

HS&E Risk Assessment

SALES CENTRES AND SHOW HOMES COVID-19

HSEMS0454-V1

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Location	Sales Areas and Show Homes	Date Carried Out	May 2020	Date Review Due:	August 2020
Site Name	INSERT NAME OF SALES CENTRE	Division	INSERT DIVISION		
Persons/Groups at Risk:	Employees / Customers / Visitors / Members of Public				

No	Description of Hazard and Expected Consequence	Potential for harm Likelihood x Severity = Risk Level					Task Specific Control Measures	Residual Risk Likelihood x Severity = Risk Level						
		L	S	Risk Level	H	M		L	L	S	Risk Level	H	M	L
1.	Transmission of virus to potentially infected Customers	3	5	15	High			<p>PRIOR TO ANY WORK STARTING IN A SALES CENTRE OR SHOW HOME HSEMS0441 – STANDARD FORM – SALES CENTRE RE-OPEN CHECKLIST (CV-19) MUST BE COMPLETED.</p> <p>If an employee or a member of their family either have symptoms or have recently tested positively for Coronavirus they must NOT attend work. They must seek advice from the NHS either online at https://111.nhs.uk/covid-19/ or by phoning the helpline on 111.</p> <p>Any person who has been advised that they should be 'shielding' should discuss this with their line manager before returning to work.</p> <p>If an employee develops a high temperature or a persistent cough while at work, they should:</p>	1	5	5	Medium		



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	Transmission of virus to potentially infected Customers (cont'd).							<ul style="list-style-type: none"> Ensure their manager or supervisor is informed (by phone); Return home immediately; Avoid touching anything; Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow; They must then follow the Government guidance on self-isolation and not return to work until their period of self-isolation has been completed. <p>Any instances of suspected ill-health connected with COVID-19 should be reported on the Redrow Accident/Incident Form (A blank form is also available on engage for printing) and a copy sent to the Sales Director, HR and hs&e@redrow.co.uk as soon as possible.</p>						
2.	Transmission of virus from potentially infected Customers	3	5	15				Attendance at Sales Centres should be via the use of appointment only. Appointment times should be staggered to allow only one household group to be in the sales centre and each show home at a time.	1	5	5			

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	Transmission of virus from potentially infected Customers (cont'd).							<p>Sales Centre doors should be locked and entrance controlled by the Sales Consultant. Customers will be asked to remain in their vehicle until they get a phone call from the Sales Consultant inviting them in to the Sales Centre. A sign is to be placed 2 metres from the Sales Centre door asking them to wait there until the door is opened and the Sales Consultant has moved away.</p> <p>At all times during the appointment 2 metres distance should be maintained between the Sales Consultant and the household group. This will be achieved by using a rope system to manage flow of customers.</p> <p>During this time, you should not shake hands with any of the customers and, on entry to the sales centre, they should be encouraged to utilise the hand sanitizer that should be positioned close to the entry.</p> <p>Unfortunately during this time visitors should not be using the toilets in the sales centres. Sales Consultants should consider emergency usage – young children or those holding a Crohn's</p>						

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	Transmission of virus from potentially infected Customers (cont'd).							<p>Disease Card etc – if they are used they should be cleaned by the visitor after use and again by the sales consultant before they use it.</p> <p>Hot drinks should not be offered, however, sealed bottled water may be offered.</p> <p>Touch Screens should either be disabled or if they are to be used they need to be cleaned between each use and users should be requested to wash their hands both before and after using the screen and advised not to touch their face until they have washed their hands after they have used the touch screen.</p> <p>Sales Consultants must not accompany visitors into the Show Homes. Shoe covers must be removed from all Show Homes during the implementation of Social Distancing Measures. Customers should be asked to remove their shoes while they explore the show homes.</p>						

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3.	Cleaning of Sales Area	3	5	15	High			Regular cleaning of the show homes and sales centre should be undertaken. At least a 15 minute time gap should be allowed in between each appointment to allow the Sales Consultants to wipe down all high traffic touch points with antibacterial wipes, i.e door handles, cupboard handles, kitchen surfaces etc. Sales Consultants should wear disposable gloves when wiping down and remove them and then wash their hands as per the guidance in HSEMS0437 - HS&E Guidance - Sales Centres and Show Homes – COVID-19.	2	4	8	Medium		
4.	Travel	3	5	15	High			Staff should not travel to work together in the same car unless they reside in the same household. For those members of staff who have no alternative option but to use public transport, they should comply with local guidance and national policy. To avoid overcrowding, staff are encouraged to discuss a plan for flexibility in start/ finish times with their line manager to ensure their role and contractual commitments are met. This is at the discretion of your line manager.	1	5	5	Medium		

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5.	Parking							Cars should be parked in alternate spaces. Signage to be displayed to close off parking spaces, and customers requested prior to the appointment and reminded by signage in the carpark, to stay in their car until invited in by the Sales Consultant.							
6.	Communications to Sales Consultants	3	5	15	High			All Sales Consultants must have completed the Sales HS&E –COVID-19 e-learning prior to returning to work. The Sales Consultants must have read HSEMS0437 – HS&E Guidance – Sales Centres and Show Homes - COVID-19.	1	5	5	Medium			
7.	Communication to Customers	3	5	15				Customers will book appointments via the Redrow internet page. The will be asked to completed Appendix A in HSEMS0437 – HS&E Guidance – Sales Centres and Show Homes - COVID-19, prior to the appointment. If they answer 'yes' to any of the questions they will be asked to rebook the appointment. The Sales Centres will display clear signage that visitors must wait in their cars until they are invited in.	1	5	5				

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	Communication to Customers (cont'd).							On entering the Sales Centres there will be banners advising: 'Social Distancing Measures Introduced' 1. Please maintain social distancing of 2m from other people, including staff members. 2. Please use the hand sanitiser provided before entering and leaving sales centres. 3. Please avoid contact with any other person including staff members. 4. Please cover your nose and mouth with a tissue when coughing or sneezing.						
8.	Poor Behaviour	3	5	15	High			Anyone that is found to be deliberately breaching social distancing rules or demonstrating poor behaviour that could put themselves or others at risk of injury or ill-health must be asked to leave the sales centre with immediate effect.	1	5	5	Medium		

Additional information					
Specific PPE	Disposable gloves for wiping down between appointments.				
Training required	Current and up to date Redrow COVID-19 eLearning training/awareness				
Other:	Each individual to assess if work can be undertaken in compliance with above – if not stop and speak to line manager.				
Assessment carried out by	Subcontractor	n/a	Signature		Date
	Print Name	HS&E Dept.			
<i>NB: This assessment must be explained to all those Redrow employees affected by the activity and the briefing recorded.</i>					

SEVERITY		
CATEGORY	DEGREE	DESCRIPTION
1	INSIGNIFICANT	Minor injury to personnel
2	MINOR	Minor damage to equipment & personnel
3	REPORTABLE	Injury to personnel
4	MAJOR	Damage to equipment & Injury to personnel
5	CATASTROPHOC	Injury resulting in loss of time

LIKELIHOOD LEVEL		
LEVEL	DEGREE	INDIVIDUAL FAILURE MODE
1	REMOTE	So unlikely that occurrence may not be experienced
2	UNLIKELY	Unlikely, but possible to occur during project
3	OCCASIONAL	Likely to occur sometime during project
4	PROBABLY	Will occur several times during project
5	FREQUENTLY	Likely to occur frequently during project

SEVERITY CATEGORY	LIKELIHOOD LEVEL				
	1	2	3	4	5
5	5	10	15	20	25
4	4	8	12	16	20
3	3	6	9	12	15
2	2	4	6	8	10
1	1	2	3	4	5

ACTION CRITERIA	
12-25	High – Unacceptable – further assessment or action required to reduce risk to as low as reasonably practicable
5-10	Medium – Further assessment or action may be required if the team consider the risk not to be as low as reasonably practicable
1-4	Low - Acceptable – Adequate safeguards are in place

By signing below I confirm that I have read and understand this Risk Assessment and that I will ensure all control measures are in place before I start work. I will notify Site Management if control measures are not in place.

Date	Name	Employer	Occupation	Signature



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