



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 currently providing a 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.

BSS 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.

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

First Issued: 19th May 2020, next review on or before 19th June 2020



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Hazards / Potential Point of Transmission	Existing Company Controls
Risk of contracting COVID-19 whilst travelling to and from work	<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>
Risk of contracting COVID-19 on customer sites during deliveries/ collections	<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>
Risk of contracting COVID-19 during call & collect / return transactions	<p>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> <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>Disposal gloves and hand sanitising methods in place for customer and colleague use.</p>



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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>Branches set up in accordance with the latest company social distancing principles which is conversant with the government guidance.</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.</p> <p>Strict social distancing measures in place throughout all working areas. One workstation/ telephone/ desk policy in place.</p> <p>Wipe down desks and trade counters regularly - including credit card readers - with antibacterial wipes (use Big Wipes if you have them).</p> <p>Stop all non-essential visitors attending the Branch / site.</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>Cash payments ceased. Card and account payments only.</p> <p>Wear disposable gloves when serving customers. Your normal gloves should be worn when handling products.</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 handwashing facilities are available to them.</p>
Risk of contracting COVID-19 during movement of equipment requiring a 2 person, close proximity lift	<p>No 2-person lifts within 2m of each other are to take place. BSS supply pipes that are in 6 metre lengths of pipes, these can be lifted by two colleagues at the opposite end of the pipes</p>



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Refuelling vehicles	Drivers briefed to ensure use of disposable gloves when refueling vehicles at fuel stations. High levels of hygiene must be in place.
Completion of paperwork	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.
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	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.
Colleagues who are vulnerable or have underlying health issues becoming seriously ill due to contact with COVID-19 in work	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.



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Transmission of virus from a person displaying the symptoms of COVID-19.	<p>Colleagues who are displaying symptoms (namely high temperature or a new, continuous cough) do not attend work</p> <p>If a colleague starts to display the symptoms at work, they must leave the workplace as soon as is 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>
Risk of transmission due to unavoidable contact between two people in a first aid emergency	<p>Higher risk activities such as using chop saw, woodworking and use of engineering equipment have been ceased to ease the likely burden on first aiders</p> <p>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.</p> <p>Colleagues are encouraged to treat their own minor injuries. First aiders will limit their treatment of injuries to critical cases.</p> <p>Clare test simulation can be carried out in line with social distancing principles</p>
Increase in existing 'non COVID-19' risks	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.