











Risk Assessment Name	COVID Risk Assessment – Home Delivery	Assessment Type	 General
Assessor Name	Keith Steinmetz	Affected Sites	All
Assessment Date	7 th July 2020	Review Period	Monthly
Approved By	Aaron Shields	Review Date	24 th September 2021
Approved Date	8 th July 2020	Version	13





L: Likelihood	5	5	10	15	20	25	High risk: 15-25	High-risk activities should cease immediately. Further effective control measures to mitigate risks must be introduced.
	4	4	8	12	16	20		Medium risk: 8-12
	3	3	6	9	12	15		
	2	2	4	6	8	10		
	1	1	2	3	4	5	Low risk: 1-6	Low risks are largely acceptable. Where it is reasonable to do so, efforts should be made to reduce risks further.
		1	2	3	4	5		
S: Severity						RR: Residual risk		
Guidance.	<ol style="list-style-type: none"> 1. Identify the persons at risk and the significant hazards. 2. Identify risk control measures that reduce the risks to an acceptable level. 3. Calculate the RR – assuming the control measures are followed. 							




Change Log






No changes, review only





Hazard	Who could be harmed and how?		Existing Controls	L	S	RR
<p>1. Coming to and from work</p> <p>To maintain social distancing wherever possible on arrival and departure and to ensure handwashing upon arrival to reduce the risk of spreading the virus</p>	<p>Delivery crews.</p> <p>How? Exposure to the virus due to inability to maintain social distancing leading to potential infection and/or transmission of the virus</p>	  	<ul style="list-style-type: none"> Shifts staggered for all delivery crews to a maximum of 4 people each 15-minute interval to limit the number of employees arriving/leaving at the same time Hand washing for at least 20 seconds with soap and hot water or with sanitiser immediately on entering and leaving site Signage displayed to remind those on site of the risks: <ul style="list-style-type: none"> If you have symptoms or test positive of coronavirus (new cough and/or high temperature or loss of or change in your normal senses of taste or smell (anosmia), you must self-isolate, stay at home, for 10 days. If you live in a household with someone who has any of these symptoms or tested positive you must self-isolate for 10 days, unless you have had both vaccines If you develop the symptoms, you must stay at home for 10 days from the start of your symptoms. You must notify your line manager immediately if you display any symptoms or test positive of the virus Refer to Safe Systems of Work (SSOW) 3.42 and 3.43 If an employee does not have symptoms and decides to take a lateral flow test and the result is positive, they must self-isolate for 10 days. We will recommend they take a PCR test, if the result is negative, they can return to work 	1	5	5 LOW
<p>2. Moving around buildings and worksites</p> <p>Social distancing guidelines cannot be met due to areas being</p>	<p>Delivery crews</p> <p>How? Exposure to the virus due to inability to maintain social distancing leading to potential</p>		<ul style="list-style-type: none"> Use hand sanitiser before signing in on the Synel scanner. Counter to be approached one at a time maintaining 2 metre safe distance between themselves and others. Where people cannot keep 2 metres apart, we have ensured at least 1 metre distance and taken all the mitigating actions possible to reduce transmission risk 	1	5	5 Low





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frequently used by staff, increasing the potential for infection	infection and/or transmission of the virus	  	<ul style="list-style-type: none"> When moving around the site all employees and visitors must wear face coverings Supervisor will place the cleaned crew box/pouch on counter and move a safe distance away to allow for collection On returning to site, the same process will be observed with the box/pouch being cleaned by receiving member of office team, who will wash hands with soap and hot water or use hand sanitiser immediately afterwards Used cleaning materials to be 'double-bagged' and disposed of safely Only one person at a time to use stairs moving carefully one step at time without using handrails if possible Signage displayed to remind those on site of the risks Refer to SSOW 3.43 			
3.Common Areas Areas frequently used by all staff increases the risk of Covid-19 transmission by touching surfaces or if social distancing cannot be maintained while using common areas	Delivery crews How? Common areas may restrict the ability to maintain 2 metre social distancing at any one time; surfaces may be touched more frequently, and individuals may cross paths more often		<ul style="list-style-type: none"> Signage displayed to remind those on site of the risks All vending machines have sanitiser station in proximity Employees advised to follow good housekeeping and hygiene discipline and keep amenity areas clean Increased cleaning schedules in place for all common areas Refer to SSOW 3.43 	1	5	5 Low
4.Accidents, Security & Other Incidents To prioritize safety during incidents 2 metre social distancing may need to be reduced	Delivery crews How? Increased risk of transmission of virus, however in the event of an emergency it may be impossible to maintain social distancing		<ul style="list-style-type: none"> Those involved should pay attention to sanitisation measures immediately afterwards including hand washing Anyone giving first aid must wear disposable gloves Used cleaning materials to be 'double-bagged' and disposed of safely 	1	5	5 Low






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<p>5. Provide and explain available guidance</p> <p>Make sure people understand what is required of them to maintain safety of everyone</p>	<p>Delivery crews</p> <p>How?</p> <p>Lack of information or understanding can lead to non-compliance with guidelines and increased risk of transmission</p>	 	<ul style="list-style-type: none"> Regular Toolbox talks and briefings provided Clear guidance on social distancing and good hand hygiene issued to all employees Clear training instructions provided, amending processes as necessary Simplified Q & A sent to all staff regularly Covid19 noticeboard set up at all locations Pro-active monitoring in place with checks to ensure that staff understand and are adhering to controls and that control measures are adequate and effective Regular staff communication via Reps meetings to consult on risks and controls in the workplace Appropriate signage displayed at sites to remind employees of symptoms and risks Remote workers adequately supported and regularly contacted to support their physical and mental well being 	1	5	5 Low
<p>6. Hygiene Control</p> <p>Poor hand hygiene and respiratory hygiene control may lead to an increase in surface contamination.</p>	<p>Delivery crews</p> <p>How?</p> <p>Increased risk of surfaces becoming contaminated with virus</p>	 	<ul style="list-style-type: none"> Sanitiser available in all pouch boxes for use throughout the working day Used cleaning materials to be 'double-bagged' and disposed of safely Vehicles must be cleared of rubbish at the end of each day Relevant signs and posters displayed to remind staff to exercise good hygiene when catching coughs/sneezes: <ul style="list-style-type: none"> Individuals must not touch eyes, mouth or nose with unwashed hands, particularly after coughing or sneezing Hands should be washed with soap and hot water or sanitiser immediately after coughing or sneezing Individuals advised to launder uniform at maximum temperature at the end of each shift Individuals advised to observe good hygiene practices and shower or bathe immediately after arriving home 	1	5	5 Low



Hazard	Who could be harmed and how?		Existing Controls	L	S	RR
			<ul style="list-style-type: none"> All touch points are cleaned with anti-bacterial wipes or sanitiser sprays between uses Increased cleaning/sanitisation of areas if any individual reports that they are displaying symptoms or have come in to contact with an individual that is displaying symptoms Refer to SSOW 3.43 			
7. Personal Protective Equipment Face masks Risk of contamination and spread of virus if not worn or removed correctly	Delivery crews are advised its good practice to wear face coverings when working in indoor places where social distancing may be difficult and where you will come into contact with people you do not normally meet How? Increased risk of contamination or potential spread of virus	 	<ul style="list-style-type: none"> Delivery crew are required to wear face coverings when entering a customer's property and entering site. The government still advice to wear face coverings in shops, service stations. All other employees and visitors are required to wear face coverings unless working at a desk or eating/drinking We will continue to follow government guidelines on the wearing of face masks. Employees advised to wash hands thoroughly for at least 20 seconds with soap and hot water or with sanitiser before putting a face mask on and after removing it. Avoid touching face or face covering to reduce risk of contamination Change and/or wash face covering daily (if washable) or if it becomes damp Continue to exercise good hand hygiene throughout the day Practice social distancing wherever possible Refer to SSOW 3.42 & 3.43 	1	5	5 Low
8. Workforce Management Shift Patterns and working groups Maintain social distancing while in work	Delivery crews How? Risk of transmission of virus increased if social distancing cannot be maintained or coming into contact with		<ul style="list-style-type: none"> Use fixed pairing of delivery crew teams where possible Where possible crews assigned to the same vehicle throughout their working week to reduce the number of users and reduce potential contacts Shifts staggered for all delivery crews to a maximum of 4 people each 15-minute interval to limit the number of employees arriving/leaving at the same time. 	1	5	5 Low

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	contaminated surfaces may lead to an increased risk of contracting the virus		<ul style="list-style-type: none"> Music will be kept to an acceptable level to avoid having to shout or forcing people in close proximity Refer to SSOW 3.42 & 3.43 			
9. Communications and training Make sure people understand what is required of them to maintain safety of everyone.	Delivery crews How? Lack of information or understanding can lead to non-compliance with guidelines and increased risk of transmission	  	<ul style="list-style-type: none"> Regular toolbox talks and briefings provided Clear guidance on social distancing and good hand hygiene issued to all employees Clear training instructions provided, amending processes as necessary Simplified Q & A sent to all staff regularly Covid19 noticeboard set up at all locations Pro-active monitoring in place with checks to ensure that staff understand and are adhering to controls and that control measures are adequate and effective Employee representative groups consulted with to understand unforeseen impacts of changes to working environments Regular staff communication via Reps meetings to consult on risks and controls in the workplace Appropriate signage displayed at sites to remind employees of symptoms and risks Communications and training materials delivered to workers prior to returning to site, especially around new procedures for arrival at work 	1	5	5 Low
10. Cleaning of delivery vehicles Risk of contact with areas infected with virus Processes for areas to be cleaned to prevent transmission of virus	Delivery crews How? Risk of surfaces being contaminated with virus leading to spread of infection	 	<ul style="list-style-type: none"> Keys and phone cleaned immediately on receipt from office Door handles and handrail/grab handle cleaned before entering cab using Ramsol disinfecting spray Vehicle interior cleaned using Ramsol disinfecting spray Anti-bacterial wipes provided in vehicle pouch boxes for cleaning during the working day Used cleaning materials (cloths, wipes) to be 'double-bagged' and disposed of safely Vehicles cleared of all rubbish at the end of the day 	1	5	5 Low

Hazard	Who could be harmed and how?		Existing Controls	L	S	RR
<p>11. Travelling in same vehicle to deliver goods</p> <p>Increased risk of coming into contact with the virus if social distancing guidelines cannot be met potential for infection is increased</p>	<p>Delivery crews</p> <p>How? Exposure to the virus due to inability to maintain social distancing</p>	 	<ul style="list-style-type: none"> Refer to SSOW 3.43 Ensure anyone displaying symptoms follows government guidance Maintain good ventilation where possible by keeping windows open. Passengers should avoid face to face contact to reduce the risk of transmission Items (pens or phones etc) not to be passed between individuals Reduce the number of people each person has contact with by using 'fixed teams or partnering' where possible Observe good hand and respiratory hygiene, washing hands for at least 20 seconds with soap and hot water or using sanitiser regularly throughout the day 	1	5	5 Low
<p>12. Delivering goods to customers home/workplace</p> <p>Increased risk of coming into contact with the virus if social distancing guidelines cannot be met</p>	<p>Delivery crews and customers</p> <p>How? Exposure to the virus due to inability to maintain social distancing</p>	 	<ul style="list-style-type: none"> Contact customer ahead of delivery and establish whether the delivery can safely be made Customer pre call script to be followed to identify whether households are self-isolating or have symptom of coronavirus and if so, fail the delivery Minimise contact during deliveries where possible Contacting customers by phone on arrival to avoid ringing doorbell or knocking door where possible Ask customer if a 2-metre distance from delivery crews can be maintained during delivery Ask customer to leave all internal doors open to minimise contact with door handles Request household members to stay in separate room during delivery Always wear face coverings when entering customer homes Delivery will be contactless; photographs of delivered goods will be taken in lieu of signing electronic or other paperwork Refer to SSOW 3.42 	1	5	5 Low

Hazard	Who could be harmed and how?		Existing Controls	L	S	RR
			<ul style="list-style-type: none"> Delivery to be made over the threshold or 1 room of choice if requested. 			
13. Unloading goods from vehicles for delivery to customers Increased risk of coming into contact with the virus if social distancing guidelines cannot be met	Delivery crews and customers How? Exposure to the virus due to inability to maintain social distancing	   	<ul style="list-style-type: none"> Vehicle loading volumes have been reduced to allow more room on rear of vehicle to enable crews to adhere to social distancing during first deliveries. Where possible and safe, goods will be unloaded by one person working in rear of vehicle while second person maintains safe distance away ready to accept item for delivery; continuing in this way until all items have been delivered. Use fixed pairing of delivery crew teams where possible. Where Items require a two-person lift, crews must observe normal manual handling training and guidance with additional controls When handling items requiring a two-person lift where possible crews should transport goods 'side by side' or 'face to back' avoiding working face to face during the lift Items must be lifted horizontally and placed down flat where possible Keep the time involved delivering two-person lift goods as short as possible, using appropriate mechanical handling equipment such as a sack trolley or hand pallet truck where possible Wipe touch points of any equipment before use Clean hands with sanitiser on return to vehicle immediately after each delivery Refer to SSOW 3.1, 3.5 and 3.42 	1	5	5 Low
14. Delivering to apartments Increased risk of coming into contact with the virus if social	Delivery crews. How?		<ul style="list-style-type: none"> Lifts to be used only if there are no other individuals travelling in the same lift Where possible crews should not touch any surfaces other than the lift control buttons 	1	5	5 Low

Hazard	Who could be harmed and how?		Existing Controls	L	S	RR
distancing guidelines cannot be met potential for infection is increased	Exposure to the virus due to inability to maintain social distancing		<ul style="list-style-type: none"> When using stairs and corridors, check that they are free of any other users Where possible ask the customer to open all doorways leading to the property to minimise contact with doors and handles Clean hands with sanitiser on return to vehicle immediately after each delivery Refer to SSOW 3.42 			
15. Customer Collections Increased risk of coming into contact with the virus if social distancing guidelines cannot be met potential for infection is increased	Delivery crews How? Exposure to the virus due to inability to maintain social distancing and handling material that maybe infected.	  	<ul style="list-style-type: none"> Customer to ensure that all goods are fully bagged and sealed Customer to have collection ready to the closest point to the door. Allow additional time at these customers for the goods to be correctly bagged and sealed Keys and phone cleaned immediately on receipt from office Door handles and handrail/grab handle cleaned before entering cab using Ramsol disinfecting spray Vehicle interior cleaned using Ramsol disinfecting spray Used cleaning materials to be 'double-bagged' and disposed of safely Vehicles cleared of all rubbish at the end of the day Wear disposable gloves when handling these collections and dispose of immediately after use Clean hands with sanitiser on return to vehicle immediately after each collection Refer to SSOW 3.42 	1	5	5 Low
16. Re-fueling of vehicles at fuel stations or on site (Ad-blue) Increased risk of coming into contact with the virus	Delivery crews How?		<ul style="list-style-type: none"> Wear disposable gloves (available at fuel stations) prior to picking up fuel pump or wrap paper towel around the nozzle if necessary and dispose of them after use 	1	5	5 Low

Hazard	Who could be harmed and how?		Existing Controls	L	S	RR
	Coming into contact with contaminated surfaces could increase risk of virus spreading		<ul style="list-style-type: none"> Hands should be washed using soap and hot water for at least 20 seconds or with sanitiser immediately after fuelling and paying Wear face mask's when entering service station or garage payment area 			
17. Toilet facilities Availability of toilet facilities when away from site	Delivery crews How? Risk of transmission of virus increased if social distancing cannot be maintained or coming into contact with contaminated surfaces may lead to an increased risk of contracting the virus		<ul style="list-style-type: none"> Crews should make use of facilities available at service stations etc, ensuring they observe 2 metre social distancing guidelines where possible. Hands should be washed using soap and hot water for at least 20 seconds after using the facilities. 	1	5	5 Low
18. Consideration to higher risk workers. Individual assessment of those who are higher risk from coronavirus Those whose are in the category of higher risk	Those who are high risk (clinically extremally vulnerable and those who are moderate risk(clinically vulnerable) Coming into close contact with those who have symptoms or have rested positive for corona virus		<ul style="list-style-type: none"> Shielding advice was paused on 1 April 2021 As restrictions have been eased following the move to Step 4 of the roadmap, we are advising clinically extremely vulnerable people, as a minimum, to follow the same guidance as everyone else. It is important that everyone adheres to this guidance. 	1	5	5 Low

Recommendations and Actions

Action	By Whom	By When	L	S	RR