


Coronavirus Risk Assessment

Site	MAIDSTONE	Area/Work Activity Covered	ALL area on site warehouse incl. 2 in trailer, driver & on the road, incl. 2 in a cab, Parcel Shop driver & BDE	Risk Assessment N°	GEN RA22F	
Lead Assessor (Name)	Sharon Barrie	Lead Assessor (Signature)	<i>Sharon Barrie</i>	Date of Assessment	03/09/2020	
Assessment Team (Names)	Mateusz Krawczyk, Shane Cushman, Richard Innes			Review Date	26/10/2020	
What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is required?	By Who?	By when?	Status
<p>Transmission of Coronavirus between individuals - leading to respiratory illness and potential fatality for certain vulnerable groups</p> <p>Transmission by air or hard surface</p> <ul style="list-style-type: none"> • Arrival via car, public transport. • Gathering in the car park wait for shift commence • Safe family cohorts unaware of need to follow SD at Hermes • Failure to follow advised entry route • New starter for Induction • Sign-in at entry, shared pen. • Failure to sanitise, sanitiser empty • General welfare routines canteen & rest room • Failure to follow guide notices • End of shift Security, wand via randomiser 	<p>Work colleagues, their families and associates – particularly those with compromised immune systems, pre-existing respiratory illness, heart conditions, diabetes, those undergoing cancer treatment, elderly etc.</p>	<ul style="list-style-type: none"> • Front of house social distancing poster campaign, local 1 page guides, central issue • Catch it, bin it, kill it poster campaign • Regular briefings on Coronavirus • Provision of wipes, hand sanitizer & soap for improved hygiene • Requests to wash hands in soap and water for 20 seconds or using hand sanitizer • Education poster campaigns around hygiene practice and keeping hands away from face • Increased cleaning frequency and thoroughness across the Hermes network • Open door policy in depots where these are not Fire doors / part of Fire route • Wearing of gloves for all tasks that require them • Stop all non-essential face-to-face meetings unless business critical – promote Microsoft Teams and other technologies as alternatives • If necessary, limit meeting participants targeting 2m rules between each participant • Stop & Search process to take place 1-2-1 basis keeping the 2m exclusion zone, staff member to hold up bag showing contents • Follow Minimum distance rule - 2m as per SSW24F incl. <ul style="list-style-type: none"> • Mandatory standards for Clocking in /out • Smoke area, • Use of restroom M&F • Canteen set up & use • Queue management for Transport desk • Pre/de brief process for transport desk 				

		<ul style="list-style-type: none"> • Introduction to & signed record held for all existing staff. • Additional of COVID awareness via SSW 24 for all new starter. • Target 30% of total focus on social distance mark as SDF or SDP on tracker of behaviour checks • Manage all who experience symptoms, or who are exposed to confirmed cases to self-isolate for 10 or 14 days • Weekly COVID counsel focus call targeting local lockdown risk, consistent action, overall risk performance, Hermes & Government data 				
Issues and personal hardship around long-term isolation – depression, inability to obtain supplies required		<ul style="list-style-type: none"> • Maintain a register of all in self-isolation, including start date • HR issued standards for working at home and isolation 				
Consideration to workers in BAME category Potential higher risk group for COVID Reported 2 x times higher for fatality from infection		<ul style="list-style-type: none"> • As above • Open discussion / concerns to be raised to management team where any individual feels at risk, • Regular liaison with ER for at risk community data, which location, aligned to local risk • Use of COVID 19 workforce risk assessment tool (Welsh Government) where circumstances dictate 				
Site	ALL	Area/Work Activity Covered	OFFICE			
What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is required?	By Who?	By when?	Status
Use of DSE, telephony, potential for share, working together Use of office equipment i.e. photocopier, printer, scanner, laminator	As with ALL element of the Risk Assessment	<ul style="list-style-type: none"> • As above • Mandatory follow of desk allocation & set up plan. • Clear desk policy to enable deep clean • If communal DSE and telephone equipment to be cleaned with wipes after each use <ul style="list-style-type: none"> • Use of desks for DSE & associated equipment • Introduction to & signed record held for all existing staff. 				

Site	ALL	Area/Work Activity Covered	WAREHOUSE			
What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is required?	By Who?	By when?	Status
People interaction when completing Parcel Sort from belt to collar.	As with ALL element of the Risk Assessment	<ul style="list-style-type: none"> As above plus People control up to 3 cage/pallet width. Additional line marking in place for 2m guide Prolonged close contact is eliminated. 				
Load & Unload trailers, Note working area is 2.45m wide Behaviours <ul style="list-style-type: none"> Failure to follow hygiene & PPE issued Use of Visor only that will limit the impact of protection, noting body positioning, open chin end. Failure to wear non mandatory mask – heat, summer temperatures Failure follow 2 man standing positions as per SSW, incl. worse case F2F set up Process <ul style="list-style-type: none"> Completed with non-regular operative Lack of equipment sanitisation pre use Additional side load commences too early (100% full) – not 6 foot in Check regimes <ul style="list-style-type: none"> Failure to log & track regular working teams, rectify. Failure to meet 30% behaviour check focus on social distancing 	As with ALL element of the Risk Assessment	<ul style="list-style-type: none"> As above plus Applicable in English locations only. Issue of face covering to be recorded & held locally. New SSoW 25F – 2 in a trailer incl. Mandatory use of gloves by all employees as a first level of protection Ensure equipment pre-use sanitization 2 person trailer operation visual guide re master/servant, stand positions, red, amber, green zones Tracking of load teams per shift per bay to ensure regular operatives working together, every shift . Monitor mask wear whilst not mandatory, due to user comfort, trailer heat through the summer, potential for remove, need for increased issue per person to allow for regular change. 				
Site	ALL	Area/Work Activity Covered	TRANSPORT			
What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is required?	By Who?	By when?	Status
Need for pre-post brief process & tacho graph down load.	As with ALL element of the Risk Assessment	<ul style="list-style-type: none"> As above See SSoW 24 to incl. Pre and debrief standards Floor marking for area incl wait zones. 				

Interaction outside of Hermes in drop/collect process		<ul style="list-style-type: none"> Cab hygiene routines Where Drivers interact on the road and client collection/drop 				
Need for buddy, double manning in vehicles on longer runs from Hub, to meet driver obligation, tachographs		<ul style="list-style-type: none"> As above All double man run, taken by Sub-contracted partner, acting in accordance their COVID/SD rule 				
Use a shared cab as part of vehicle use New driver assessment Circa 45 minutes Cab 2.45m wide Daily occurrence all Depot & Hubs New starter – Required buddy days for training, multi stop programme, circa >30 minutes per cab time between sites Collection of vehicle following breakdown, illness, accident		<ul style="list-style-type: none"> As above <ul style="list-style-type: none"> SOP issued taking key messages, 2m social distancing where possible. Ensuring hygiene routines with drivers e.g. facilities to wash hands etc, provision of hand sanitize Cabs cleaned down between drivers Use signage in cabs to remind of social distance and clean downs Maximise distance between individuals, open window ventilation etc Staggering start and departure times Minimise unnecessary contact -e.g. paperwork, maximise use of electronic solutions Mandatory wearing of face covering for both parties All In the classroom programmes for the assessment revert to 2m rules & standards 				
Site	ALL	Area/Work Activity Covered	PARCELSHOP DRIVER / BDE			
What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is required?	By Who?	By when?	Status
BDE role in the Shop As per driver (see above) Need for HHT use as part of compliance check (multi touch item) Need for Printer in store configuration check (multi touch item)	As with ALL element of the Risk Assessment	<ul style="list-style-type: none"> As above Ability to report any unacceptable shop conditions, working routines, people behaviours incl. abandon task BDE PPE kits incl. hand & face protection, wipes & sanitiser, subject to regular Hermes replenishment. SOP issued taking key messages, Hygiene & 2m social distancing where possible plus need for face covering in all retail units. 				

<p>Driver collection & drop of parcels</p> <p>High occupation levels in the shop on arrival</p> <p>Lack of local controls in the shop & general 2m SD</p> <p>Lack of shop user controls for SD, Hand hygiene, face covering</p> <p>Need to gain access to parcels Behind the counter, same area as Shop owner</p> <p>Stored in separate room</p> <p>Driver failure to wear face covering</p> <p>Poor compliance behaviour</p> <p>Associated medical concern that causes distress, anxiety, reported shortness of breath (link to MH)</p> <p>Wearing of visor only & gaps created (picking up, kneeling)</p>	<p>As with ALL element of the Risk Assessment</p>	<ul style="list-style-type: none"> As above Ability to report any unacceptable shop conditions, working routines, people behaviours incl. abandon task Medical stance agreed, HRER support targeting Re-deploy to other role where possible Mask trial (fabric type) circa 15 minutes (likely shop time, If remaining unable to wear “distressed, anxiety” carry exclusion card (may still be declined by shop as not a legal solution) SD/Hand hygiene remain priority No1. Reliance on driver dynamic assessment Shop is full don’t enter. Parcel is higher risk area, ask for movement. Distress caused via mask, leave shop. Report any concerns immediately, leave shop, ask for next action guidance. 				
<p>Site</p>	<p>ALL</p>	<p>Area/Work Activity Covered</p>	<p>Community Delivery Manager</p>			
<p>What are the hazards?</p>	<p>Who might be harmed and how?</p>	<p>What are you already doing?</p>	<p>What further action is required?</p>	<p>By Who?</p>	<p>By when?</p>	<p>Status</p>
<p>CDM regular visit, incl. permanent domiciled at DU.</p> <p>Working within DU & occupation levels in the DU will be driven by parcel collection 0700 to 1100.</p> <p>Lack of local controls in BU & general 2m SD, hand hygiene, face covering</p> <p>Need to occasional access to parcels, cages HHT as part of compliance role</p> <p>121 onboarding & removal of self employed delivery partner</p> <p>Completion of desk based administration task.</p> <p>Agile role so potential for use of public health & hygiene facilities</p>	<p>As with ALL element of the Risk Assessment</p>	<ul style="list-style-type: none"> As above Hermes monitoring of reported & positive courier COVID cases. Regular audit of Sub Depot by Loss Prevention team, targeting core compliance Courier arrivals are defined by time slots Defined parcel transfer areas at the DU Hand & Cage sanitising regimes in place at the DU. 				
<p>Personal Protective Equipment Required:</p>						

Reviewed by (Name)		Sharon Barrie			Signature		<i>Sharon Barrie</i>			Date		03/09/20			
Reason for the Review (tick relevant column)															
Review	√	Accident/Near Miss		Change of staff		Change of equipment		Change of site layout			Change of process				
Status (Key)															
				= No further action required						= Work has been started				= No work started	