

COVID-19 Risk Assessment - Kilver Court Designer Village – Version 3 June 2020

Address:	Kilver Court Kilver Street Shepton Mallet BA4 5NF			Contact:	Freddie Saul freddie@kilvercourt.com			Risk Assessment No:	RA-153	
Task/Activity:	Coronavirus (COVID-19)			Date:	09/06/2020			Prepared By:	Freddie Saul	
Persons Exposed					Hazards					
Employees	Y		General Public/Customers	Y	Electricity		Explosion		Manual Handling	
Management	Y		Site Visitors	Y	Working at Height		Falling Objects		Falls from Height	
Cleaners	Y		Tenants – Office & Retail	Y	Fire		Vibration		Gases	
Contractors	Y		Young Persons	Y	Slips and Trips		Noise		Flying Particles	
<p>Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.</p> <p>Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.</p>					Moving Parts		Sharp Objects		Dust	
					Asbestos		Fumes		CoSHH	
					Confined Spaces		Adverse Weather		Collapse of Structures	
					Buried Services		Overhead Services		Ill Health/Virus	Y
General Control principles:										
Information	<ul style="list-style-type: none"> Risk assessment has been created in accordance and compliance with UK Government guidance “Working safely with Covid 19 in Shops and Branches” (May 2020) as well as “ Working safely with Covid 19 in Offices and Contact Centres” Employees shall undertake a briefing of the risk assessment providing controls to reduce the opportunity to catch or transmit Coronavirus-COVID 19. Line managers must ensure all team members returning to site must have been briefed before they start their normal work and that they have signed and dated their name. Further information will be made available via team meetings and information displayed within welfare facilities provided by Wyvern Enterprises/Sharpham Park Retail Any briefing sessions as a priority shall be held outdoors. Where this is not possible, individual or small group sessions shall be held where 2-meter distances can be maintained between individuals. Owing to the potentially serious consequences of individuals failing to adopt the control measures outlined, the company will operate random compliance checks and may take disciplinary action with employees who fail to follow guidance provided. Risk assessment to be shared with contractors and tenants and be available on Kilver Court website 			Management	<ul style="list-style-type: none"> Department managers shall, where appropriate, plan and stagger start times, breaks etc. for all Employees to ensure that there are low numbers utilising toilets/welfare facilities at any one time. The Management team of Wyvern Enterprises (WE – Landlord) or Sharpham Park Retail (SPR – Tenant) will inform all employees and tenants in relation to any changes to COVID-19 procedures. Cleaning of door handles, toilets and frequently touched surfaces with the aid of Steri 7 antiviral product (which has proven ongoing antiviral/barrier action on surfaces of up to 72 hours, even when repeatedly touched) will be conducted daily. Managers to be responsible for ensuring their department team carries out the daily clean of their till/frequently touched areas by mist spraying steri 7 and allowing to dry, in addition to contract cleaner activities. Managers shall be responsible for sensible planning and continuous assessment to ensure that close contact is eliminated and ensure that distances of 2-meters are maintained between individuals. Any concerns are to be reported to line managers>CEO or operations@kilvercourt.com Where possible remote meetings shall be conducted by the aid of conference calls, video chats etc. 					

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<p>Covid 19 transmission/infection > ill health</p>	<p><u>Containing infection/mitigating risks before arrival at site</u></p> <ul style="list-style-type: none"> If you display any of the symptoms of Coronavirus (COVID 19) or if a member of your household does, DO NOT COME TO WORK/SITE and self-isolate. These symptoms including a persisting cough, high temperature or loss or change to your sense of smell or taste. If you begin to display these symptoms when at work/site, contact your line manager (ideally by phone, or maintaining significant distance > 2m), ensure that your work area is safe/secure and leave site. Assist colleagues once you are offsite with retracing steps to enable cleaning. Employees should make their managers aware of any underlying health conditions that may make them more susceptible or at risk from Covid 19 infection. Employees who are categorised by the government as at High Risk should not attend site before discussing any health condition with their manager and an individual risk assessment has been carried out. Employees should not use public transport and should travel alone using their own transport as a priority. If this is not possible, journeys should be shared with the same individuals, with a minimum number of people at any one time and with good ventilation maintained, at all times. Before lift sharing with colleagues, please discuss with your manager. 	<p>Everyone</p> <p>Employees & Managers</p> <p>Employees</p>	<p>Immediate</p> <p>Prior to return to work/site</p> <p>Upon return to work and thereafter</p>	<p>n/a</p>
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<p>Covid 19 transmission/infection > ill health</p>	<ul style="list-style-type: none"> Employees should be responsible for regularly cleaning their vehicles- surfaces and handles should be cleaned with anti-bacterial/viral cleaner <p><u>Hand Washing/Cleaning/Hygiene</u></p> <ul style="list-style-type: none"> The Management team shall provide adequate hand washing and sanitising products throughout the site, including any common areas. Sanitiser shall be made available at shop/unit entrances and exits or where hand washing is not possible, and customers shall be encouraged to use hand sanitiser before entry to shop units. Adequate supplies of soap and water shall be available at all times. Hand sanitisers shall be made available at till points where soap and water are unavailable. Sanitiser shall be a min of 60% alcohol based. Contract cleaners will be used to provide cleans of toilets and communal/welfare facilities daily, using Steri-7 spray. Cleaning record sheets to be placed inside common area facilities. Employees shall ensure that they wash (or sanitise) their hands: <u>when they leave home, at arrival on site, before/after eating, smoking and at 1.5 hourly intervals through the course of the day, during their attendance on site.</u> Washing hands properly for 20 seconds in line with PHE guidance is preferable to use of hand sanitiser. Prior to leaving site employees shall wash their hands and once again when they arrive home. Department managers to ensure hand washing/sanitising signoff sheets are filled out and signed off daily. 	<p>Employees</p> <p>Management Team /Ops Manager</p> <p>Management</p> <p>Employees</p>	<p>Upon return to work and thereafter</p> <p>Immediate and ongoing</p> <p>Prior to reopening site and ongoing daily</p> <p>Upon return to work and ongoing thereafter</p>	
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<p>Covid 19 transmission/infection > ill health</p>	<ul style="list-style-type: none"> • Should you sneeze/cough, do so into a tissue or if there is not one available, use the crook of your elbow to prevent spread. Any tissues should be disposed of in waste bins immediately not put in pockets or left on surfaces. • Department managers should ensure that their till areas/frequently touched surfaces instore are misted with Steri-7 sprayers provided - upon entry in the morning and exit in the evening. This includes door handles, till areas, banisters, pens, radios, phones etc -anything that is handled by individuals/customers. • Where more than 2 employees work in a team arrival/departure times to site will be staggered to avoid bunching of individuals at entrances/exits. This should be communicated to all team members by the department manager. • Employees should not share items. If items must be shared, then they should be sprayed with Steri 7 where safe to do so before sharing. THINK before picking up or touching any item. Radios should be kept personal to one individual not handed between individuals. • Customer Facing employees (i.e. those in enclosed environments such as shops) will be provided with 3 cloth face coverings. These are not intended to provide tangible protection to the user, but may help to reduce transmission from the individual to others, and also act as a physical aide not to touch the face. Employees should be encouraged to wear these at all times though their usage is not 	<p>Dept Managers</p> <p>Everyone</p> <p>Department Managers</p> <p>Department managers/employees</p>	<p>Ongoing</p> <p>Upon return to work & ongoing</p> <p>Upon return to work/reopening of department</p> <p>Upon return to work and ongoing</p>	

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<p>Covid 19 transmission/infection > ill health</p>	<p>mandatory. When eating/drinking/smoking or when individual must touch their face, hands should be washed before and after removal of mask. Employees are responsible for looking after their masks and machine washing these at home after each day's use at >40 degrees. Masks must not be re-used for a new day without washing.</p> <ul style="list-style-type: none"> The limited air conditioning equipment present onsite is <u>not to be used</u> until further notice. Make use of windows instead where available/safe to do so ensuring they are closed at the end of the day. <p><u>Retail specific measures:</u></p> <ul style="list-style-type: none"> Customers will be asked to use hand sanitiser on entry to stores, reducing contamination risk. Customers will be encouraged not to touch items where at all possible. Customers also encouraged not to try items on before purchase where at all possible. Fitting rooms in SPR stores or common areas will be closed unless appropriate controls can be implemented on cleaning, (i.e. fitting room closed and misted with Steri 7 after every customer use) and social distancing by team member. Team member must not touch customer/come inside 2m of customer to advise on fit. Fitting room capacity will be reduced, and items that are tried on or deemed 'heavily touched' (eg directly touching the face of individual or extensively handled) will be placed into quarantine for 48 hours unless it can be suitably cleaned. 	<p>Employees</p> <p>Management Team /Employees</p> <p>Retail staff</p>	<p>Upon return to work and ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	

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<p>Covid 19 transmission/infection > ill health</p>	<p>Tenants to be responsible for their own policy on use of fitting rooms.</p> <ul style="list-style-type: none"> • With footwear, team members must adopt a contactless handover with customers, not hand to them directly, retrieve from stockroom and place on counter/seat before stepping away and allowing customer to pick up. When a customer has finished, shoes to be quarantined for 48 hours before being handled again/offered to another customer. • Items that are returned by customers and cannot be cleaned/steamed must be quarantined for 48 hours. Staff should wash/sanitise hands after handling any item that has left the premises or been extensively handled by a customer • Larger items that are for sale such as furniture or seating should be discouraged from being touched by customers, or cleaned daily using steri 7 by relevant department managers. Non sale furniture items shall also be misted daily. • Social distancing champions from SPR stores will regulate the flow of customers into the 3 retail areas of Great House, Fashion Floor (Emporium and adjoining tenants), Plant Nursery, Gardens. For indoor spaces, SPR/WE shall adopt the maximum capacity of 1 person (customer/member of of staff) per 15sqm of space. • Retail store tenants must ensure they comply with government guidance on Working Safely with Covid 19 in full and must conduct an individual store Covid 19 risk assessment before they reopen to the public. 	<p>Retail staff</p> <p>Retail staff</p> <p>Retail staff</p> <p>Everyone/managers</p> <p>Retail tenants</p>	<p>Upon return to work and ongoing</p> <p>Upon return to work and ongoing</p> <p>Upon return to work and ongoing</p> <p>Upon return to work and ongoing</p> <p>Upon reopening and ongoing</p>	

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<p>Covid 19 transmission/infection > ill health</p>	<p><u>Welfare facilities and SPR/WE office & retail back-office usage:</u></p> <ul style="list-style-type: none"> • WE/SPR office-based staff should only return from home working or furlough when their line manager has assessed that it is vital for the needs of the business and/or their role cannot be fulfilled from home. The minimum number of staff possible will be brought to site at any time to safely and effectively operate the business. • Individuals MUST take proactive action to minimise their movement around site. Use phones or radios rather than face to face meetings and do not make journeys around site unless absolutely necessary. Make use of welfare/toilet facilities you are advised to, not simply the nearest one to you at any point in the day. • Kilver Court is a very old set of buildings and internal layouts are inherently not designed with social distancing in mind. WE/SPR will make all efforts to maximise efficacy of social distancing measures through physical markers etc, however some areas such as toilets or corridors may be a problem where it is not always possible to see who else occupies a space before entry; users should apply common sense, caution and be aware of their surroundings and other persons, rather than speedily entering a space. • Owing to the narrowness of corridors, building users should not attempt to pass someone coming in the opposite direction. Turn back and allow 	<p>Everyone/management</p> <p>Everyone</p> <p>Everyone</p>	<p>Upon return to work and ongoing</p> <p>Prior to reopening and reviewed ongoing</p> <p>Upon return to work and ongoing</p>	
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<p>Covid 19 transmission/infection > ill health</p>	<p>colleagues/other users to pass safely.</p> <ul style="list-style-type: none"> Where possible, utilise alternative exits from office spaces e.g fire escapes, at end of day when people traffic may be higher. Do not hot desk or share computers. When using shared items such as copiers, allow other users 2m space and follow distance markers on floor. If machine is in use, return to desk and come back later - do not congregate in corridors or around doorways. Copiers to be cleaned by contract cleaners daily. Office users should minimise the amount of paper left on their desks to facilitate easier cleaning. Desks to be repositioned to comply with social distancing. Windows and doors to be opened by office users (and make use of door guards) to increase ventilation in office spaces provided it does not create a fire risk. First in and last out to open and close. Wash hands <u>before</u> using kitchen facilities. Use disposable cups in staff kitchens. The use of any non-disposable items eg cutlery should be minimised and if used, washed with soap and water immediately after use. Employees encouraged to bring their own mugs/utensils where possible. Do not use tea towels and instead make use of paper hand towel dispensers provided to dry items or hands. When taking breaks, employees should not meet with colleagues for breaks. Staff encouraged to make use of veg garden for 	<p>Management</p> <p>Everyone</p> <p>Everyone</p> <p>Ops/ Everyone</p> <p>Everyone</p> <p>Everyone</p>	<p>Upon return to work and ongoing</p> <p>Upon return to work and ongoing</p> <p>Prior to return to work</p> <p>Prior to return to work and ongoing</p> <p>Upon return to work and ongoing</p> <p>Upon return to work and ongoing</p>	

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<p>Covid 19 transmission/infection > ill health</p>	<p>distancing is not possible please refer to the Hierarchy of Control detailed separately below</p> <ul style="list-style-type: none"> • Employees shall maintain social distancing from customers and colleagues at all times. Be aware of your surroundings and less visible corners/corridors etc where you might meet someone. Do not attempt to pass a colleague or customer in a corridor – turn back and allow them to pass safely. Help colleagues and each other learn the right measures by reminding each other of distances, should you become aware of problems. Social distancing applies to all parts of a business, not just the place where people spend most of their time, eg smoking areas. • Social distancing champions within the team will be assigned by managers in each team. These individuals will be encouraged to help colleagues learn to adopt the distance, alongside managers overall responsibility for their department adhering to the risk assessment. • Customers will be encouraged off and onsite to shop only in their household group. Customers with small children shall be reminded by staff to keep children close by at all times. • Try to work side to side rather than facing head-on to your colleagues. • Employees shall maintain social distancing while receiving deliveries. This includes maintaining distance from drivers, as well as colleagues during unloading, misting boxes with steri 7 on arrival. Boxes/products to be minimally handled and 	<p>Everyone</p> <p>Certain Employees/managers</p> <p>Everyone/marketing</p> <p>Everyone</p> <p>Employees</p>	<p>Upon return to work and ongoing</p> <p>Upon return to work and ongoing</p> <p>Upon reopening</p> <p>Upon return to work and ongoing</p> <p>Upon return to work and ongoing</p>	

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<p>Covid 19 transmission/infection > ill health</p>	<p>quarantined for a period of 24 hours before further processing wherever possible. Government guidance does not state that deliveries from other businesses must be quarantined for any length of time but this adds a layer of additional safety. Hands must be washed/sanitised immediately after handling deliveries.</p> <ul style="list-style-type: none"> • Employees should remain in their departments and within the nearest welfare facilities to their department – non essential journeys around site should be avoided by employees to minimise transmission. • Employees and management shall continually monitor all site activities to ensure that all the developed controls are observed and maintained. Employees should report any concerns to their manager, and their manager to senior management as a matter of urgency. • Employees should not offer to help customers to carry heavy objects. Displays of heavy items to be reduced, customers should be informed that they must transport items to their vehicles themselves and must therefore be confident in doing so safely. • In the event of an emergency, eg fire or break-in, individuals should prioritise the greater risk – i.e. clearly it is acceptable to abandon 2m distancing if it is not safe to do so for an alternative reason. • This also applies to the administration of First Aid. Individuals must risk assess the incident dynamically (think carefully and quickly on the spot before acting!) and avoid contact and maintain social 	<p>Everyone</p> <p>Management Team/Everyone</p> <p>Employees</p> <p>Everyone</p> <p>Employees/Management</p>	<p>Upon return to work and ongoing</p> <p>Upon return to work and ongoing</p> <p>Upon return to work and ongoing</p> <p>Immediately</p> <p>Ongoing</p>	

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<p>Covid 19 transmission/infection > ill health</p>	<p>distancing where possible. If this is not possible, which clearly it may not be in some cases, then individuals must decide whether it is safe for them to administer first aid based on the scale of the incident or whether an alternative, eg phoning for an ambulance is a safer alternative. Where possible/practical individuals should obtain gloves and P2 respirator from first aid kits before making close contact with injured persons. Hands must be washed thoroughly after administering any first aid and reports made in the accident book, as well as providing detail on whether social distancing was maintained or not – if not, the matter should be discussed with senior managers to consider appropriate actions.</p> <p><u>Suspected/confirmed case of infection onsite routine</u> The above measures are intended to minimise the risks associated with Covid 19 transmission at Kilver Court between both staff and customers, whether those individuals have covid 19 and are displaying symptoms or not. In the event of either an individual becoming unwell and displaying the symptoms onsite, or in the event of a confirmed case within the team, the following process must be followed:</p> <ul style="list-style-type: none"> • Department Manager to be informed of circumstances: specifically, when individual was last onsite, where they were onsite, who they interacted with onsite • Manager to inform senior management/ Freddie Saul immediately. FJS will conduct a dynamic risk assessment: 	<p>Everyone</p> <p>Management</p>	<p>Upon return to work and ongoing</p> <p>Ongoing</p>	

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<p>Covid 19 transmission/infection > ill health</p>	<ul style="list-style-type: none"> If >24 hours since individual was last onsite, working area/individual route onsite to cordoned off and be cleaned using Steri 7 spray. Government guidance states the use of gloves and household cleaner/bleach is adequate. Gloves and disposable cleaning materials used to be double bagged and disposed of in accordance with PHE guidelines. https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings Depending on the dynamic risk assessment of information reported, additional measures or contact tracing with colleagues may be instigated. <p><u>PPE</u></p> <ul style="list-style-type: none"> The Government guidance is clear on the use of PPE. Non medical face coverings must be used on public transport. Businesses have a responsibility to protect supplies of clinical grade PPE/RPE for use in clinical settings unless the Hierarchy of Controls dictate otherwise. <p><u>Mental Health issues</u></p> <ul style="list-style-type: none"> Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer support to try to minimise the potential risk. Training/skill development platforms to be offered for those on furlough and managers to check in with staff who are furloughed on a weekly basis. All staff are asked to look out for signs of mental 	<p>Management</p>	<p>From March 2020 onwards</p>	

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	health issues with colleagues and an open door policy is in action for all employees to discuss any issues they may be experiencing with their managers, or our mental health first aider, Hayley Philp.			