

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

This Risk Assessment details the way in which TF 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. TF operates a branch network which is currently providing a mix of trade counter and call and collect as well as a delivered service only. As the situation changes, we will 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.

TF is following the UK Government advice whilst respecting regional Government 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 specific assurance reviews across all regions, in line with our PDCA model.

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 with our Health & Safety Officer and investigate the matter accordingly putting in place corrective action where necessary.

Andy Cherrill
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.</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.</p> <p>Where possible, shift patterns enabling travel outside of peak times and provision of 'travel kits' including antiseptic wipes and hand sanitiser in place.</p> <p>Longer branch opening times in place where possible to reduce the morning peak collection times at the branch and enable colleagues to achieve an easier, safer journey to work.</p>
<p>Risk of contracting COVID-19 on customer sites during deliveries/ collections</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>Clear customer and colleague communication of amended safe working practices in advance of deliveries/ collection.</p> <p>Colleagues are empowered to stop work if they feel safe conditions are not in place.</p>
<p>Risk of contracting COVID-19 from persons not displaying the symptoms</p> <p>Risk of Covid-19 transmission from ineffective or poorly planned social distance systems.</p> <p><i>Note 'Transmission' includes both to and from others, these arrangements are to protect all parties from exposure.</i></p>	<p>For branches where customers are able to access the trade counter, the customer journey had been planned and marked out in line with social distancing principles. Colleagues have been involved in the planning process and where necessary glass/ perspex screens have been installed.</p> <p>There is an authorisation process to ensure social distancing is in place prior to a trade counter being permitted to open. This includes a virtual video tour that is signed off by the Manager, MD and the Health and Safety Team</p> <p>For call and collect, access to the branch is permitted at agreed pre booked timeslots only with access controlled by the branch gatekeeper.</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>Safely segregated collection/ return bays set up to facilitate contact free collections/ returns.</p>

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	<p>For all models of trading</p> <p>Customers to load their own vehicles, assistance can be given only where 2m distancing can be maintained.</p> <p>Disposal gloves and hand sanitising methods in place for colleague use.</p> <p>Any colleagues returning to work should be given a full induction which includes our social distancing principles and any business unit safe ways of working guidance on our new operating models</p> <p>Children are permitted to visit branches on the understanding that their parents will ensure they comply with social distancing principles. If these principles are not adhered to, the family will be asked to leave.</p> <p>Guidance on the use of facemasks and face coverings is in place and is in line with government guidance</p> <p>Any workwear, PPE or other wearable products cannot be tried on</p> <p>Branches will reduce the amount of movement around branches by using phones where possible</p> <p>Where applicable, customers are briefed on social distancing principles on entry to the branch</p> <p>An audit programme is in place to review the standards of social distancing at sites locally, 'COVID Secure' status is maintained by all colleagues vigilance (Call It Out), BM's and RM's also focus on the COVID-19 arrangements when conducting HSPR (Health and Safety Performance Reviews) on their sites.</p>
<p>Risk of contracting COVID-19 during call & collect / return transactions</p>	<p>Access to the branch is permitted at agreed pre booked timeslots. This should be effectively managed locally by the branch.</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>Safely segregated collection/ return bays set up to facilitate contact free collections/ returns.</p> <p>Customers to load their own vehicles, assistance can be given only where 2m distancing can be maintained. Any MHE used must be suitably cleaned and disinfected prior and after use.</p> <p>Hand sanitising methods made available for customers.</p>

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<p>Risk of contracting COVID-19 during Trade counter transactions</p>	<p>Branches set up in accordance with the latest company social distancing principles which is conversant with the government guidance.</p> <p>Access to the branch is permitted in line with one of the above trading models. The controls in place will be locally devised and reviewed by competent persons.</p> <p>2m metre social distancing measures in place throughout the full process i.e. one way systems, 2m distancing markers, perspex counter screens, crowd control barriers/ skipper tapes, politely declining handshakes, customers not to assist in unloading/ loading products, increased hygiene methods, contact free confirmations of acceptance of delivery/ collections, contact free product familiarisation.</p> <p>Regular washing of hands using soap and warm water for 20 seconds.</p> <p>Colleagues and customers are reminded to not touch eyes, nose or mouth if hands are not clean and to sneeze or cough into a tissue and bin it immediately</p>
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<p>Risk of contracting COVID-19 from work and trade areas inc shop floors, trade / hire counters, workstations, workshops, and product preparation areas. This includes risk (from people who are / not displaying symptoms) through acts of violence or aggression i.e. purposely sneezing / coughing on another person</p>	<p>Branches set up in accordance with the latest company social distancing principles which is conversant with the government guidance. Specific guidance exists for the three different models in use that the branch will implement and adhere to.</p> <p>Increased cleaning and disinfection methods in place to reduce risk of contamination.</p> <p>External visitors including customers, suppliers etc. limited dependant on operating model. Prior to an external visit to the branch, discuss whether the meeting could take place over telephone or hangouts. Confirmation of no Covid-19 symptoms (confirmed on the day of visit). If symptoms are displayed, a visit must not take place.</p> <p>Strict social distancing measures in place throughout all working and meeting room areas. One workstation/ telephone/ desk policy in place. These areas must also be well ventilated. Systems are in place locally to ensure workstations are socially distanced. This is a blend of options including 2m distance, desks facing different directions or screens depending on the locals constraints. Desks cleaned before and after use.</p> <p>Wipe down desks and trade counters regularly - including credit card readers - with antibacterial wipes (use Big Wipes if you have them). Meeting room desks must be cleaned before and after use using antibacterial wipes.</p> <p>Colleagues regularly washing hands for 20 seconds with soap and warm water.</p> <p>Colleagues briefed on avoiding touching their eyes, nose or mouth unnecessarily or when their hands are unclean</p> <p>During the serving of customers, hand sanitiser must be used before and after. Depending on the frequency of transactions at the trade counter, disposable gloves can also be worn. Your normal protective gloves should be worn when handling products.</p>
<p>Risk of contracting the virus from contractors or suppliers attending site</p>	<p>For PPM our suppliers have produced specific systems of work</p> <p>Range of measures introduced for our suppliers to adhere to ahead of deliveries:</p> <ul style="list-style-type: none"> ● Supplier calls ahead ● Suppliers prepare load for unloading and retreat to 2 metre distance ● Signing of paperwork has ceased, names of colleagues responsible for the unloading is given instead ● If supplier self-unloads, they do so in a segregated area <p>Our branches are keen to support suppliers in their COVID-19 mitigation controls and so our toilet facilities and</p>

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	<p>handwashing facilities are available to them.</p> <p>Statutory inspection engineers required to attend customer sites briefed on COVID- 19 specific controls that must be adhered to at all times.</p>
<p>Risk of contracting COVID-19 during movement of equipment requiring a 2 person, close proximity lift</p>	<p>BSS supply pipes that are of various lengths, some larger pipes may require the assistance of another colleague. In this case, the pipe should be lifted by two colleagues at the opposite end of the pipes. Colleagues should also be required to wear face coverings and mandatory personal protective equipment (Gloves, Safety Boots, High Vis and Bump Cap) during the lift.</p> <p>Two Person Lift Guidance</p> <p>Utilise full pack selling or handling equipment to avoid this wherever possible</p> <p>Colleague & Customer 2 person lifts are prohibited.</p> <p>Where a 2 person lift is essential (between colleagues only) there must be a local plan and extra controls applied such as:</p> <ul style="list-style-type: none"> • Colleagues should have a choice if they want to be part of the 2 person lift having been briefed on the precautions and the local plan • To limit interaction between different colleagues, colleagues should be placed into cohorts (buddy or bubble) • Minimise the amount of time taken to conduct 2 person lifts (limit time within 2m of each other to 15 minutes) i.e. move product with MHE first where possible to the destination point and then conduct the 2 person lift or moving these products into a more suitable area closer to loading bays • Lifts should be conducted in well ventilated areas where possible. • Colleagues to avoid facing each other where safe lifting techniques allow and should maintain good communication and coordination during the lift e.g. facial signals - raised eyebrows etc.. • PPE - normal gloves must be worn when handling and colleagues should wear a face covering. • Do not touch your eyes, nose or mouth if your hands are not clean. • After the task is completed - Colleagues must dispose of any PPE inline with the measures outlined in the social distancing principles and wash their hands with soap and warm water for 20 secs.

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Refuelling vehicles	<p>Drivers briefed to ensure use of disposable gloves when refueling vehicles at fuel stations. High levels of hygiene must be in place.</p> <p>Social distancing measures to be maintained during this time.</p>
Completion of paperwork	<p>Paperwork is not passed between individuals to obtain customer signatures. A safe contact free process has been created and all colleagues briefed to prevent potential contamination and spread of the virus.</p>
Reopening of locations following shut down period	<p>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.</p> <p>Branches including access and yard areas set up in accordance to the latest company Social Distancing Principles. Before reopening the company HSE checklist must be completed, reviewed and signed off by the dedicated responsible senior manager.</p> <p>Clear customer and supplier reopening communications to be managed sensitively at agreed timescales.</p> <p>Method of 2 way communication in place for colleague, customer, supplier or visitor concerns to be raised and addressed accordingly.</p>
Provision of safe use information and demonstration of equipment to customers (Hire businesses only)	<p>Safe use information provided with hire equipment is replaced on each hire.</p> <p>Demonstrations can go ahead where required however social distancing must be maintained. Hire colleagues briefed on amended safe handover process including plant safety handovers.</p>
Cleaning and disinfection	<p>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.</p>
Disposal of cleaning materials and potential contaminated materials	<p>Safe disposal procedures in place and communicated to all. Verbal and visual reminders of hygiene processes in work areas and to colleagues, customers and visitors.</p>

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<p>Heating and Ventilation during the pandemic.</p>	<p>Good ventilation is essential and can be achieved by using doors and windows as the weather allows. Thermal comfort must be maintained and air may be circulated using fans and heaters but must be from a well ventilated source. HVAC systems must be set to minimum recirculation. Full instructions given on GSDP for all locations and systems.</p>
<p>Colleague wellbeing</p>	<p>Methods of 2 way communication in place for colleagues in work.</p> <p>Wellbeing support channels available to all colleagues and regularly communicated (ie: Pulse Survey etc / the measure...)</p> <p>Regular checks in with all colleagues to communicate changes, support concerns and to ensure people do not feel isolated or fearful of changes to standard working practices.</p> <p>Unless there are exceptional circumstances (authorised by line management) colleagues will not be staying away from home</p>
<p>Colleagues who are vulnerable or have underlying health issues becoming seriously ill due to contact with COVID-19 in work</p>	<p>Colleagues who are classed as “Clinically extremely vulnerable” or those living with someone who is “clinically extremely vulnerable” individuals should not be asked to return to the workplace. Where possible they should continue to work from home, or if this is not possible, they should be furloughed.</p>
<p>Transmission of virus from a person displaying the symptoms of COVID-19.</p> <p><i>Note ‘Transmission’ includes both to and from others, these arrangements are to protect all parties from exposure.</i></p>	<p>Colleagues who are displaying symptoms (namely high temperature, a new, continuous cough or loss of taste and smell) do not attend work</p> <p>If a colleague starts to display the symptoms at work, they must leave the workplace as soon as possible and the branch must implement the ‘cleaning and disinfection post COVID-19 case’ protocol.</p> <p>Signs displayed advising customers with the symptoms not to enter the buildings. Customers displaying symptoms will be respectfully asked to leave.</p> <p>Colleagues returning to work following a period of self isolation due to displaying COVID-19 symptoms or being in contact with someone who has, are assessed prior to returning and monitored to ensure full recovery, are fit to resume normal activities and risk of passing infection to others is avoided.</p>
<p>Risk of contracting COVID-19 (from people not displaying symptoms) through air due to two persons being in close proximity</p>	<p>Perspex screens installed to all service counters.</p> <p>Implementation of social distancing principles reminders. This includes repositioning desks, marking 2 metre zones on the floor.</p> <p>Any coughs or sneezes are into tissues (which are binned immediately) or into the crook of the arm</p> <p>Products are moved with handling equipment or dragged as appropriate to avoid two person lifts. Where possible,</p>

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	<p>complete packs are sold of products so they can be moved by plant rather than handled</p> <p>All customers to wear a face coverings in shop areas (excluding those who are exempt from wearing one)</p>
<p>Risk of transmission due to unavoidable contact between two people in a first aid emergency</p> <p><i>Note 'Transmission' includes both to and from others, these arrangements are to protect all parties from exposure.</i></p>	<p>Higher risk activities such as using chop saw, woodworking and use of engineering equipment have been ceased unless the branch has autorisation from their business leadership team and have the appropriate level of first aid cover. During any first aid treatment, the first aider and injured colleague must wear face coverings during the treatment.</p> <p>Note* 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. Always seek further medical attention via the NHS 111 service or attend A&E if in doubt.</p> <p>In an emergency, e.g fire, electrocution or an accident. People do not have to stay 2m apart if it would be unsafe.</p>
<p>Risk of transmission of COVID-19 during customer or site visits</p> <p><i>Note 'Transmission' includes both to and from others, these arrangements are to protect all parties from exposure.</i></p>	<p>Customer/ site visits are now permitted if other alternatives such as phone or video conferences are not practical. Remote contact using technology should always be the preferred option from a safety or efficiency point of view. Line managers must authorise customer/ site visits and the customer must confirm they are comfortable with receiving the visit.</p> <p>'Cold calling' is not permitted</p> <p>Visits carried out outdoors where possible and provisions are made for colleagues to have remote methods of hand sanitising such as wipes and gel.</p> <p>If a colleague is concerned that there is no social distancing at a site, they are instructed to leave immediately</p>
<p>Increase in existing 'non COVID-19' risks</p>	<p>Branches have evaluated their existing risk assessments including traffic management in line with the expectations of social distancing principles to ensure there have been no additional risks created.</p>