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| Ref: ILG RA 071 – Covid-19 |
| Risk Assessment – Task / Activity / Process / Workplace / Equipment: Coronavirus |
| General Description: Risk Assessment for the Coronavirus Pandemic within the workplace |

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| Location | All ILG sites and locations where we undertake collections using an ILG van | | |
| Designated Staff | All employees | | |
| Persons at Risk | All staff, visitors, contractor's agency and casual staff | | |
| Assessor (S) | Helen Nichols Louise Mingay | Assessment Date | 21 st April 2020 |
| Review Due | 5 th May 2020 | Review Undertaken | 23/04/2020 – HN- amendment made in regard to staff only transfer to work at other sites with the strict permission and authorisation of a Manager, once satisfied that all H & S procedures have been met. Noted that ILG RA 066 had been duplicated so this risk assessment has been issued with a new number ILG 071 |
| Review due | 5 th May 2020 | Review Undertaken | 04/05/2020 – HN – Risk Assessment reviewed and updated accordingly where additional control measures have been introduced to help maintain social distancing |
| Review due | 19 th May 2020 | Review Undertaken | 14/05/2020 – HN – Risk Assessment updated where actions have been completed and where additional risks and control measures have been identified following HM Government guidance from 11 May |
| Review Due | 28 th May 2020 | Review Undertaken | 19/05/2020 – HN – updated actions regarding chairs and added the need to remove the signing in book and pen to reduce the risk of |



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| | | | <p>cross contamination. Dedicated persons allocated to flush the shower once a week at EGA, Space GWK and Egham.</p> <p>Disposable cups and stirrers sent to sites</p> <p>Disposable face masks and guidance sent to all sites for staff to use if they wish as well as completing a number of other outstanding actions</p> |
| Review Due | 28 th May 2020 | Review Undertaken | <p>26/05/2020 – DS - Updated travel advice to include walking and bicycles. Also added the requirement to create an agency equipment process including clean and used equipment boxes. Notes added about training and the allocation of adequate time to complete to a reasonable level. HN updated completed actions</p> |
| Review Due | 04 th June 2020 | Review Undertaken | <p>05/06/2020 – HN- actions updated where relevant</p> <p>Additional lines have been added to include the return of some staff members following furlough as well as the additional first aid guidance and kits for first aiders. H&S guidance poster to be updated to include the new symptoms of lack or change in taste and smell</p> |
| Review Due | 19 th June 2020 | Review Undertaken | <p>19 June – HN – risk assessment has been reviewed and the following actions have been updated as completed. Return to work assessments for vulnerable members of staff as well as staff living with vulnerable family members have been undertaken and control measures put into place were relevant.</p> <p>Made available face masks for staff that have to use public transport to commute to and from work.</p> <p>Displayed and monitored capacity notices for all areas on sites.</p> <p>Completed the bike storage review and cycle to work scheme has been launched.</p> <p>Completed the first aider additional training and provided dedicated green rucksacks to all sites</p> <p>Additional seating for external break areas have been added to the deep cleaning daily schedule.</p> |



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| | | | <p>Additional symptoms of Covid-19 have been added to the H&S guidance poster and communicated to all relevant departments and agencies.</p> <p>Dedicated equipment boxes have been created, handed out and monitored by H&S reps.</p> <p>Dedicated 2 man lift boxes have been created and provided to all sites with relevant training on their use given by David Sharp from ETS.</p> <p>Client site visit H&S guidance has been produced and this has been provided electronically to all key ILG staff that would arrange any site visits so that this can be communicated and shared with the individuals prior to their visit.</p> |
| Review Due | 03 July 2020 | Review Undertaken | <p>05/07/2020 – HN, additional guidance added for any upcoming interviews or meetings with prospective employees that are not able to be conducted through teams. Guidance to be sent to them prior to their meeting as well as a contact of who they should ask for on arrival to escort them around site. These types of meetings will need to be held on sites where there is a boardroom or similar meeting area so that capacity for each site are not breached</p> |
| Review Due | 17 July 2020 | Review Undertaken | <p>17/07/2020 – HN – risk assessment has been updated and where new government guidance has been communicated the risk assessment has had the following added to it.</p> <p>Re introduce the signing in book so that we can hold a record up to 21 days of any visitors to site in the event of a confirmed case.</p> <p>Update the H&S guidance that we provide to visits to advise that their details will be entered into the signing in book should the need arise for any track and trace requirements.</p> <p>SPOC has been appointed – Jane Middlemiss. A separate document is to be produced for what to do in the event of an outbreak.</p> |



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| | | | <p>The introduction of bubbles across the business, only borrowing staff if it is deemed operationally essential. If any staff borrowed this is to be logged on to the rota so that this can be tracked if required. Clock in process has been reintroduced.</p> <p>Provision of plastic disposable cutlery to all sites undertaken</p> |
| Review Due | 31/07/2020 | Review Undertaken | 03/08/2020 – HN – Risk assessment has been reviewed and updated to include keeping noise levels low |
| Review Due | 17/08/2020 | Review Undertaken | 18/08/2020 – HN – Risk Assessment has been reviewed and updated where required, no significant changes to report |
| Review Due | 18/09/2020 | Review Undertaken | 28/08/20- HN – risk assessment updating in regards to implementation of smaller working groups within bubbles should local cases of Covid increase |
| Review Due | 18/09/20 | Review Undertaken | 07/09/2020 – HN – risk assessment has been updated following the change in government guidance that all warehouse and distribution facilities in England has now made the wearing of face masks/coverings mandatory for all visitors to sites. The classification of vulnerable adults has also been added to and this has been updated on this risk assessment |
| Review Due | 18/09/2020 | Review Undertaken | <p>25/09/20 – HN RA reviewed and the following items have been added. Training needs were these need to be done in person the boardroom facilities have been made available so that social distancing can be met. Several e-learning courses have been purchased and produced for staff that are now working some of their time from home. Our new site Space GWK has been included in the weekly flush of the showers on site</p> <p>Agency staff attending site will be required to wear a face mask/covering for the first 14 days of work, if they move site then the 14-day clock resets.</p> <p>Additional signage for the loading bays about wearing a mask if not able to adhere to the 2M rule has been ordered and will be put in place once delivered</p> |



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| | | | <p>Drivers now required to wear a mask when entering a client premise or an ILG site outside of their normal bubble.</p> <p>Recruiting additional deep cleaners for several other sites.</p> <p>IT is rolling out a system to allow any visitors or ILG staff visiting outside of their bubble to be able to scan in and out to maintain an adequate record for track and trace if required.</p> <p>The process of handling clients returns and booking back into stock will be covered by its own risk assessment so that additional control measures can be put in place.</p> |
| Review Due | 30/10/20 | Review Undertaken | <p>08/11/20 – HN. Following the government introduction of a second lock down, additional control measures have been put in to place at all ILG sites. Wearing of face coverings for all staff including agency, contractors and visitors is now mandatory unless they are exempt. They may be removed to eat and drink. Customer service teams may remove face coverings when permanently sat at their desk but must be worn when moving away from their desk.</p> <p>All new staff have been issued with a health questionnaire, these will be assessed and past to OH if required and relevant risk assessments will be undertaken as well as reviewing current ones. QR codes have been introduced at all sites to allow office-based staff, contractors and visitors to scan in so that we have up to date data to pass to PHE if required.</p> <p>Additional smoking shelters have been installed where required as well as marquees to provide additional rest areas to comply with social distancing.</p> <p>Review of quarantine returns has been reduced to 48hrs.</p> |
| Review Due | 20/11/20 | Review Undertaken | <p>0/11/20 – HN - No significant changes to note</p> |
| Review Due | 04/12/20 | Review Undertaken | <p>04/12/20 – HN – The risk assessment has been reviewed and actions updated where required. Where tote bins are being used repetitively additional hand sanitization and washing of hands to be</p> |



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| | | | <p>undertaken regularly. Some areas within the warehouse have been reconfigured to allow for capacities to be reviewed. To provided additional canteen areas where marquees have not been able to be erected canteens have been extended by removing offices and boardrooms.</p> <p>All ILG sites have now moved into Tier 2 and the continued wearing of face coverings is still mandatory. All staff reminded not to share transport with people outside of their household when traveling to and from work.</p> |
| Review Due | 04/01/21 | Review Undertaken | <p>05/01/21 – HN - following the government’s announcement to go into lock down ILG will follow the guidance and the risk assessment has been reviewed to reflect this. We will introduce a 4th bubble for the SP2 and EGA night shift to allow them to work as one.</p> <p>All client visits will be stopped unless business critical and approved. No new agency or casual staff permitted on site if they have not been previously by ILG since 01 December.</p> <p>Staff communication to continue via text and video to keep staff informed and up to date</p> |
| Review Due | 05/02/21 | Review Undertaken | <p>08/02/21- HN. The BCP is meeting regularly to review the pandemic and government guidance. The following control measures have now been introduced.</p> <p>Operating tighter bubbles these have been communicated to all staff and relevant contractors. There will be occasions where a Bubble has to be broken for business-critical reasons and this will need Director approval.</p> <p>Visitors to a site will only be permitted for business-critical activities and with Director approval.</p> <p>Agency Staff - We will restrict the use of new and fluctuating agency staff, so we will employ those that are already with us and we will do</p> |



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| | | | <p>that for the hours they are available, so that they are not working in other organisations as well as ILG</p> <p>Face coverings continue to be mandatory unless exempt. Additional cleaners shift has been arranged to allow for additional weekend and evening cleaning where sites operate longer opening hours.</p> <p>Returns process has been reviewed following PHE advise and these are no longer held in quarantine.</p> |
| Review Due | 05/03/21 | Review Undertaken | <p>12/03/21 – HN. Site bubbles have now been relaxed, all Crawley based sites are under 1 bubble and East Grinstead sites and Burgess Hill are under another, we will review this risk assessment in future in line with the government’s road map dates. No other significant changes to note</p> |
| Review Due | 31/03/21 | Review Undertaken | <p>31/03/21 – HN. Following the governments guidance in regard to their road map dates ILG has made the following amendments to our risk assessment that will come into place from April 6th 2021. Wearing of face coverings will no longer be mandatory at all times. However, staff will be required to wear them when walking to and from the warehouse, around the building, when always visiting toilet facilities and where there is a concern that 2 metre social distancing cannot be maintained.</p> <p>Strict enforcement of the 2 metre distancing rule.</p> <p>We will no longer operate the designated bubbles to enable us to share staff where the alterative would be to bring in unknown agency labour.</p> <p>Car sharing and use of taxis for travel between sites is still not permitted.</p> <p>Staff working from home will gradually return to the office on a rota basis with limited numbers in the office to ensure strict social distancing can be maintained .</p> |



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| Review Due | 31/05/21 | Review Undertaken | 07/06/21 – HN – risk assessment reviewed, no significant changes to note. Risk assessment to be reviewed again following the next government road map date |
| Review Due | 22/06/21 | Review Undertaken | 22/06/21 – HN – risk assessment reviewed, no significant changes to note. Risk assessment to be reviewed again following the next government roadmap on July 19 th . |
| Review Due | 19/07/21 | Review Undertaken | |
| Risk Result | Action and Timescale | | |
| Intolerable | Risks posed to health and safety are so significant that work should be stopped, or not started and immediate action must be taken by the responsible person to reduce the level of risk. | | |
| Substantial | The risk posed to health and safety is considered to be significant and action must be taken. Works should not be started or access permitted until the risk has been reduced. Where the risk involves work in progress, urgent action must be taken | | |
| Moderate | Risks which need further action to control and reduce the risk of the lowest level reasonably practicable. Efforts should be made to reduce the risk. Where moderate risk is associated with consequences that constitute extreme harm, further assessment may be required to establish more precisely the likelihood of harm as a basis for determining the priority for improved control measures | | |
| Tolerable | Existing control measures are considered to be effective and are contributing to reducing risk to the lowest level reasonable practicable. Monitoring is required to ensure that the controls are maintained. | | |
| Trivial | No action is required and no detailed records need to be kept. Trivial risks will not be documented. | | |

Risk Level Calculator – The Risk Level = Likelihood x Potential Consequences

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| Potential Consequences | Slightly Harmful | Harmful | Extremely Harmful |
| Likelihood | | | |



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| Highly Unlikely | Trivial Risk | Tolerable Risk | Moderate Risk |
| Unlikely | Tolerable Risk | Moderate Risk | Substantial Risk |
| Likely | Moderate Risk | Substantial Risk | Intolerable Risk |

| Hazard | Control Description | Risk Level | Further Action | Responsible Person |
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| Vulnerable workers at higher risk of serious health issues from COVID-19 | <p>ILG to follow the latest NHS and Government guidance in regard to self-isolation, social distancing or shielding as appropriate.</p> <p>A detailed questionnaire has been sent to all staff for them to complete to help identify vulnerable workers.</p> <p>All staff identified have been referred to an independent OH service and ILG is guided by them as to whether self-isolation for a period is required.</p> <p>The member of staff will not come back to work until government advice is amended.</p> <p>Return to work assessment undertaken on all vulnerable workers that have been permitted to return to work following government guidelines.</p> <p>These risk assessments allow for ILG to put in place relevant control measures for individuals</p> | Moderate | <p>To continue to monitor against government guidance.</p> | <p>Management Team</p> |
| | | | <p>Continue to monitor and review individuals</p> | <p>Warehouse Manager /H&S Team</p> |
| | | | <p>HR to reissue questionnaires to all new staff, review previous risk assessments and control measures for identified staff.</p> | <p>HR/ H&S</p> |
| | <p>Following the latest lockdown in November questionnaires have been sent to all new staff members to complete so that these can be reviewed by HR and OH where control measures can be put in place if required, all appropriate action to be taken in line with government guidance.</p> <p>Clinically Vulnerable will be furloughed and all previously identified persons who have had a</p> | | | |



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| | personal risk assessment will be reviewed and action accordingly | | Clinically Vulnerable staff to be furloughed | |
| Vulnerable Family member or house mate at higher risk of serious health issues from COVID-19 | <p>ILG to follow the latest NHS and Government guidance regarding self-isolation, social distancing or shielding as appropriate.</p> <p>ILG staff that are affect are invited to inform ILG. All staff identified have been referred to an independent OH service and ILG is guided by them as to whether self-isolation for a period is required or if that individual needs to be furloughed.</p> <p>Return to work assessment undertaken on all staff living with vulnerable family members that have been permitted to return to work following government guidelines. These risk assessments allow for ILG to put in place relevant control measures for individuals</p> | Moderate | <p>To continue to monitor against government guidance.</p> <p>Continue to monitor and review individuals</p> | <p>Management Team/ H&S Team</p> <p>HR / H&S Team</p> |
| Interaction with others and risk of contracting COVID-19 in the workplace | <p>No physical contact – do not meet and greet or thank people by shaking hands, maintain the 2-meter social distancing.</p> <p>Staff instructed not to sign any paperwork or tablets produced by delivery drivers, instead a name should be provided for delivery or collection.</p> <p>Staff instructed to avoid long conversations with other members of staff, technology encouraged to hold any meetings. For warehouse briefing etc. 2-meter social distancing rule to be observed.</p> <p>Delivery drivers not permitted to enter the building unless requiring using the WC facilities and social distancing to be observed when deliveries are occurring.</p> | Moderate | To continue to monitor against government guidance. | <p>All staff</p> <p>Warehouse Managers</p> |



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| | <p>Were process training cannot be achieved by written instructions or video training the 2-meter social distance must be maintained, time should be considered as a factor as training may take longer than it used to.</p> <p>ILG has recruited several new staff members during the covid crisis our e- learning platform Nimble has been updated with additional online training course especially ones for staff working from home for some time of their working week. When in the office and training needs to be undertaken the boardroom facilities have been made available for training to take place in there so that social distancing can be obeyed, and they have the use of the main screen for teaching purposes.</p> <p>Should this not be available then the director’s office have been made available but masks should be worn at all times</p> | | | <p>Managers and Trainers</p> |
| <p>Potential exposure to Covid-19 when accessing and working on site</p> | <p>Avoid touching screens when at work, clocking in requirement removed.</p> <p>Keep contact to a minimum and always observe the 2-meter social distancing rule.</p> <p>Always use the hand sanitizer in the entrance area when entering and leaving site.</p> <p>If lift use is required only one member of staff to use a lift at any one time. Gloves to be worn when pushing lift buttons or where not possible use the hand sanitizer provide next to and in the lift.</p> <p>Employees to use own equipment where possible, and are not to share pens, tape guns, knives etc.</p> | <p>Moderate</p> | <p>Continue to monitor control measures in line with government advice. Clocking in requirement has now been reinstated to allow for adequate records of staff and their movements</p> | <p>All staff</p> |



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| | <p>If equipment is to be shared it must be cleaned down with hard surface wipes wearing gloves prior to use as detailed in the ILG H&S video.</p> <p>All employees encouraged to regularly wash their hands with soap and water and to use personalized sanitizing station located around the site during the working day.</p> <p>Employees required to clean down workstations a minimum of two times throughout a shift.</p> <p>All employees to avoid touching their face to prevent contamination from gloves and hands.</p> <p>Where items are to be shared e.g. Man Up / Forklift they are to be sanitized each time they are used by a new member of staff.</p> <p>Staff to only transfer to work at other sites with the strict permission and authorisation of a Manager, once satisfied that all H & S procedures have been met</p> <p>Any non-essential visits from clients and contractors have been suspended.</p> <p>Only emergency and health and safety works to be undertaken by contractors on sites. Works must be risk assessed to ensure social distancing and control measures are appropriate.</p> <p>Signing in book and pen has been removed to avoid cross contamination. All visitors and contractors to report into relevant member of staff and will be monitored and covered by fire warden areas in the event of an emergency.</p> <p>QR signs are now on display in the reception areas for any visitors/contractors and office base staff to</p> | | <p>Sign in book has been re-introduced to provide adequate records of who has attended site.</p> <p>Everyone that doesn't log in has</p> | |
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| | <p>scan in so that we have an adequate record of who has been on site should we need to produce for track & Trace. Any member of staff that doesn't log on then they must scan in and out</p> <p>Guidance on the use of this has been sent to all relevant ILG staff and contractors/visitors</p> | | <p>been asked to use the QR codes displayed to scan in and out of sites</p> | |
| <p>Lots of people in close proximity</p> | <p>2-meter social distancing rules in place. Markings have been taped in warehouses to act as a reminder of the safe distances required. Shift patterns have been extended to allow for larger free space for staff to operate in. Canteen areas have had furniture removed to allow for 2-meter social distancing and other offices and meeting room areas have been identified to allow for more space during break times.</p> <p>All staff briefings to be held outside when weather permits, if inclement weather smaller meetings to be held.</p> <p>Warehouse, offices and communal areas all have capacity notices on them prior to entry so that all are aware of how many people are permitted within an area at any one time</p> | <p>Moderate</p> | <p>Continue to monitor control measures in line with government advice.</p> <p>For our larger sites to be able to cater for lunch breaks marquees are to be erected to provide adequate space to allow for extra work force and to be able to meet social distancing rules</p> <p>Monitoring by Warehouse manager and H&S team</p> | <p>All staff</p> <p>H&S / Facilities Team working on erecting marquees at identified sites</p> |
| <p>Exposure when traveling to and from work</p> | <p>Staff informed not to drive to work in the same vehicle unless they live in the same household. Where possible employees encouraged not to use public transport, where there is no option staff</p> | <p>Moderate</p> | <p>Continue to monitor control measures in line with government advice.</p> | <p>All staff</p> |



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| | <p>instructed to remember the rules on social distancing. Flexible start and finish times introduced to allow staff using public transport to avoid using it during peak times where it may be harder to observe social distancing requirements.</p> <p>Wherever possible staff to be encouraged to travel to work by bicycle or to walk if at all possible, instead of using public transport. All sites to review amount of bicycle storage on site.</p> <p>As from 15 June government have made the wearing of face coverings mandatory for people using public transport. ILG have allowed their staff that are having to use public transport free access to the face masks that we have in stock, should they require more they need to advise the site H&S representative who will arrange for more to be delivered</p> | <p>Tolerable</p> | <p>Site specific risk assessments review the need and adequate supply of bike racks in each location. Posters to be made up and displayed on each site to encourage staff to cycle</p> | <p>David Sharp has completed site risk assessments and where possible these have either been put in place or alternatives being looked into</p> |
| <p>Lack of first Aider coverage and possible infection</p> | <p>At least one first aider or responsible person (shift supervisor) to be on site during a shift. Dedicated Green first aid rucksacks to be purchased and made up to comply of relevant face masks and visors to protect trained first aider in the administration of first aid in an emergency.</p> | <p>Moderate</p> | <p>Rucksacks to be completed and rolled out with relevant training and guidance of use</p> | <p>H&S /Facilities Manager – Completed Green rucksacks on all sites and additional training undertaken</p> |



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| | There are to be adequate numbers of these on each site and training and guidance on how to use these to be given to all first aiders | | | by David Sharp from ETS |
| Risk of legionella build up | Weekly flushing of toilets, showers and taps to occur and records kept reflecting this. | Tolerable | EGA shower flush undertaken by Steve Ettridge Egham shower flush undertaken by Danielle Ferguson Toilets and taps are being used regularly and cleaned daily by the external cleaning company Now that the new site Space GWK has opened flushing of both showers will be added to the weekly routine and also added to the site specific risk assessment | Facilities Manager |
| Infection from heavy used areas to include doorknobs, canteen areas etc. | Contractor cleaners have been instructed to undertake sanitation of doorknobs. Paper towel dispensers have been installed in all WCs to allow staff to use these when operating the taps and soap dispensers as well as designated bins. | Moderate | None | Facilities Manager |



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| | <p>List of areas requiring additional cleaning during the day drawn up and records maintained to reflect that cleaning is occurring.</p> <p>Additional outside seating has been sourced to comply with social distancing and this has been included in the deep clean</p> | | | |
| <p>Person attending work with COVID-19</p> | <p>All employees informed of the symptoms of COVID-19 and are not to come to work if they have symptoms or have come into contact with someone who has or has reason to believe they have COVID-19.</p> <p>Shift supervisors to monitor workforce and send any person displaying symptoms home. Their workstation is to be thoroughly cleaned and any other areas / equipment they have come into contact with.</p> | <p>Moderate</p> | <p>Continue to monitor staff for symptoms.</p> <p>Amend H&S poster to include the additional symptoms of lack or change of taste and smell and display on Covid -19 notice boards</p> | <p>Management Team</p> <p>Helen Nichols completed posters have been amended and circulated</p> |
| <p>Use of casual and temporary workers.</p> | <p>Casual and temporary workers informed of the symptoms of COVID-19 and are not to come to work if they have symptoms or have come into contact with someone who has or has reason to believe they have COVID-19.</p> <p>Guidance note provided to all casual and temporary workers regarding ILG rules about social distancing and COVID-19 etc.</p> <p>Shift supervisors to monitor workforce and send any person displaying symptoms home. Their workstation is to be thoroughly cleaned and any other areas / equipment they have come into contact with.</p> | <p>Moderate</p> | <p>Shift supervisors to ensure casual and temporary workers are provided with the ILG guidance note and monitor staff for signs and symptoms of COVID-19.</p> | <p>Management Team</p> |



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| | <p>Equipment boxes to be created for all agency to use, to clean equipment when taking out and clean when returning equipment</p> <p>Following government updated guidance all agency staff are required to wear a face mask / face covering for the first 14 days at a site, should they go to another site during this time then the 14 days start from the beginning. H&S guidance has been produced on this and sent to our agency providers as well as site managers.</p> <p>Agency staff to wear face masks whilst on site unless they are eating or drinking.</p> <p>Detailed records of who has worked at what site and when to be kept by the agency's so that this can be passes to track and track if required</p> | | <p>All equipment issued to agency workers should be cleaned thoroughly before reissue. It would also be advisable to mark agency equipment with a large A for easy identification.</p> <p>HN / CE to get contact details for agencies and this is to be added to the information sheet in case of an outbreak details can be passed to PHE with out delay.</p> | <p>All sites now have equipment boxes for casual and agency staff, and this is being monitored by Warehouse Managers/H&S Reps</p> <p>HN- information sheet has been updated with these contact details</p> |
| <p>Drivers coming into contact with COVID-19 when delivering / collecting items.</p> | <p>2-meter social distancing to be observed by drivers.</p> <p>Drivers allocated their own van.</p> <p>Temporary drivers not currently used.</p> | <p>Moderate</p> | <p>Continue to monitor in line with government guidance</p> | <p>Transport Manager</p> |



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| | <p>Vans sanitized daily. Routes have been condensed. Drivers are not entering any client sites. Drivers aware of where public toilets are open and where rests can be taken. Drivers provided with PPE and sanitizer. Drivers now required to wear a face mask/covering when entering client’s sites and when also going into another ILG site that is not included in their bubble. When unloading and loading to adhere to the 2m rule where this is not possible than a mask / face covering will be required. Additional signage to be produced for these areas highlighting the need to wear face masks / coverings when 2M can’t be achieved.</p> | | <p>Additional signage for the loading and unloading bay to be produced and installed to remind all to adhered to the 2M rule or if this is not possible a mask or face covering is to be worn. All drivers have now been issued with their own supply of cotton ILG branded face coverings</p> | <p>H&S Team - completed</p> |
| <p>Risk when having rest breaks during the working day of coming into contact with COVID-19 infected individual.</p> | <p>All staff to be reminded of the importance of maintaining the 2-meter rule even outside of the building.</p> | <p>Moderate</p> | <p>Posters to be displayed on exit doors reminding people of the need to keep to the 2-</p> | <p>04/05/2020- HN - Completed all posters have been made and distributed to the warehouse to be</p> |



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| | | | <p>meter social distancing rule. Posters to be displayed in smoking areas. Large smoking shelters have been created at a number of sites to help accommodate additional staffing levels</p> | <p>displayed in prominent areas. Additional smoking areas have been created at relevant sites</p> |
| <p>Risk of staff, agency, casuals and visitors not adhering to the social distancing measures put in place to help protect coming into close contact with others</p> | <p>To help all understand the need to comply with the 2M rule (social distancing) especially for those whose first language is not English the below has been put in place to help all understand: Security guard in place to help police this in the warehouses that use a lot of agency staff – EGA and SP2 2M rules displayed on the back of all the high vizs in 4 different languages Max capacity signs have been made and displayed for the warehouse areas Signage has been translated into the top 4 languages that our agency staff come from Copies of our H&S guidance posters that include the 2M rule have been sent to all of our agencies so that they are able to discuss this with the staff before they are sent to any of our sites Any agency staff member found not to be complying with the social distancing rules will be</p> | <p>Moderate</p> | <p>Additional capacity signs to be created for the toilets and canteens as well as being policed by security Posters to be translated in to the 4 languages as identified.</p> | <p>Helen Nichols has produced these, and confirmation emails have been provided by warehouse managers that these have been displayed in the relevant areas.</p> |



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| | <p>sent home and not permitted to work again in any of ILG sites. Any ILG member of staff found to do the same will be referred to HR.</p> <p>Additional capacity signage has been produced and displayed for canteens and toilets to help staff identify when it is safe to access these areas</p> <p>Signage to be produced for sites that have lifts in them to limit these to be used by 1 person at a time</p> <p>Designated notice boards have been installed at our large sites for agency to display their up to date guidance</p> | | <p>Poster to be completed for sites that have lifts to remind all that the lift is to only be used by 1 person at a time</p> | <p>Completed -Helen Nichols to create posters for the lifts where applicable – Signs have been produced and displayed at relevant sites</p> |
| <p>Risk when having rest breaks during the working day of coming into contact with COVID-19 infected individual.</p> | <p>Additional single seating has been purchased so that these can give staff more flexibility of having their breaks whilst complying to the 2M rule instead of using the picnic benches that are currently on site.</p> <p>These areas will again be policed by security</p> | <p>Moderate</p> | <p>Additional chairs have been placed on order, once delivered these will be shared amongst the relevant sites. Delivery has been delayed to unforeseen issues-regular updates coming from the supplier.</p> | <p>Helen Nichols-completed 19/05/20 chairs have arrived and been shared out to relevant sites</p> |
| <p>Infection from heavy used areas to include doorknobs, canteen areas etc.</p> | <p>3 new cleaners have been hired to undertake deep clean through the communal areas through out the day at our 3 largest sites.</p> | <p>Moderate</p> | <p>These will be managed by the warehouse manager and if shows to be an effective way of</p> | <p>Warehouse Managers</p> |



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| | <p>Other sites will be cleaned by ILG team members and additional staff to be recruited to undertake these cleans as and when required</p> <p>They have a detailed list of what has to be cleaned and this will be carried out throughout their 8 hours shift. Items that are to be cleaned are areas and equipment that is touch by many including areas such as buttons, banisters, canteen areas as well as door handles.</p> <p>These cleaners will be easily identified with cleaner on the back of an orange high viz so that they are able to assist in an area if a situation arises</p> <p>Additional video to be produced internally to offer guidance when cleaning down these areas and the importance of making sure that the spray cleaner is allowed to sit on the surface for at least 5 seconds to allow the active ingredients to work.</p> | | <p>keeping communal areas clean, we will look to undertake the same at some additional sites.</p> <p>Orange high viz with cleaner to be sourced once sizing of cleaners are known- these have been placed on order</p> <p>Internal video to be shot to offer some guidance on this</p> | <p>Kelly Kennard – completed – a stock of these have been provided to each site that has a cleaner for the warehouse managers to issue</p> <p>H&S Manager – completed 15/05/2020</p> |
| <p>Potential exposure to Covid-19 when accessing and working on site</p> | <p>Additional PPE has been provided in the way of visors for those which would like to wear, these will be given to individuals to keep as their own and NOT to be shared</p> | <p>Moderate</p> | <p>Awaiting delivery of face masks which is due w/c 11/05/2020, once in these will be</p> | <p>Helen Nichols- completed- these have now been issued to all sites with spare stocks</p> |



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| | <p>Face masks have been placed on order – 10000 units and these are due to be delivered W/C 11/05/2020 for all those that would like to wear. These will be distributed to all ILG sites and they are to be disposed off in the clear bags that are provided and not in the general waste bin.</p> <p>Non-contact thermometers have been provided to all ILG sites for designated persons to monitor the temperature of all agency and casual workers and any other member of staff that has concerns. Guidance notes have been issued to both the relevant ILG person responsible for this as well as the H&S handout being updated in a number of languages to give agency staff on arrival as well as the main contact at the Agency so that all staff can be pre alerted</p> <p>As of the 03/11/20 it will be mandatory for all staff to wear a face covering when at any of ILG sites unless they have been deemed as exempt. These will be removed for eating and drinking and for our customer service team when they are permanently sat at their desk they may remove their face covering.</p> <p>When undertaking a meeting or interview if the 2m distance can be maintained then face covering can be removed for the time that you are seated, face</p> | | <p>distributed around all ILG sites A small amount of Face masks have arrived awaiting on the remaining before sharing between sites and making guidance posters on use and how to dispose</p> <p>Video, text and email communication has been sent to all ILG staff as well as being communicated to all of our agencies . Security will also be available to police this</p> | <p>that will be monitor by the sites H&S rep</p> <p>HN – Completed 26/05/2020, guidance and delivery of stock</p> |
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| | coverings will need to be in place when walking around site. | | | |
| Staff working in the Goods In and Return areas coming into contact with COVID-19 return shipments | <p>Areas have personalized sanitization stations which include gloves, hard surface wipes and spray. Face visors and masks have been purchased and guidance on how to use these are to be produced and provided to staff.</p> <p>All return shipments (unless client specified to hold as quarantine stock) are placed in designated cages and these have the return dates marked on the cage, these are held for at least 72 hours before being handled to go through the returns process by staff and rebooked in.</p> <p>All staff to maintain good hygiene practices by sanitizing their hands after handling each delivery. Avoid touching their face whilst taking in or loading deliveries.</p> <p>Drivers are to remain outside of the warehouse and keep to the 2-meter social distancing guidelines. No member of staff is to sign any paperwork drivers should sign on your behalf after asking for your name.</p> <p>2 person teams to be set up for double person lifting and where possible these are to remain the same.</p> | Moderate | <p>Following a review of the quarantine time this has been reviewed and reduced to 48hrs</p> <p>Information posters to be produced for goods in/ two-person lift along with guidance document with key points. Helen Nichols-to create for goods in teams HN to create guidance sheet to be displayed/handed out</p> | <p>Warehouse Manager</p> <p>Guidance has been produced and rolled out to the company-HN</p> <p>Warehouse Manager</p> <p>Dedicated boxes of PPE, guidance and cleansing equipment has been provided to all sites with training on their use undertaken by David Sharp from ETS</p> |



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| <p>Infection from shared equipment</p> | <p>Additional tape guns and knives have been sourced to allow staff to have their own, staff have been advised to mark this with their names and put away at their end of shift to help reduce these being used by others</p> <p>100ml hand sanitization bottles have been purchased and again these will be handed out to individuals so that this can be kept on their person for ease of use</p> <p>Disposable cups and stirrers have been purchased again to help with not sharing equipment</p> <p>Purchasing of plastic disposable cutlery have been undertaken and distributed around all sites to prevent sharing of cutlery</p> | <p>Moderate</p> | <p>Staff to advise if they require their own knife and /or tape gun.</p> <p>100ml hand bottles to be provided to all once delivery has arrived – expected W/C 18/05/2020</p> <p>Cups will be placed in each site canteen for all to use as required – delivery expected W/C 18/05/2020 HN – to source and provided supplies at all sites</p> | <p>Helen Nichols – stocks have been sent out where requested as well as a dedicated supply for agency staff HN – completed 26/05/2020</p> <p>Helen Nichols – completed 19/05/2020</p> <p>HN – Completed 19/05/2020</p> <p>HN- completed 07/07/2020</p> |
| <p>Infection from lack of ventilation</p> | <p>Were possible windows can be opened to allow for through ventilation. Shutter doors may be raised a maximum of two feet during standard day hours of 09:00 to 18:00 but should remain closed outside of these hours</p> | <p>Moderate</p> | <p>Checks must be completed before the end of day to ensure all items opened are</p> | <p>Warehouse Managers / Security</p> |



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| | | | thoroughly closed again. These checks have been included in the EOD check sheet that need to be completed by team undertaking lock up | |
| Vulnerable people coming into contact with people in the workplace after returning from furlough | Undertake personal return to work assessments and where necessary referring to OH. Where necessary additional control measures are being put in place on a case by case basics. | Tolerable | These are being undertaken as and when staff return | ETS representatives and or HR Team |
| Potential exposure to Covid-19 when accessing and working on site for visitors | Where we now have a number of clients requiring to attend site we have produced relevant H&S guidance for them to advise of our control measures and this is provided to them prior to their visits so that they are aware of the areas that they have access to and the general H&S guidance for the site . Where it is not possible to undertake interviews for future employees these are now to be held at sites where there is a boardroom with capacity to hold these meetings. Prior to anyone coming to site to have an interview or similar meeting the H&S guidance will be provided to them prior to their planned visit date with contact details of who they should ask for upon arrival. | Moderate | Key ILG staff that would arrange any site visits have been provided electronic copies of the guidance and the process of client visiting sites. H&S guidance notice is to be updated to inform any visitors that we enter their details into our signing in book so that we are able to access this should we have a situation | HN to update H&S guidance and re send to the relevant ILG Staff that would arrange any visits-completed and provided to relevant managers to distribute |



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| | <p>All visitors including contractors are to wear a mask whilst on site. ILG staff that are visiting a site outside of their bubble will also be required to wear a face mask as well as signing in and out to maintain a record if required by PHE. A fact sheet has been emailed to all relevant contractors and any visitors prior to coming to an ILG site.</p> | | <p>of a confirmed case of Covid A system has been sourced to allow all visitors, contractors and staff working outside of their bubbles to be able to scan in and out providing a detail record of who has been to which site if required for trace and trace. Roll out of this system is due in the coming weeks. Additional signage has been placed in the reception areas highlighting the importance of signing /scanning in and out</p> | <p>IT Team -system has been rolled out , tested and working well</p> |
| <p>Spreading infection from sharing staff at various sites</p> | <p>Bubbles of staff to be created , one bubble to consist of staff working at our locations based in Crawley, 2nd bubble to consist of staff working at our sites in East Grinstead and Burgess Hill and the 3rd bubble to consist of staff working at Egham and GP1. Where it is operational essential to borrow staff between sites this MUST only be done using the same bubble and if they need to travel to the</p> | <p>Moderate</p> | | <p>Warehouse Managers</p> |



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| | <p>new site within their bubble this MUST be undertaken using their own transport, if they are not able to get to the site using their own transport they will not be able to be borrowed between the sites included in that bubble. Where staff are to be borrowed this must be captured on the rota so that we have traceability of their movements should we need to provide this to PHE. This is to include any casual and /or agency staff. Any staff visiting a site outside of their bubble would be required to wear a mask and make sure that they have recorded their site visit</p> | | | |
| <p>Confirmed case of more than 1 case providing relevant track and trace information to PHE</p> | <p>Signing in book to be reintroduced back into all site receptions. Communicating with staff that anyone visiting site must sign in and out so that we have up to date and adequate records to be able to share with PHE should we need to track and trace after a confirmed case. When visitors arrive at site they should be greeted by their host and they will enter their details into the signing in book. Where contractors come to site they too must complete the signing in and out process. Where routine service and emergency call outs are undertaken as these are not always booked in prior they should be updated notices on the signing in desk to make sure that their details are entered and recorded into the signing in book and communicated to key staff that would meet and greet.</p> | <p>Moderate</p> | <p>Additional signage to be produced highlighting the need to make sure that all visits are recorded. Communicate to all sites to reintroduce the signing in book and the importance of logging all visits so that adequate information is at hand should this need to be passed to PHE</p> | <p>Completed - HN</p> |



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| <p>More than 1 confirmed case of Covid</p> | <p>Appoint a single point of contact (SPOC) who would lead on contacting the relevant PHE. ILG local PHE for all sites except for GP1 under Yusen control would be PHE Horsham 0344 225 3861.</p> | <p>Moderate</p> | <p>Jane Middlemiss has been appointed as SPOC. JM - to produce a separate document on what to do in the event of an outbreak</p> | <p>Completed - HN</p> |
| <p>Potential contamination of COVID 19 through shouting or singing</p> | <p>All radios to be kept at a volume that allows for conversation at a normal level, no singing along with songs to take place as this could cause spread of the virus</p> | <p>Moderate</p> | <p>Warehouse Manager to monitor on an ongoing basis</p> | |
| <p>Potential exposure to Covid-19 when accessing and working on site</p> | <p>Better signage to allow all to recognize one-way systems that are in place as well as a set of standardized signage for all sites so that there is continuity through all ILG sites. All old signage to be removed and replaced with new</p> | <p>Moderate</p> | <p>New signage has been designed and ordered. Once ready these will be shared out across the sites</p> | <p>New signage has been installed at all sites, awaiting additional clocking in machines so that we are able to highlight the dedicated one-way system with the correct arrow signage. Additional clocking in machines have been sourced and are now operational</p> |
| <p>Reducing the spreading of infection following an increase</p> | <p>Where there has been increases in Covid cases consideration to be given into implementing smaller fixed working groups within bubbles to help reduce the risk of infection</p> | <p>Moderate</p> | <p>BCP team</p> | |



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| of locally confirmed case of Covid | | | | |
| Potential exposure to Covid-19 from visitors or others outside of the working bubble | Following government guidance, the wearing of face masks/coverings is now mandatory for all visitors entering a warehouse or distribution facility which includes all our sites. From Monday 07/09/20 all visitors , this includes contractors, clients, interviewees as well as any ILG staff member that is required to work at an additional site which is outside of their bubble will be require to wear a face mask whilst inside the premises. Any agency or temporary staff will also be required to wear a face mask /covering for their first 14 days of their booking. This however doesn't apply to ILG casual staff as these are ILG employees and these are subject to different checks | Moderate | Management Team | |
| Vulnerable workers at higher risk of serious health issues from COVID-19 | The classification of vulnerable adults has been added to and these now include older male workers (although no definition on what age). Those with a higher BMI , Black , Asian and minority ethnic groups . Personal risk assessment can be completed where required | Moderate | Jane Middlemiss produced a video update advising of this new classification and advised anyone that would like a personal risk assessment can request this from HR or H&S | Completed |



| I have read and understood the above Risk Assessment | | |
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