guidelines have been issued for staff when visiting the warehouse to collect samples. Encouraging sanitising before and after entry to the facility</li> </ul>				
Use of PPE	All staff  Visitors, customers and contractors	<ul style="list-style-type: none"> <li>Government advice is that where the risk of transmission is low then it is important to note that using PPE as additional protection from the virus is limited. It is noted that wearing a face mask may not give you added protection but may protect someone else if you are infected but are not showing the symptoms</li> <li>Recommend first aiders wear a mask if attending to someone on site, when safe to do so</li> <li>Provided face masks for general use, if required. This is not compulsory unless we have advised to wear them in any of the designated zones</li> <li>Igloo request that visitors/contractors wear face masks provided for the duration of their visit</li> <li>Guidance will be made available for those who wish to wear a face mask whilst at work</li> <li>Igloo will make face visors available for those that have expressed concern with wearing a face mask</li> </ul>	8	2	<b>16</b>	<p>Continual review alongside government policies.</p> <p>Add face masks user guidance to procedures document.</p> <p>Order Face Visors as required.</p>
Communications and training	All Staff.  Visitors, customers and contractors.	<ul style="list-style-type: none"> <li>Igloo management team will brief all staff upon issue of the "Process and Procedures" document</li> <li>Numerous posters have been displayed around the building with guidance on the best practice to prevent the spread of COVID-19</li> <li>Igloo has completed this risk assessment with input from the employees at Lancaster Gate</li> </ul>	n/a	n/a	n/a	Review ongoing alongside government policies.

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<b>Communications and training (continued)</b>	<ul style="list-style-type: none"> <li>Igloo will continue to encourage feedback from all staff for any further best practice ideas that can be implemented to further protect all staff</li> <li>Managers to have regular contact with all staff both on site and working from home</li> <li>Weekly “Toolbox Talk” to discuss any concerns, issues or queries relating to the risk assessments and/or the Process and Procedures documents</li> <li>Added relevant links to websites in our Process and Procedures” documentation for further advice</li> </ul>				Send out “Tool Book” Template, Weekly Covid-19 Q&A sessions with exec team.
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Next review:	Upon receipt of any updated government guidance.	Review:	
Next review:		Review:	