

Revision: 28 September 2020

Company Risk Assessment – Working through and Combatting Covid 19 to keep staff and customers safe.

**This Document – Revised 28 September 2020 – does not contain the full text of the relevant appendices.  
For a copy of the complete Risk Assessment, please refer [www.listerinfo.com](http://www.listerinfo.com).**

- Government advice changes on how Companies are to combat the Covid 19 virus, it has become necessary to revise the initial Company Risk Assessment carried out at the end of March 2020.
- This new Risk Assessment – dated 20 May 2020 – supersedes the earlier Assessment and represents the ways in which Lister are working towards ensuring (as far as possible) the safety of staff, Supplier delivery drivers, customers who arrange collection of goods and customers at their place of work when Lister vehicles make deliveries. Visitors to Lister sites have been cut to an absolute minimum – only in urgent or emergency situations may they be allowed on site. Whilst on site they will adhere strictly to all Lister regulations and safety practices.

As the pandemic situation develops and changes here in the UK, the Lister Covid 19 Risk Assessment is kept under constant review to reflect the latest Government guidelines and to introduce – if necessary – further control measures to enable the Company to comply with the aforementioned guidelines and to ensure a Covid-safe working environment.

This review was carried out on 28 September to reflect the extension of the compulsory wearing of face masks on Trade Counters. It also covers the addition of the NHS App Q-Cover scan code poster at all Lister branches and a definition of what is a “visitor”.

Risk Assessment of: Company Assessment – Working through Covid 19  
Who Might be Affected? Lister workforce, visitors to Lister premises, Lister customers on their site (via delivery drivers/engineers)

Date of Assessment: 20 May 2020 – Reviewed 28 September 2020  
Name of Assessor: John Smart

Spread of Covid-19 Coronavirus Staff, Visitors to our premises, Cleaners, Contractors, Drivers, Bin Fill Operators and Customers on their premises (via Lister driver/engineer) could all be subject to contact with the Covid 19 virus which can be passed on via contact or air borne transmission.



Isolating urinals & wash basins



### Social Distancing

Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre gap recommended by the Government.

Introduction of One Way systems throughout the workplace, closure of doors or making them one way only.

Establish Passing Points in corridors where it is not possible to enforce a One Way System.

Restrict the numbers of staff on site – encourage homeworking of staff where possible

For the moment, there are still some staff on Furlough which further reduces the number of staff on site.

Redesigning processes to ensure social distancing in place (e.g. taping off sequential urinals and sinks in washrooms, restricting to “One at a Time” the number of people using kitchen facilities,

Conference calls to be used instead of face to face meetings.



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### **Hand Washing**

Hand washing facilities with soap and hot water in place.

Stringent & regular hand washing taking place.

Paper towels/hand driers for drying of hands

Employees to be reminded to wash their hands on a regular basis to wash their hands for 20 seconds with warm water and soap and the importance of proper drying. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands.

### **Cleaning**

Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods. A cleaning schedule has been drawn up to cover.

Posters & SSOW are on display throughout the Company. Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed. Check sheets will be returned to line managers and cascaded through to senior management.

### **Wearing of Disposable Gloves**

Current Government guidelines (20/5/2020) do not attribute the need for all staff to continually wear disposable gloves and that frequent and thorough handwashing offers a high level of protection except in cases where there is a great risk of exposure to the virus. Where the wearing of disposable gloves has been identified as a requirement of the job, an adequate supply of these will be provided. Staff are instructed on how to dispose of them safely.

Safe disposal of gloves in General Waste bags or bins

Staff are reminded that wearing of gloves is not a substitute for good & frequent hand washing.

	<p><b><u>Drivers</u></b> Procedures in place for Drivers to ensure adequate welfare facilities available during their work.</p> <p>Persons should not share vehicles or cabs, where suitable distancing cannot be achieved. Cleaning of vans/cabs has been set up in a schedule.</p> <p>See Safe System of Work for more detailed instructions on how to complete deliveries.</p> <p><b><u>Bin Fill Operators</u></b> Risk of contagion in customer premises</p>	<p>Drivers will avoid direct contact with customers when making deliveries – the principles of Social Distancing will be maintained. Protective gloves are provided to all drivers as a barrier against cuts, bruising etc, Only when delivering to Care Homes – where contact is kept to an absolute minimum – will disposable gloves need to be worn and then discarded as per SSOW. Cleaning wipes are provided for the driver to maintain a clean working area in their cab and at the end of the working day, the cab/door handles/used hard surfaces will be sanitised and all waste residue disposed of in the waste bag provided.</p> <p>Communicate with companies we deliver to/from to ensure welfare facilities will be available to our drivers. Allowing delivery drivers adequate breaks to avail of proper welfare facilities.</p> <p>Bin fill operators will adhere to Government &amp; Company regulations on Social Distancing, continuing to maintain a 2m gap with other people. Operators are provided with disposable gloves and are allowed use of customer’s washing facilities. A separate Safe System of Work has been drawn up to cover this task.</p>
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Covid 19 \_ A Safe System of Work J Sn

**Mental Health**

Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help via line managers and the HR department.

**Wearing of Face Masks – July & September regulations -SEE APPENDIX B**

In July 2020, the UK Government introduced the compulsory wearing of Face Masks (with specific exemptions) in shops & stores including Trade Counters. On 24 September 2020, this requirement was extended to cover all staff working on Trade Counters,

**Use of NHS QR Code:** - SEE APPENDIX A To enable visitors to scan the code via the Government NHS App.

Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation. Regular communication of mental health information and open door policy for those who need additional support.

In September, all Trade counter staff have been issued with washable face masks and a new SSOW drawn up to cover their usage. The Company is exploring the possibility of extending the area covered by Trade Counter screens to give staff complete face-to-face protection from contact with customers thus obviating the need to wear face masks.

The Company has downloaded the relevant branch –specific QR Codes for each of its sites and copies placed in the Visitor book to enable on site visitors to scan in. SEE APPENDIX A FOR FURTHER INFORMATION ON DEFINITION OF “VISITOR”

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**Working from Home:**  
A number of personnel – including sales representatives and the HR manager – are currently working from home and the Company is reviewing which staff may be able to work from home part time and on site part time

Southall Associates are working on an online ELearning modules for Home Working staff. When widely available this will be rolled out to all Lister personnel.

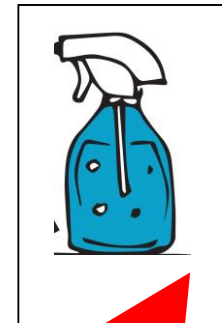
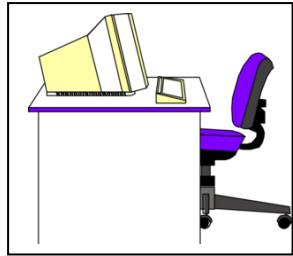
## **Examples of Lister posters**

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## ListerSafe 20 – Combatting Covid 19



**STAY BACK**

**CLEAN UP**

**KEEP SAFE**

**REMEMBER THE  
TWO METRE RULE**

**STAY BACK**

**CLEAN UP**

**KEEP SAFE**

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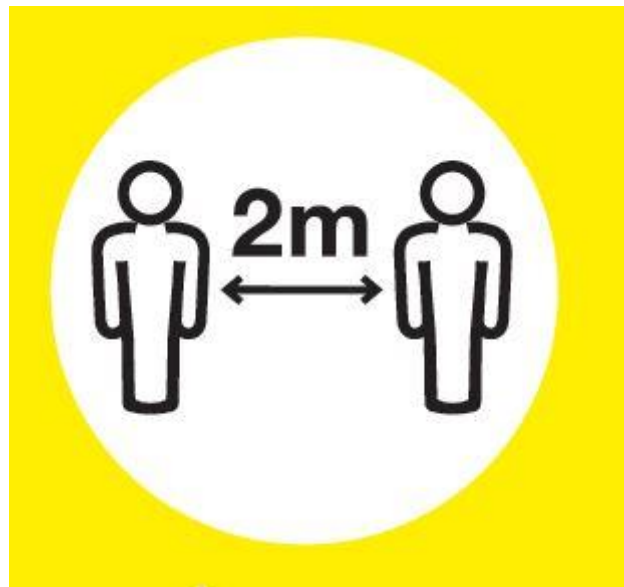
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## Covid 19 (Coronavirus) – A Safe System of Work (Revised May 2020)

### Social Distancing



**This is the most effective way of slowing the spread of this virus and so too forms an important part of the Company's response.**

**Make sure you keep your distance from your colleagues, customers or visitors**





## ListerSafe 20 – Combatting Covid 19



**BEFORE YOU TOUCH ANY OF THESE:**

**WASH YOUR HANDS**

**FIRST!**

## ListerSafe 20 – Combatting Covid 19



# Wash your hands

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**Appendix A – Ref. recoding of Visitors to Lister sites: 28 September** – All QR Code Posters downloaded for each individual Site  
<file:///H:\general\Covid%2019\Posters\QR%20Codes%20Branches%20September%202020\SIE%20QR%20Code.pdf>

These QR codes can be scanned by Visitors to Lister branches/sites.

Those Required to Sign – only those persons designated as “visitors” using the Government’s definition here:

<https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>

Below, is a copy of the text from the aforementioned Government document:

**“Exempt visits**

You do not need to ask for contact details for people whose visit is for the sole purpose of making a delivery or collection by supplies or contractors, including food or physical goods”

**Appendix B – Face Coverings – when and who to wear:**

Those staff working on the Trade Counter – from 24 September 2020 – are required to wear face masks as legislated by the UK Government here:

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own#:~:text=Face%20coverings%20must%20be%20worn,a%20member%20of%20the%20public.>

This document has been Downloaded and is stored here:

[file:///H:\secure\Covid%2019\Face%20Coverings\\_Gov.UK\\_September%202020.pdf](file:///H:\secure\Covid%2019\Face%20Coverings_Gov.UK_September%202020.pdf)

**Face coverings at work**

It is important to note that coronavirus (COVID-19) needs to be managed through a hierarchy or system of control including social distancing, high standards of hand hygiene, increased surface cleaning, fixed teams or partnering, and other measures such as using screens or barriers to separate people from each other. These measures remain the best ways of managing risk in the workplace, but there are some circumstances when wearing a face covering may be marginally beneficial and a precautionary measure; this will largely be to protect others and not the wearer. Normal policies relating to occupational workwear and PPE will continue to apply.

**Staff in indoor settings**

Face coverings must be worn by retail, leisure and hospitality staff working in areas that are open to the public and where they’re likely to come into contact with a member of the public. This includes:

- shops

If these businesses have taken steps in line with [Health and Safety Executive guidance for COVID-19 secure workplaces](#) to create a physical barrier between workers and members of the public then staff behind the barrier will not be required to wear a face covering.