



GENERAL RISK ASSESSMENT FORM

ASSESSMENT DETAILS: THE RISK OF CROSS INFECTION OF COVID 19 FROM WORKING IN CLOSE PROXIMITY WITH COLLEAGUES AND CUSTOMERS

Area/Task/Activity:	All business operations	Location of activity:	On and off site
Branch Address:	All locations	Name of person(s) undertaking assessment:	Alice Broster
		Signature(s):	
Date of Initial Assessment:	15/05/2020	Latest Review Date*	18/01/2022

Declaration	I certify that all controls are in place which reduce risk to as low as is reasonably practicable, all staff have been informed and safe systems of work have been applied.		
Manager Name:	Alice Broster	Title:	Group Health & Safety Manager
Signature:		Date:	20/09/2021

*This risk assessment is to be reviewed every quarter as a minimum by the SHEQ team, or sooner if things change.

HAZARD IDENTIFICATION AND CONTROL MEASURES							
Significant Hazards	Who/what might be harmed or damaged?	How people could be harmed How damage might occur	Before Controls		Risk Control Measures (RCMs)	After Controls	
			L	S		L	S
Exposure to Covid 19 virus as MD employees classed as key workers	Those who work on behalf of Menzies Distribution	Any person working on behalf of MD may become infected with the virus due to cross contamination. As reported via the World Health Organisation the virus is highly contagious	LIKELY	MAJOR	<ul style="list-style-type: none"> • Posters highlighting the need for good hygiene issued • Posters on correct handwashing technique & advice on increased hand washing throughout shifts issued • Email campaigns on best practice issued and ongoing • Departmental best practice guides created and issued • Safety alerts issued across all business sectors as required (read and sign) • Increased cleaning of common touch points (Kronos machines, Door handles, handrails, computers, packing tables, inside of vehicles) • External cleaning contractor instructed to increase the frequency of cleans each day and to focus specifically on common touch points • Enhanced cleaning procedures put in place to wipe down controls of all shared use mechanical lifting equipment • Disinfectant stations set up in sites which are available to all • Third party contractor appointed to carry out deep cleans following any suspected case of Covid-19 on site • Consumables made available to order at site level via SMI • Procedures have been put in place for any employees who may need to self-isolate. This includes procedures should any person display symptoms while at work • Isolation periods for UK and Ireland are communicated to the business regularly including when there are any changes • Guidelines on vaccinations and the impact this has on isolation requirements are communicated to the business regularly including when there are any changes • As per government guidance, employees are encouraged to carry out regular lateral flow testing and not to come into work if testing positive for Covid-19 • Absence tracker maintained to monitor those affected by Covid-19, either due to a positive test result or suffering from symptoms • Frequent communications issued directly to all employees; additional communications issued to management 	UNLIKELY	MAJOR

			RISK RATING VERY HIGH (16)		<ul style="list-style-type: none"> Dedicated Covid-19 resource module created on the Learning Management System (MYLES) Key communications translated into other languages for ease of accessibility for employees Social distancing implemented across all sites where possible – 1m minimum, 2m ideally Where social distancing is not possible, employees should ask if it is okay for them to approach Signage in place reiterating social distancing rules Employees who are able to work from home have been identified and are doing so with ongoing monitoring in place from line management Should employees require to use a passenger lift, only 1 person should use it at a time Advice given that should first aiders need to deliver CPR then they can omit performing rescue breaths Face coverings to be worn in communal areas Dynamic assessment of the risks to be carried out for all external visitors/contractors coming into a Menzies premises. Consideration should be made. For example, is this business critical? Can this be done via video conferencing? 	RISK RATING MEDIUM (8)	
Exposure to employees when clocking in/out and using biometric door access systems	Those who work on behalf of Menzies Distribution	A colleague suffering from CV19 may touch the Kronos/biometric machine and inadvertently spread the virus	LIKELY MAJOR	RISK RATING VERY HIGH (16)	<ul style="list-style-type: none"> Employees advised to wash hands before coming to work and prior to clocking out Regular use of disinfectant on common touch points (e.g. the Kronos machines and biometric access systems) Hand sanitiser available to staff before and after using Kronos machine/biometric door access systems Shift changeovers have been staggered to avoid congregation of large numbers at entrance/exit points Employees advised that if they need to queue to clock in/out then social distancing must be maintained Employees encouraged to travel to work on their own and not car share Face coverings to be worn whilst clocking in and out and social distancing adhered to 	POSSIBLE MAJOR	RISK RATING HIGH (12)

Exposure to people working in Office environments	Those who work on behalf of Menzies Distribution	A colleague or visitor to site may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	ALMOST CERTAIN	MAJOR	<ul style="list-style-type: none"> • All employees who can, to work from home as much as possible • Increase spacing between seating/desks as required to maintain 2m distancing where possible. If this is not possible, screens to be installed to create a physical barrier • If required, “tape off” desks so that they cannot be used to ensure segregation is maintained • Increase in surface cleaning as required. End of shift clear desk policy is in place • Where it is not possible to move workstations, side by side or back to back working should be implemented • Ongoing management of occupancy levels in office areas to ensure safe social distancing can be maintained • When hot desking, employees should disinfect the desk before and after, as well as any other equipment/touch points • All non-critical face to face meetings to be carried out via video conferencing where possible • Intercom system in place for any visitors to use • All sites issued with procedures and documentation to be completed by all visitors coming on to site • Should local site meetings take place, social distancing must be observed, meeting room capacity limited and rooms cleaned after any meetings held • No equipment to be shared by meeting participants i.e. laptops, mouse pens etc. • Visitors to site to read and sign ‘Covid-19 Site Rules’ document prior to being allowed past reception • Visitors refused onsite entry should they display any symptoms • Deep clean arranged for the site should someone fall ill during work 	UNLIKELY	MAJOR
			RISK RATING		RISK RATING		
			VERY HIGH (20)		MEDIUM (8)		

Exposure to staff when using either canteen / smoking area	Those who work on behalf of Menzies Distribution	A colleague or visitor to site may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	LIKELY	MAJOR	<ul style="list-style-type: none"> • Extra space arranged between tables and chairs to facilitate social distancing • Breaks to be split/staggered limiting number of employees using the facilities at any one time • Reiterate to staff to maintain social distancing (ideally 2m) between people on breaks • Surfaces and chairs to be wiped down on a frequent basis • Staff advised to wash hands before and after all breaks • Staff advised to maintain social distancing when using smoking area or any outdoor seating space on sites that are able to do this • Social distancing signage in place across all sites • High use touch points to be cleaned more frequently i.e. microwaves, fridges, kettles. Employees encouraged to wash hands before and after breaks and to ensure they leave the breakroom clean and tidy, disposing of all waste • Face Coverings to be worn in canteen when not eating – e.g. making a drink or only warming food, coverings can be removed at the table if eating 	POSSIBLE	MAJOR
			RISK RATING			RISK RATING	
		VERY HIGH (16)				HIGH (12)	
Exposure to staff when working at WPBL benches	Those who work on behalf of Menzies Distribution	A colleague may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	LIKELY	MAJOR	<ul style="list-style-type: none"> • Wipe down of keyboards and WPBL tables before and after packs using antibacterial wipes or disinfectant spray bottles • Sites to arrange stations to maintain social distancing as far as reasonably practicable • Whenever possible staff are allocated the same packing station throughout the shift to avoid any possible cross contamination between workers • Strapping machines to be offset so not directly in front of the packer, avoiding face to face contact • Step forward/step back process in place to maintain distancing when working across from one another at the benches • Floor markings placed to aid with visual reference to social distancing • Roll cages frequently disinfected • Screens are fitted to reduce the risk of transmission • Face Coverings must be worn in communal areas when away from their workstation 	UNLIKELY	MAJOR
			RISK RATING			RISK RATING	
		VERY HIGH (16)				MEDIUM (8)	

Exposure to staff when working on HS machine packing magazines	Those who work on behalf of Menzies Distribution	A colleague or visitor to site may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	LIKELY	MAJOR	<ul style="list-style-type: none"> Screens wiped down before and after each shift as a minimum Zones to be set at maximum separation to ensure social distancing during packing as far as reasonably practicable Staff advised not to go out of their packing zone whilst colleague in the next zone Floor markings placed to aid with visual reference to social distancing Allocated stations for employees to reduce risk of cross contamination Face coverings may need to be worn in some areas that social distancing isn't achievable (Local risk assessment carried out) Face shields may need to be worn in some areas that social distancing isn't achievable (Local risk assessment carried out) 	UNLIKELY	MAJOR	RISK RATING MEDIUM (8)
Exposure to staff working in CRU dept.	Those who work on behalf of Menzies Distribution	A colleague or visitor to site may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	LIKELY	MAJOR	<ul style="list-style-type: none"> Pre and post shift wipe down of all equipment Limit the amount of staff acting as loaders to maintain or increase social distancing Employees work face to back at Axon stations Where sites are able to do so, only scan at alternate stations to increase social distancing between operators Hand sanitiser available for use before and after touching returns, totes, magnums, etc. Customer returned Tote boxes disinfected prior to re-entering circulation on HS packing Screens are in place to reduce risk of transmission Face Coverings must be worn in communal areas when away from their workstation 	POSSIBLE	MAJOR	RISK RATING HIGH (12)

Exposure of Delivery Drivers whilst off site	Those who work on behalf of Menzies Distribution	A member of the public/third party may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	LIKELY	MAJOR	<ul style="list-style-type: none"> • Avoid multiple occupancy in vehicles where safe to do so • Vehicles should not be shared if possible, drivers to be assigned specific vehicles • No more than 2 people allowed in vehicle cabs at any time and only when business critical. Ensure side by side seating and increased ventilation • If two-man deliveries are essential, use same pairings wherever possible • Drivers to be issued with hand sanitiser in case of no access to hand washing facilities while out • Maintain social distancing between drivers and customers at all times • Avoid having close conversations and ensure minimal time is spent in customer premises • Best practice guide issued advising of guidelines for different safe practices depending on the contract • Drivers are to remain in their cabs at the print sites unless they need to access the staff welfare facilities – this must not breach any specific site rules. Keys for the vehicle must always be handed in to transport team • Parcels should be left on the doorstep and not handed directly to the customer where possible • Hand-held terminal (HHT) must not be handed to the customer to sign, deliveries should be contactless • Disinfectant spray to be used in the footwells and rear of lorries after use • Steering wheel, fascia and other areas of the cab to be wiped after every use • Face coverings issued to all drivers to be worn in all indoor settings across the Menzies network (unless exempt) 	POSSIBLE	MAJOR		
			RISK RATING					RISK RATING	
			VERY HIGH (16)					HIGH (12)	

Exposure of staff working on magazine sortation (Sheffield)	Those who work on behalf of Menzies Distribution	A colleague or visitor to site may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	LIKELY	MAJOR	<ul style="list-style-type: none"> • Only use one person at scanning station • Dedicated staff at either side of sortation belt to deal with full magnums or blockages, ensuring no crossover • Increased spacing on new keeps belt sortation process • Sanitiser stations set up around the sortation machine • Social distancing signage in place 	UNLIKELY	MAJOR	RISK RATING MEDIUM (8)
Exposure risk of staff whilst delivering/collecting to and from hospitals/care homes	All workers delivering to a hospital or care home	People or objects/surfaces they come into contact with may be suffering symptoms of CV19 and inadvertently infect others either by touch or coughing	LIKELY	MAJOR	<ul style="list-style-type: none"> • All staff to wash their hands on arrival at site • Drivers to be issued with hand sanitiser in case of no access to hand washing facilities while out • Drivers advised to wear gloves at all times when handling cages – this should not replace hand washing where facilities are available to do this • Single use gloves to be worn and carefully disposed of after every call • Maintain social distancing between individuals at all times • Face coverings issued to all drivers to be worn in all indoor settings across the Menzies network (unless exempt) • Drivers are not to deliver indoors to care homes – this should be a doorstep delivery only 	UNLIKELY	MAJOR	RISK RATING MEDIUM (8)

RISK ASSESSMENT MATRIX

		CONSEQUENCES				
		NEGLIGIBLE (1) NO INJURY OR VISIBLE / MECHANICAL DAMAGE	MINOR (2) FIRST AID / COSMETIC DAMAGE	MODERATE (3) MEDICAL TREATMENT OR LOST DAYS / DAMAGE UNDER £5K	MAJOR (4) HOSPITALISED / DAMAGE BETWEEN £5K-£20K	CATASTROPHIC (5) LIFE THREATENING OR FATALITY / DAMAGE OVER £20K
PROBABILITY	ALMOST CERTAIN (5) MORE OFTEN THAN NOT	MEDIUM (5)	HIGH (10)	HIGH (15)	VERY HIGH (20)	CATASTROPHIC (25)
	LIKELY (4) 10%-50% OF THE TIME	MEDIUM (4)	MEDIUM (8)	HIGH (12)	VERY HIGH (16)	VERY HIGH (20)
	POSSIBLE (3) 6%-10% OF THE TIME	LOW (3)	MEDIUM (6)	MEDIUM (9)	HIGH (12)	HIGH (15)
	UNLIKELY (2) 2%-5% OF THE TIME	LOW (2)	MEDIUM (4)	MEDIUM (6)	MEDIUM (8)	HIGH (10)
	RARE (1) <1% OF THE TIME	VERY LOW (1)	LOW (2)	LOW (3)	MEDIUM (4)	MEDIUM (5)

ACTION PLAN (FURTHER ACTION / CONTROLS REQUIRED)

Hazard	Action required	Person(s) to undertake action?	Priority	Projected time scale	Notes / comments	Date Completed

RISK ASSESSMENT REVIEW				
Review Date	Have additional hazards/controls from action plan been added into risk assessment? (Yes/No)	Reviewed By (Name & Title)	Signature	Next Review Date
15/10/2020	Yes	Albert Lovell (Business Continuity Manager)	A Lovell	Next quarter
15/01/2021	Yes	Albert Lovell (Business Continuity Manager)	A Lovell	Next quarter
22/05/2021	No	Albert Lovell (Business Continuity Manager)	A Lovell	Next quarter
20/09/2021	No	Alice Broster (Group H&S Manager)	A Broster	Next quarter
18/01/2022	Yes – no longer deliver into care homes, all deliveries to be made to the doorstep only	Alice Broster (Group H&S Manager)	A Broster	Next quarter