



## Branch Coronavirus (COVID-19) Risk Assessment and Control Plan

This Risk Assessment details the way in which BSS is managing the risks associated with operating in light of the Coronavirus (also called COVID-19) outbreak, via person to person proximity, and/ or surface contamination throughout operations. BSS operates a branch network which is now reopened from providing a call and collect as well as a delivered service only at the height of the outbreak. As the situation changes, we will continue to evaluate our operation and make suitable amendments to trading. Refer to separate risk assessment for our Distribution Centre operations.

This assessment covers the following groups of people:

- Colleagues;
- Customers;
- Members of the public;
- External visitors; and,
- Suppliers drivers.

BSS are following the UK's Government advice whilst also implementing the Devolved Government's legislative variations in relation to safe working during the Coronavirus outbreak and regularly reviews its position in light of any changes or advances in thinking. The business is supported by a team of competent Health and Safety professionals who are an integral part of our business and decision making process in relation to operational changes and the impact on safe working generally as well as in respect to Coronavirus. This team also supports the 'COVID Secure' status of each location by the deployment of COVID-19 assurance reviews across all regions, in line with our PDCA model.

Any easing of government restrictions will be carefully considered and cautiously applied, while maintaining a COVID Secure environment for our customers, colleagues and suppliers. [Group Safety and Wellbeing Guidance - Working safely with the ongoing risk of COVID](#) is provided in the 'COVID-19 UPDATES' section of the TP Group website 'My Space'.

Should anyone be concerned that our branches are not following the controls detailed in this Risk Assessment, they should in first instance raise it with the local Branch Manager who will record it on our Incident Reporting System and investigate the matter accordingly putting in place corrective action where necessary.

Angela Rushforth  
**Managing Director**



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Hazards / Potential Point of Transmission	Existing Company Controls
<p>Risk of contracting COVID-19 whilst travelling to and from work</p>	<p>Colleagues are encouraged to use their own private transport to get to work where possible. Consideration will be made locally on how colleagues will get to and from work. Branches will, where possible, provide facilities to enable colleagues to walk, run or cycle to work.</p> <p>Car sharing is avoided although it may be preferable to using Public Transport. In such cases keep windows open to allow natural ventilation and try to keep car sharing with the same people as much as possible. Colleagues are advised to follow any rules on local transport infrastructures</p>
<p>Risk of contracting COVID-19 from counter, warehouse and trade areas (including Tool Hire where present). This can be from physical contact, aerial transmission or deliberate acts of aggression from members of the public.</p>	<p>Branches set up in accordance with their home nation operating plan (<a href="#">Working Safely with the ongoing risk of COVID</a>). Our operating plans will evolve and vary depending on localised levels and legislation. Where applicable, a branch in a particular area can pivot back to an earlier operating model if further risk mitigation is needed</p> <p>Colleagues are reminded to stay 2 metres away from each other if they can in branch warehouse operations. Markings at till points to provide social distancing</p> <p>Increased cleaning and disinfection methods in place to reduce risk of contamination.</p> <p>Branches will adopt their localised trading model. Face covering will be mandatory where legislation requires it (unless people are exempt) and recommended whilst respecting freedom of choice where they are not mandatory</p> <p>Wipe down desks and trade counters regularly - including credit card readers - with antibacterial wipes</p> <p>Colleagues regularly washing hands for 20 seconds with soap and warm water and are reminded of this good practice</p> <p>Colleagues briefed on avoiding touching their eyes, nose or mouth unnecessarily or when their hands are unclean</p> <p>Contactless payment methods are preferred</p> <p>Disposable gloves are available for colleagues</p> <p>Refund policy amended to avoid contact with items that require two person lifts</p> <p>Perspex screens are fitted to provide segregation between colleagues and customers</p> <p>Children are permitted to visit branches on the understanding that their parents will ensure they comply with social</p>



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	<p>distancing principles. If these principles are not adhered to, the family will be asked to leave</p> <p>Any workwear, PPE or other wearable products cannot be tried on</p> <p>Strict social distancing measures are marked out where applicable. Safe trading guidance details the specifics depending on the legislation in place at the branch</p> <p>Team briefings or meetings are held outdoors or in well ventilated rooms.</p> <p>Colleagues will follow the requirements of Test and Trace programmes and any application alerts. HR processes have been put in place to support colleagues who are instructed to isolate</p>
<p>Risk of contracting the virus on customer sites during deliveries/ collections (including Tool Hire where present)</p>	<p>Clear customer and colleague communication of amended safe working practices in advance of deliveries/ collection (eg: Invisible Help, established when taking the order and communicated to the driver prior to delivery)</p> <p>2m metre social distancing measures in place throughout the full process i.e. politely declining handshakes, customers not to assist in unloading/ loading products, contact free confirmations of acceptance of delivery/ collections, contact free product familiarisation.</p> <p>Sanitisers/Hand Wipes are available in every delivery vehicle. Used cleaning materials are kept in a plastic sack for safe disposal at the branch.</p> <p>When necessary to have two people in the cab close contact COVID rules apply (see <a href="#">Working Safely with the ongoing risk of COVID</a>) links on the last page for more detail.</p> <p>Colleagues are empowered to stop the delivery if they feel that conditions are unsafe.</p>
<p>Risk of contracting the virus from contractors or suppliers attending site</p>	<p>Where possible, deliveries are scheduled to avoid exposure to large crowds and busy periods. Delivery slots are arranged in advance with the branch. HGV will wait outside on arrival and contact the branch by phone to be guided to the unloading bay by our colleagues (Banksman for reversing).</p> <p>Where possible vehicle guides and or reminders on social distancing have been installed with suppliers.</p> <p>Branches may have multiple deliveries from suppliers as well as 'in house' from our own distribution centres. HGV are marshalled to the unloading area, where the driver will open the curtains and un-strap the load and then stand well back to avoid close interaction with our colleagues. This enables us to keep social distance from the driver. Drivers using the welfare facilities will thoroughly wash their hands before leaving the site.</p> <p>Any reusable delivery boxes used by suppliers or central distribution are regularly cleaned.</p>



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Risk of contracting COVID-19 during movement of equipment requiring a 2 person, close proximity lift	Safe systems of work and face coverings are available to minimise the amount of face to face time with colleagues whilst they team lift
Risk of Covid-19 transmission from ineffective or poorly planned social distance systems	In locations where the site is shared between other parts of the Group or with other businesses, there are locally agreed social distancing principles with other tenants or occupants. These are regularly checked to ensure that they are being maintained. Poor practices is reported and escalated
Reopening of locations following shut down period	Continual communication to colleagues during location shutdown/ furlough. Colleagues briefed on all changes to standard procedures in advance of return and confirmation that no one is displaying COVID- 19 symptoms, or has been in contact with anyone who has before returning.
Cleaning and disinfection	Full company guidance which is conversant with current UK Government and World Health Organisation guidance in place and communicated to all colleagues. This includes increased cleaning and disinfection of work areas, work and hireable equipment, vehicles and shared facilities.
Transmission of virus from a person displaying the symptoms of COVID-19.	Colleagues who are displaying symptoms of Covid 19 do not attend work. Customers exhibiting symptoms are asked not to enter the premises.
Risk of transmission due to unavoidable contact between two people in a first aid emergency or fire/ emergency evacuation	Whilst our first aiders will never refuse to provide treatment, where possible, the first aider should provide a means of treatment (such as a plaster) to the injured person for them to self-administer. First aiders should, if possible, limit their interactions with ill or injured colleagues to those who have serious conditions only.  Colleagues are encouraged to treat their own minor injuries. First aiders will limit their treatment of injuries to critical cases.
Increase in existing 'non COVID-19' risks	Branches have evaluated their existing risk assessments in line with the expectations of social distancing principles to ensure there have been no additional risks created.