

Coronavirus (COVID-19) risk assessment: Miele GB

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 (COVID-19 Risk Assessment for pre-government "Step 1" of restriction easing is available on previous worksheet tab)

Risk matrix used in risk assessment:

Risk Rating	Severity of the potential injury/damage					
	Significant damage to property, equipment or minor injury	Non-reportable injury, minor loss of process or slight damage to assets	Reportable injury, moderate loss of process or limited damage to assets	Major injury, single fatality or loss of process/damage to property	Multiple fatalities catastrophic loss of business	Multiple fatalities catastrophic loss of business
25 - High risk	1	2	3	4	5	6
10 - Moderate risk	1	10	15	20	25	30
5 - Low risk	1	5	10	15	20	25
2 - Very low risk	1	2	3	4	5	6

We confirm we have complied with the government's guidance on managing the risk of COVID-19

Hazard	Who is at Risk and How?	Likelihood	Severity	Risk Rating	Control Measures	Residual Likelihood	Residual Severity	Residual Risk Rating	Actions required
Site: Infection Prevention and Staff Safety									
Direct threat to staff health and wellbeing from transmission of the coronavirus while at work	<p>Possible transmission of the virus to workers from other workers and customers</p> <p>People can catch the virus from others who are infected in the following ways:</p> <ul style="list-style-type: none"> virus moves from person-to-person in droplets from the nose or mouth spread when a person with the virus coughs or exhales; the virus can survive for up to 72 hours out of the body on surfaces which people have coughed on, etc. people can pick up the virus by breathing in the droplets or by touching contaminated surfaces and then touching their eyes or mouth <p>Workers on site include:</p> <ul style="list-style-type: none"> Site Maintenance (Building Services) Security (contractor) Cleaning staff (contractor) Gardening Staff (contractor) - minimal Leadership Team presence (one individual only) Operational Stores and Spares workers and supervision Warehouse Operatives and Supervisor Maintenance Servicing, Maintenance and Repair workers (contractor) Logistics (CEVA) (contractor) 	5	5	25	<p>Compliance with duty to provide a safe and healthy workplace / working conditions for staff / contractors who remain working on site during the coronavirus pandemic ("Covid-19 Secure")</p> <p>Coronavirus safety procedures communicated to all workers and managers working on site; these set out how workers should behave and the precautions they must adopt during the pandemic to keep them safe. Manager and Supervisor briefings given minimum weekly in toolbox talks for on-site logistics operations and daily team "check-ins" for raising concerns</p> <p>Only essential operational workers identified as not clinically extremely vulnerable or clinically vulnerable, or collaborating with someone vulnerable (category 3 and 2 respectively), are to be provided access and permission to work on site to limit possible introduction of virus</p> <p>Worker identification collated by HR w/c 16th March 2020. All workers who can work from home operational by 20th March.</p> <p>Further guidance and clarification provided by occupational health provider to ensure protection of workers with any health condition that may influence their risk</p> <p>Managers regularly communicate and reinforce key Government public health messages to all, information posters provided in operational areas:</p> <ol style="list-style-type: none"> Cover the mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing (Catch it – Bin it – Kill it) Wash hands regularly with soap and water for at least 20 seconds; use hand sanitiser gel if soap and water are not available Avoid contact with people who are unwell and report any concerns for others wellbeing Cleaning staff to routinely disinfect frequently touched objects and surfaces throughout working day, such as toilets, kitchens, door handles and communal surfaces <p>Require workers to practice effective social distancing whilst in and around the workplace and when travelling to and from work by:</p> <ol style="list-style-type: none"> Avoiding non-essential contact with others, avoid use of public transport Keeping a safe distance of at least 2 metres (about 3 steps) from others at all times - taped marking on working area floors to guide required working distances Avoiding physical contact (e.g. hugs, handshakes, etc.) Offices ventilated with non-recirculated air at all times during occupation and for at least two hours before and after occupation to clear airborne contaminants. Existing office ventilation system servicing and maintenance regime reviewed and is sufficient to ensure correct operation and optimal air turnover. In the event of breakdown of main system, alternative ventilation equipment available. Alcohol hand sanitiser provided for all field staff and at all access / egress points across workplace. In addition to meeting rooms, kitchens, break areas and communal working areas. Sanitiser also provided at shared equipment charge and collection points e.g. scanners in Logistics. Spray disinfectant cleaners and paper towels provided at each packing station in spares warehouse. Increased time for end of day housekeeping to allow for thorough wipe-down of all surfaces and equipment such as trolleys and pallet trucks Limit of site movement in workers moving between buildings. Workers assigned and remain in departmental environment All inbound deliveries off loaded and received by individual worker in non-contact drop process. Outbound are single person loaded using mechanical aids where possible. Drivers are to wait in vehicles and self-signing in process In all departments, fully implemented Public Health England Guidance for Employers and Businesses on Coronavirus, including the following key safety precautions: <ol style="list-style-type: none"> Keep Covid19 risk assessment under review to ensure a safe place of work is maintained Adjustments to the workspace / work patterns / procedures necessary to facilitate social distancing and limit number of workers on site - limited number of workers in areas of close operational working - maximum limits identified to allow for social distancing Face-to-face meetings cancelled and replaced with video and phone conferencing, MS Teams, Skype etc. Facilities provided and communicated by IT All business travel prohibited unless absolutely essential and permitted by MD and HSEQ following appropriate risk assessment and controls guidance Provide personal protective equipment (PPE) as required - disposable nitrile gloves available for all workers as a minimum Cleaning staff have increased environmental cleaning in the workplace; cleaning method statements and schedules are reviewed on a weekly basis to ensure cleaning staff have access to suitable detergents, disinfectants and PPE All face-to-face training / recruitment practices cancelled. Online training provided for workers via MS Teams and / or LMS system Essential recruitment performed using email and online communication tools rather than bringing people together face to face appropriate public health posters displayed around the workplace, such as NHS materials on handwashing and social distancing reminders in "pinch points", floor markings for 2m distance guidance in areas with closer proximity working 	2	5	10	<p>Protective screens are being sourced in advance of any increase in worker numbers in spares warehouse - Building Services 11/5</p> <p>Cross-department movement restrictions to be in place as staff return to site to minimise potential transmission across areas</p> <p>Workstations to be distanced as required upon return of office workers, where this is not possible, back-to-back or side-by-side working will be introduced</p> <p>Limits on printers and whiteboard use to be reviewed with IT 13/5</p> <p>Personal deliveries to site to be prohibited from w/c 18/5</p>
Site: Cases of Possible Infection									
Any individual becoming unwell whilst on-site or a symptomatic person using a site	High risk of transmission to workers and visitors to site	4	5	20	<p>If a member of staff (or Worker) becomes unwell in the workplace with coronavirus symptoms (a new, continuous cough or a high temperature) they should be sent home (Via their Employer in the case of contractors) and advised to follow Government advice to self-isolate. Guidance communicated to all staff via email and briefings; communication ongoing - 31st bulletin issued 5th March, customer calling to check self-isolating technicians visits from 9th March. 1ST empowerment in dynamic risk assessment when visiting premises and all homeworking encouraged from 12th March. Critical work list developed 16th March. All working from home where possible by COP 20th March</p> <p>All surfaces that a symptomatic person has come into contact are cleaned and disinfected including all potentially contaminated high-contact areas such as toilets - In these cases, Cleaning staff use disposable cloths or paper roll and a combined detergent disinfectant solution at a dilution of 1000 parts per million available chlorine</p> <p>Cleaning staff must wear appropriate PPE - gloves and daily washed tabards or aprons as a minimum</p> <p>Waste from cleaning of areas where possible cases have been (including disposable cloths and tissues) should be "double-bagged" and tied off; and disposed of in general waste (waste stream direct to energy from waste processing plant, therefore subject to incineration)</p>	2	5	10	<p>Potential for "No Contact" electronic thermometer for workers who feel unwell. Being assessed for suitability and procedure with HSEQ - 6/5</p>
Site: Higher Risk Areas of the Workplace									
Potential enhanced risk of transmission in areas such as worker toilets, shower room and kitchens	<p>heavily used areas of the workplace are more likely to present an infection transmission risk</p> <p>Essential for staff to wash hands regularly but also that toilets are kept clean and free of coronavirus contamination</p> <p>A number of staff going to the toilet together may compromise their ability to comply with social distancing</p> <p>Increased risk of people coughing and touching door handles, taps and toilet flush handles</p>	4	4	16	<p>Frequent reminder by managers and supervisors for workers to follow good hygiene practice at all times whilst at work (i.e. regular handwashing, use of sanitising gel, using tissues and disposing of them appropriately, etc.)</p> <p>Building Services will ensure adequate hand cleaning and alcohol gel resources provided, all toilets to be supplied with adequate supplies of hot water and liquid soap</p> <p>Printed handwashing instructions / posters displayed throughout workplace, especially in toilets</p> <p>Advisory limit to numbers of workers using toilets at any one time to ensure social distancing</p> <p>Placement 60%+ alcohol hand gels across workplace with prompt and instructions for use.</p> <p>Disinfectant wipes for shared equipment provided at charging stations.</p> <p>Increase environmental cleaning arranged with contractor, especially in and around toilets, kitchens, staff rooms and other communal areas; special attention to be paid to frequently touched surfaces such as door handles, door edges, toilet flush handles, taps, refreshments and machines, light switches, etc.</p> <p>All crockery and cutlery washed on minimum 75 degree dishwasher cycle</p> <p>Workstations assigned to individual workers, no sharing or "hot desking" permitted</p> <p>Increase in toilets / washrooms inspections by Cleaning staff to check for cleanliness / adequate stock of soap / toilet paper, etc.</p>	2	4	8	
Site: Customer Safety									
Customers crowding together and not social distancing, customers visiting premises, attending courses and handling goods	A failure of customer social distancing would place customers at risk of increased virus transmission between workers and customers	5	5	25	<p>Closure of all public areas on site from Friday 20th March. Access to site limited and public access gate closed. Information on public website.</p> <p>Cancellation of customer training courses</p> <p>Online video content used where applicable</p>	1	5	5	
Site: Vulnerable Staff									
Vulnerable staff and staff in high risk categories	<p>Some staff may have pre-existing medical conditions (e.g. chronic conditions such as diabetes or asthma) which render them more vulnerable to the dangers of coronavirus infection</p> <p>Some older staff may also be vulnerable to the effects of the virus</p> <p>Some staff may be in a "high risk" category as defined by the Government and NHS (e.g. those who have had an organ transplant or those who are taking a medicine which weakens their immune system) and in need of special "shielding" arrangements</p>	5	5	25	<p>All clinically vulnerable or high-risk staff are on working from home or "furlough" arrangements. Self-isolation of "at Risk" individuals w/c 16th March 2020. Furlough and reduced hours arranged w/c 30th March 2020</p> <p>Managers, Human Resources, Occupational Health, and HSEQ have identified workers who fall into vulnerable and high-risk categories using a risk rating system so they can ensure they are given adequate support to enable them to comply with Government health recommendations and placed on appropriate duties in order to comply with safety measures</p> <p>No member of staff in a vulnerable or high-risk category is permitted to attend site during the required lockdown and / or Government guided duration; advice provided to follow Government social distancing / medical advice and stay at home.</p> <p>Where it is possible or appropriate for certain vulnerable or high-risk staff to work from home this has been facilitated from 12th March</p> <p>Managers to stay in touch with vulnerable or high-risk staff to ensure they are well and to prevent them from feeling isolated including frequent 1-2-1 and team remote gatherings of furloughed staff and those working</p> <p>People in the highest-risk category (extremely clinically vulnerable) have been told that for their safety they must self-isolate at home for 12 weeks by NHS/government personal letter of notification; they must not leave home and are subject to special NHS "shielding" arrangements</p>	1	5	5	<p>*Any member of staff in a category 2 or 3 to be (re)assessed by occupation health, where required, before reintroduction to work</p>

					People with pre-existing conditions and older people (over 70) have been advised by the Government to be particularly stringent in complying with social distancing requirements - those in this clinically vulnerable category are provided with occupational health support and guidance where required and not engaged in work outside of their homes			
General: Maintaining Essential Services During Movement Restrictions								
Interaction of technicians with customers and commercial residences to perform delivery, maintenance and servicing of appliances. Logistical operations in distribution of required appliances and parts	Technicians and customers may transmit virus	5	5	25	<p>Limitation of operations to essential replacement, servicing and maintenance within the Care and Health sector, in addition to provision for food storage and preparation for domestic customers. Introduction of technicians to repair dishwashers where complete failure due to risk assessment and guidance update.</p> <p>Gradual increase in consumer demand triggering careful planning with Action Team for gradual reintroduction of category 3 technicians with same appliance categories of essential repair. PPE checks were performed prior to being taken off road, guidance on advance calls and customer premises practices to be reassessed.</p> <p>Expansion of service provision once response rate can be reduced and maintained lower, as per increasing pressure from consumer demands and revenue generating potential - only where safe to do so</p> <p>Compliance with Government guidance on types of operation that should remain active and those that must be avoided during the pandemic crisis (a business or individuals operating in contravention with these measures will be committing an offence). Update from AMDEA (COVID-19 guidance for Safer Working in Households and Customers' Premises May 2020, V1.1) with expert and industry led operations provided 1st May 2020 - guidance matches current assessment and controls. Operations adjusted according to Step1 of government guidance</p> <p>Technicians doing essential jobs will still attend work provided they are not showing coronavirus symptoms and neither they nor any of their household are "self-isolating", "shielding" or considered high-risk for other NHS guided reasons as per HR "At Risk" collected data. Empowerment in refusing attending customers homes where coronavirus possible guidance issued 12th March.</p> <p>Managers continue to monitor business requirements and discuss working arrangements / hours / rotas with all essential staff to ascertain individual difficulties, availability and wishes</p> <p>Review Government guidance and reliable resources on changes to permissible activity and virus knowledge on a periodic basis by Covid19 Action Team (inc. HSE)</p> <p>Letters provided to all workers required as essential identifying them as a key worker to allow travel to / from work and in the field without potential prosecution</p> <p>Domestic customer expectations and assessment of essential technician service and maintenance determined and set by customer contact centre from 9th March.</p> <p>Repairs and maintenance to be performed on appliances which are required for customer safety and capability e.g. refrigeration of medicines, electrical or gas malfunctions - to be expanded to other repairs and maintenance as response rate comes under control following reintroduction of some field technicians w/c 11th May.</p> <p>Customers advised on social distancing requirements for technician to enter premises</p> <p>Technicians given option to "furlough" where not comfortable or confident in continuing role in the field</p> <p>Provision of PPE to all Technicians as per usual stock requirements. Essential minimum for nitrile gloves, alcohol hand gel, disinfectant wipes, FFP2 facemasks for healthcare settings and full overalls where required - communication to Technicians throughout March on use of PPE, using closest access / egress at premises visited and reinforcement of handwashing where possible.</p> <p>Guidance to refuse to enter premises where person at premises is self-isolating due to return from a high risk country, symptomatic or other increased risk.</p> <p>Signatures not required by customers and self-signed by technician</p> <p>High-visibility vests reminding those around an individual to allow for 2m social distancing procured. Issued to all warehouse staff 5th May due to small increase in worker numbers and option given to technicians staff 6th May - shipped as per sizing requests on 11th May</p> <p>Deliveries of new appliances on doorstep delivery only, installation by third party continuing to operate service.</p>	2	5	10
Sales and Marketing departments travelling and visiting customers, retail premises, potential clients	Logistical operational staff may transmit the virus							
Field: Abuse of Staff								
Abuse / violence to customer facing staff	Abuse or threat by members of the public to Technicians in times of high anxiety and fear Customers not maintaining social distancing which is causing distress to FST and increased risk to them and customer.	3	3	9	<p>Reinforcement of message to workers that Miele will not tolerate attacks on its workers, both verbal and non-verbal</p> <p>The organization's policies on aggression or violence to staff available to all workers</p> <p>Any incidents reported to managers who will take appropriate action to ensure the immediate safety of worker</p> <p>All incidents to be recorded and reported to the Police where appropriate</p>	2	3	6
General: Staffing Levels								
Low staffing due to high rates of staff sickness or staff having to self-isolate themselves at home	Loss of process and procedure and operational functions	4	4	16	<p>Staff who are sick or self-isolating should phone immediately and inform their line-manager, a register is maintained by HR</p> <p>Communications circulated and regular reminder that no worker should come to work if they are self-isolating or if they have symptoms or if they feel unwell</p> <p>Non-essential parts of the organisation have been closed down and staff reallocated to essential functions, work reduced hours and / or "furloughed". All workers asked to comply with the Government guidance to protecting their own health</p> <p>Operational adjustments if staffing reduced to levels with which the company cannot meet its essential operational demand</p>	2	4	8
General: Business Continuity								
Crisis management and business continuity hazards caused by the pandemic emergency	The crisis threatens business continuity and ability to deliver essential services to our customers. Loss of business present and future due to failures in customer experience and financial control	4	4	16	<p>Established overall Coronavirus Risk Action Team with 10+ key individuals across workforce. Nominated substitutes in the case of absence</p> <p>Frequent conference call of Action Team covering all operations, business continuity, staffing levels, communications, worker feedback and required actions</p> <p>Following announcement of Step1, careful consideration in every aspect of business operations to focus on any increased activity being firstly, carried out by those workers who can be kept safe and with minimum risk; secondly, that there is a business need for work to take place at that time; and thirdly, it is a revenue generating activity to focus on business continuity and ALARP</p>	2	4	8
General: Information								
Lack of information or inaccurate information being circulated	Workers: Mixed communication from official national guidance, Miele communication and misinformation, rumour and "fake news" or "myths". Ability to reach "furloughed" or remote workers. Causing anxiety, mental ill-health, doubt and confusion on work expectations Clients / customers / suppliers: confusion of operational levels and business available leading to loss of business, finances and reputations	4	3	12	<p>Conference call of Action Team agenda item to review latest guidance (3x / week. Adhoc and smaller sub-groups arranged as required). Communications to business discussed and prepared with information of current operations, changes and wellbeing information</p> <p>Staff mobile phone numbers collected and messaging service when organisation communications are circulated</p> <p>Miele People Manager group sessions held every 2-3weeks</p> <p>Use of MS Teams for communication to all staff and within teams</p> <p>Senior management to review all outward facing communications (e.g. on customer website, etc.) to ensure messages are consistent, clear and reflect the customer focused and socially aware values of the organisation</p>	2	3	6
Site: Access / Egress to site (security, limitation, emergencies, travel)								
Congregation of workers on-site, close proximity increasing risk of virus transmission. Security of site and buildings in unattended areas. Ability to maintain social distancing and site, property and people protection	Workers inc. contractors, property, assets subject to virus exposure Theft, damage or failure of idle and unoccupied areas and assets	4	4	16	<p>All access to non-essential workers and public has been limited with closure of main gate and locked / alarmed building with no required access.</p> <p>Office occupancy limited to those essential for logistics and maintenance operations</p> <p>Staggered start and finish times to reduce congestion and contact where possible.</p> <p>Marked arrows and floor distancing for external walkway, break area and clock in/out of workers on site</p> <p>Workers discouraged from using public transport where possible</p> <p>Car share scheme suspended for duration of social distancing measures</p> <p>Site patrols by Building Services including perimeter and site / building access points several times per day/night - increase in manned security across site and CCTV monitoring</p> <p>ID Card and Touchless systems on access doors</p> <p>All doors and access touch point subject to multiple disinfectant cleaning by cleaners throughout the day</p> <p>Contractors performing non-essential servicing, maintenance and inspections advised not to attend. Reduction in contractors present on site (e.g. reduced gardening and cleaning crew)</p> <p>Sign-in and out procedure managed at a distance via Building Services</p> <p>Guidance to all workers with vehicles to run periodically inline with AA recommendations to avoid depreciation and / or damage to assets in long term idle time</p> <p>Doors propped open where this does not introduce a fire protection risk</p> <p>Multiple entry / exit points available to reduce crowding at busy times</p> <p>Building Services presence and patrols</p> <p>Running of dormant equipment to maintain operation and avoid failure due to non-use</p>	1	4	4
								<p>Doorguards to be introduced for fire doors to allow for controlled and safe propped opening of common access / egress doors to be installed w/c 19/5</p> <p>One-Way system and floor markings to be introduced across all office areas - currently unoccupied - in preparation for occupation w/c 11/5</p> <p>Additional pedestrian access route to be introduced for access / egress to Outlet and Spares warehouse to avoid pinchpoints</p>
Company-Wide: Worker Wellbeing and Mental Health								
Increased short and long term absences due to mental health issues from changes in working patterns and locations. Increased staff turnover, reduced efficiency.	Increased stress due to compulsory changes, job security concerns, changes in communication types and numbers of colleagues.	4	3	12	<p>Regular video statements and email communications from Executive Management (UK and Germany) providing company information, expressions of gratitude for staff efforts and reassurance that redundancies would only be considered as last resort.</p> <p>Consultation via H&S Committee Forum comprising representatives from office, field and homeworking staff plus Leadership Team to identify health and wellbeing issues from changes in circumstances.</p> <p>Set up and publication of Wellbeing channels on MS Teams both to provide means of supplying health and wellbeing information to staff and for receiving feedback from staff regarding their needs.</p> <p>Miele Employee Assistance Programme to provide mental health and issues outside of work guidance and support via external provider (Health Assured).</p> <p>Provide and publicise remote FOC one-to-one consultations with occupational therapist practitioner to address Musculo-skeletal issues.</p> <p>Mental health and wellbeing support publicised in company-wide communications via multiple delivery methods to reach largest numbers of people.</p> <p>Consultation via "Working at Home Survey" sent to all workers 25/03/20. Followed-up on 22/04/20 with more comprehensive "Employee Wellbeing Survey" sent to all workers to gauge effectiveness of communication methods, level of provision and awareness of mental health and wellbeing support. Action by Leadership Team on results, presented to Miele People Managers to communicate positives and focus further on negative feedback</p> <p>Advice sought from external Occupational Health practitioner, specialising in mental health and wellbeing issues.</p> <p>Introduction of more breakroom space, computer and TV access for on-site staff from 15th May to provide improved facilities and break options</p>	3	3	9

					Miele People Managers and HR awareness of those who may be at risk of mental health illness & home working risks - additional support and reassurance provided				
Homeworkers: Wellbeing and Mental Health									
Increased rates of mental health issues in group. Increased staff turnover issues, reputational damage (as employer).	Feelings of isolation, potential burn-out, jealousy of those on "furlough". Musculo-skeletal issues from improvised home DSE workstations.	4	3	12	DSE setup information for homeworkers distributed via both existing staff communications (e.g. "In The Loop" for CCC) and MS Teams. Targeted communications to those most likely to be suffering Musculo skeletal issues from working at home and provide remote one-to-one consultations with occupational health practitioner to address issues. Text message service for all workers, including those "furloughed", to advise when communications are emailed; those without email or computer access contacted by Managers to relay information	3	3	9	Further homeworking DSE policy and assessment measures to be introduced if homeworking continues beyond end of May2020
Furloughed: Worker Wellbeing and Mental Health									
Increased rates of mental health issues in group. Increased staff turnover issues, loss of skills, reputational damage (as employer and in failure to maintain operations).	Feelings of isolation, regarding themselves as "Second Class", doubts over why they have been chosen over their colleagues. Anxiety that they will be targeted for redundancy.	4	3	12	Regular video statements and email communications from Executive Management (UK and Germany) providing reassurance that being "furloughed" is not a reflection of how the employee is valued and will not be a factor in determining potential future redundancies. "Buddy" system pairing working and "furloughed" workers to keep in regular contact and offer support Same level of wellbeing and mental health support offered to "furloughed" and "non-furloughed" workers. Online training available for workers via MS Teams and / or LMS system	2	3	6	
Site: Canteen / Break Areas - exposure from large numbers of persons									
Congregations of workers in staff restaurant facility and break areas, transmission of virus in food preparation, eating crockery / cutlery and close proximity to catering staff	Transmission of virus person to person, on surfaces and in money and payment transaction handling	4	4	16	Canteen closed to staff access Meals are pre-prepared and wrapped by catering staff and distributed to break areas, including drinks and snacks, avoiding requirement for staff to leave site. Provided free of charge to avoid cash and card handling. Non-occupied rooms re-purposed as additional break areas to facilitate social distancing High frequency cleaning and disinfecting of kitchen and break areas Break times staggered where possible to reduce congestion and contact Hand cleaning facilities and / or hand sanitiser available in every break area and kitchen where eating may occur. All rubbish put straight in the bin and not left for someone else to clear up Workers advised should sit at least 2 metres apart from each other whilst eating	1	4	4	
Site: Emergencies - Fire, First Aid, Gas Leak, Flood									
Incident requiring emergency services, for example, fire, first aid gas, septic tank failure or severe water leakage	Increased risk due to less populated site and ability to trigger alarms and warnings	3	5	15	Building Services site presence, Inc. trained first aider. First aiders in operational areas sufficient (LK and KH in Stores / Spares, JM in Warehouse) In case of emergency requiring evacuation, or first aid treatment that cannot be performed by the injured party, social distancing rules will not apply Emergency instructions for Incident Managers provided with postcode and information on accessible entry to premises (Kimber Road gate) for emergency services Patrols Routine testing of alarms continued	1	5	5	

Information Sources:
<http://www.legislation.gov.uk/uksi/2020/129/contents/made>
<https://www.gov.uk/coronavirus>
<https://www.nhs.uk/conditions/coronavirus-covid-19/>
<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>
<https://www.gov.uk/Government/publications/coronavirus-action-plan>
<https://www.hse.gov.uk/news/coronavirus.htm>
<https://www.gov.uk/Government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe#section-7>

If in England call NHS on 111, where you will be assessed by an appropriate specialist. NHS guidance is that you do not go directly to your GP surgery, community pharmacy or hospital unless an emergency occurs