

Risk Assessment – COVID-19

SALES CENTRES AND SHOW HOMES

HSEMS0454-V3

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Location	All Redrow Sales Areas and Show Homes	Date Carried Out	September 2020	Date Review Due:	January 2021
Site Name	N/A	Division	All Divisions		
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 and from Staff	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>Anyone who has any symptoms of COVID-19 – as stated on the gov.uk or NHS websites or has been contacted by the NHS Test & Trace Service should not come to work but must follow the guidance on self-isolation and get a COVID-19 test if they have symptoms.</p> <p>If the employee or sub-contractor is self-isolating because they live with someone who has symptoms you can only end the isolation if the person with symptoms in the household receives a negative test result.</p> <p>Anyone who is clinically extremely vulnerable or clinically vulnerable to Coronavirus (Covid-19) should follow the</p>	2	4	8	Medium		



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								<p>latest Government guidance and discuss their return to work with their Line Manager.</p> <p>If any personnel develop any of the 'main symptoms' of COVID-19 while at work, they should:</p> <ul style="list-style-type: none"> • Ensure their manager or supervisor is informed; • 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; • Get a COVID-19 test. <p>They must then follow the Government guidance on self-isolation and not return to work until they have received a negative test result or, in the event of a positive test result, their period of self-isolation has been completed.</p> <p>In the case of any suspected or confirmed cases of COVID-19 then the area the person has been working in will need to be thoroughly cleaned using the</p>						

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					High			<p>Cleaning Protocol detailed in Appendix A of HSEMS0437 – HS&E Guidance – Sales Centres and Show Homes (CV-19).</p> <p>The Sales Consultant must report any instances of ill-health connected with COVID-19 and all confirmed cases on the Redrow Accident/Incident Form to the Sales Director, hs&e@redrow.co.uk and HR.</p> <p>All Redrow Employees should comply with social distancing, good hygiene / hand washing protocols.</p> <p>They should keep 2m apart from each other whenever possible.</p>				Medium		
2.	Transmission of virus to and from Customers	3	5	15	High			<p>Attendance at Sales Centres can now either be via the use of appointments booked through Redrow.co.uk or via a walk-in. Visits to stock plots, hard hat visits etc. must always be pre-booked.</p> <p>Customers who have pre-booked an appointment must be asked pre-appointment over the phone if they or anyone in their household is self-isolating, has Covid-19 symptoms or a</p>	2	4	8	Medium		



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								<p>confirmed case of Covid-19. If they answer yes they must be asked to rebook the appointment once the answer is no.</p> <p>Customers who attend as a 'walk-in' must be asked before entry to the Sales centre if they or anyone in their household is self-isolating, has COVID-19 symptoms or a confirmed case of COVID-19. If they answer yes they must be asked to rebook the appointment once the answer is no.</p> <p>Appointments and Walk-Ins must be limited so that Social Distancing Measures can be maintained at all times.</p> <p>Customers must wear a face covering while in the Sales Centre with the Sales Consultant unless they are exempt for medical reasons.</p> <p>Sales Centre doors should be locked and entrance controlled by the Sales Consultant.</p> <p>At all times during the appointment 2 metres distance should be maintained</p>						



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								<p>between the Sales Consultant and the household group.</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 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</p>						



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							<p>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 wear disposable (single use) gloves and remove their shoes while they explore the show homes. Once finished customers should be asked to place disposable (single use) gloves in the bin provided and sanitise their hands straight after.</p>							
3.	Transmission of virus due to lack of appropriate / enhanced Cleaning of Sales Area	3	5	15	High			<p>Enhanced and frequent cleaning of the sales centre and show homes should be undertaken. This should be undertaken at least every two hours and during this clean the Sales Consultants must wipe down all high traffic touch points, i.e. door handles, cupboard handles, kitchen surfaces etc. Sales Consultants should wear disposable (single use) gloves when wiping down and remove them and then wash their hands as per the guidance in <u>HSEMS0437 - HS&E Guidance - Sales Centres and Show Homes – COVID-19.</u></p>	2	4	8	Medium		

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								In the case of any suspected or confirmed cases of COVID-19 then the area the person has been working in will need to be thoroughly cleaned using the Cleaning Protocol detailed in <u>HSEMS0437 - HS&E Guidance - Sales Centres and Show Homes – COVID-19.</u>						
4.	Transmission of virus during travel to Sales Centres.	3	5	15	High			<p>Wherever possible personnel should travel to work alone using their own transport.</p> <p>If personnel have no option but to share a vehicle, then they should follow the current government guidance regarding precautions to take.</p> <p>For those members of staff who have no alternative option but to use public transport, they should comply with local guidance and national policy.</p> <p>Redrow personnel vehicles should be reverse parked.</p> <p>Customers who have an appointment will be requested prior to the appointment and reminded by signage in the carpark,</p>	2	4	8	Medium		

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								to stay in their car until invited in by the Sales Consultant.						
5	Transmission of virus from applying First Aid	3	5	15	High			<p>Assess the injury to determine everyone's safety against the severity.</p> <p>If the issue is 'minor' then self-administration with guidance given from a trained first aider (who is maintaining social distancing) should be applied.</p> <p>If this is not possible, then as per normal guidance, direct personnel to seek further medical advice/assistance or for serious injuries call the ambulance service.</p> <p>Following the administration of First Aid the First Aider should pay particular attention to sanitisation measures immediately afterwards including washing their hands.</p> <p>All incidents and accidents must still be reported to hs&e@redrow.co.uk and the Sales Director as per normal practice.</p>	2	4	8	Medium		
6.	Transmission of virus due to lack of appropriate Guidance and 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.	2	4	8	Medium		

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								The Sales Consultants must have read <u>HSEMS0437 – HS&E Guidance – Sales Centres and Show Homes - COVID-19</u> and this risk assessment.						
7.	Transmission of virus due to lack of appropriate Guidance and Communication to Customers	3	5	15	High			<p>Customers who have pre-booked an appointment must be asked pre-appointment over the phone if they or anyone in their household is self-isolating, has Covid-19 symptoms or a confirmed case of Covid-19. If they answer yes they must be asked to rebook the appointment once the answer is No.</p> <p>Customers who attend as a 'walk in' must be asked before entry to the Sales centre if they or anyone in their household is self-isolating, has COVID-19 symptoms or a confirmed case of COVID-19. If they answer yes they must be asked to rebook the appointment once the answer is no.</p> <p>The Sales Centres will display clear signage that visitors with appointments must wait in their cars until they are invited in. Customers who attend without an appointment will be directed by signage to join the queue or to call the</p>	2	4	8	Medium		



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					High			Sales Centre to advise the Sales Consultant they are waiting if there is no queue. A sign is to be placed 2 metres from the Sales Centre door asking customers with appointments to wait there until the door is opened and the Sales Consultant has moved away. An area will be designated for walk-in customers to queue. 2 metre markers will be placed on the floor to ensure people queueing will be able to maintain the 2 metre gap between customers. On entering the Sales Centres the pull up banner detailing the Social Distancing Measures Introduced (coded RED_COV_6 from Think BDW will be displayed.)				Medium		
8.	Poor Behaviour potentially leading to the transmission of the virus.	3	5	15	High			Any Customer 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 politely be asked to leave the sales centre with immediate effect. If it is a Redrow Employee they may be subject to disciplinary procedures and HR should be notified.	2	4	8	Medium		

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								PLEASE NOTE ANYONE CAUGHT STEALING ANY MATERIALS SUCH AS HAND SANITIZER WILL INSTANTLY BE BANNED FROM ALL REDROW SALES CENTRES. IF AN EMPLOYEE IS CAUGHT STEALING MATERIALS THEY MAY BE SUBJECT TO DISCIPLINARY PROCEEDINGS AND HR SHOULD BE NOTIFIED.						
9	Negative affect on wellbeing (physical and mental) due to circumstances arising from social distancing measures.	5	3	15	High			Physical – application of all control measures listed above. Mental – as above plus provision of Mental Health First Aiders, Employee and Sub-Contractor Assistance Line. Increased communication between Managers and all staff	2	4	8	Medium		

Additional information					
Specific PPE	Disposable gloves for wiping down between appointments and issue to customers visiting show homes				
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 their line manager.				
Assessment carried out by	HS&E Department	Signature	HS&E Department	Date	September 2020
<i>NB: This assessment must be explained to all those Redrow employees affected by the activity and the briefing recorded.</i>					



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Associated Documents

HSEMS0437 - HS&E Guidance - Sales Centres and Show Homes – COVID-19
HSEMS0441 – Standard Form – Sales Centre Re-Open Checklist (CV-19)
Redrow Accident/Incident Form



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SEVERITY		
CATEGORY	DEGREE	DESCRIPTION
1	INSIGNIFICANT	Minor injury to personnel Minor damage to equipment
2	MINOR	Injury to personnel Damage to equipment
3	REPORTABLE	Injury resulting in loss of time Moderate damage to equipment
4	MAJOR	Serious injury to personnel Major damage to equipment
5	CATASTROPHIC	Fatal/life-changing injury to personnel. Total equipment loss

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

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	
High	Unacceptable – further assessment or action required to reduce risk to as low as reasonably practicable
Medium	Further assessment or action may be required if the team consider the risk not to be as low as reasonably practicable
Low	Acceptable – Adequate safeguards are in place

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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 my Line Manager if control measures are not in place.

Date	Name	Employer	Occupation	Signature



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