



17th March 2020

Statement From The Directors, Nicol Hughes Foodservice

COVID-19 (Coronavirus).

In light of the ongoing developments regarding COVID-19 and the latest fast moving Government advice.

We at Nicol Hughes Foodservice are formulating strategies which will hopefully protect the health and safety of our colleagues and customers, whilst also securing the long term security of the business.

We will of course keep this evolving situation under review and will strive to act in the best interests of all of the above.

1. Working Safely at Nicol Hughes during Covid 19.

Please find attached Current Risk Assessment.

This Risk Assessment has been produced to provide guidance to our staff on how to operate safely within our buildings/operations at this time.

It has been produced following consultation with our staff and management.

It is structured to address all the guidance set out by the Government in -Working safely during Covid19.

This document will be reviewed as necessary and updated accordingly. It will also be updated at points when Government guidance changes.

<https://www.gov.uk/guidance/working-safely-during-covid-19>

Feedback and comments are welcome from staff.

Carol Leitner
HR Manager.

2. Who Should Go to Work

Latest Government Guidance	Actions	Lead Responsibility
Considering the maximum number of people who can be safely accommodated on site.	Step 4 of the roadmap published Monday 19 th July 2021. The Government is no longer instructing people to work from home.	SMT
Planning for a phased return to work for people safely and effectively.	All desk space is available for staff immediate effect.	SMT
Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if most of their colleagues are on-site.	Zoom/Teams is being used frequently, with all staff being able to connect in. Regular team meetings and one-to-ones are being held. Staff can attend the office therefore the risks of staff feeling isolated are decreasing. However, we are aware of the risk of anxiety and concern increasing as restrictions are lifted. Managers have been reminded of the need and are offered training on techniques to maintain good contact and offer support to their staff. A mental health support offer is now in place.	SMT HR Manager
Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.	Regular emails will be sent to staff with tips on staying mentally and physically healthy during this time. Staff will have to complete home-working risk assessment should home working become necessary.	SMT HR Manager
Providing equipment for people to work at home safely and effectively, for example, remote access to work systems.	Any staff working from home will be issued with any other equipment they need.	SMT HR Manager

2.1 Protecting people who are at higher risk

Latest Government Guidance	Actions	Lead responsibility
To support those who are at a higher risk of infection and/or an adverse outcome if infected.	Identify and consider needs of employees that are at higher risk and employees facing mental and physical health difficulties. The Government no longer advises the clinically extremely vulnerable shield. We will continue to support these individuals by supporting them in taking any additional precautions advised by their clinicians.	SMT Team Managers/Leaders

2.2 People who need to self-isolate

Latest Government Guidance	Actions	Lead Responsibility
Enabling workers to work from home while self-isolating if appropriate. Refers to administrative staff who can complete their roles from home.	All staff who can work from home will be provided with equipment to do so. Regular emails are sent to staff to ensure that if they are asked to self-isolate through contact with 'test and trace' they immediately inform their manager and HR and can self-isolate for the time period necessary.	SMT HR
See current guidance for employees and employers relating to statutory sick pay due to COVID-19.	We will follow Government guidance in relation to SSP (statutory sick pay). You will be paid according to this guidance for every day you are sick this differs from the usual rules for SSP where the first three days are unpaid. Covid positive test must be sent to HR at hr.nicolhughes@gmail.com	SMT HR Manager
Omicrom Variant	All close contacts, regardless of the variant, will no longer be required to self-isolate if they are: (a) a person who has received a complete course of the coronavirus vaccination, provided that the contact takes place more than 14 days after they have completed their course of vaccinations; (b) a person who is taking part in a vaccine trial, (c) a person who can provide evidence that for clinical reasons they should not be vaccinated, or (d) a child.	

	You must take a lateral flow test daily for 7 Days	
People who are fully vaccinated, under 18 years 6 months old, taking part or have taken part in a covid 19 vaccine trial or you're not able to get vaccinated for medical reasons do not need to self-isolate if they've had close contact with someone who has COVID-19.	We have updated our risk assessment and regularly send guidance to staff to ensure that this guidance is clearly communicated and followed by staff. Please speak to your line manager or HR for further guidance. If staff are not vaccinated (excluding those with clinical reason) but must isolate due to close contact they will be required to take holiday/unpaid leave for this period.	SMT HR Manager
See current guidance for people who have symptoms and those who live with others who have symptoms.	Staff must follow the Government guidance and self-isolate for 10 days if appropriate. This includes anyone who has been asked to self-isolate through 'test and trace'. Staff or visitors must not attend the office if they are experiencing any of the symptoms of COVID-19.	SMT HR Manager
If you're travelling to England from abroad you must take a PCR test before the end of day 2 following your arrival and self-isolate until you get a negative test result, even if you're fully vaccinated.	Employees who choose to travel abroad for holiday purposes will be required to follow the Governments rules regarding self isolation and PCR testing. You will need to self isolate until you receive a negative PCR Test. This period can be taken as holiday or unpaid leave.	SMT HR Manager
If you're a contact of someone who may have been infected with the Omicron variant, you must self-isolate for 10 days, regardless of your age or vaccination status.	Employees will be paid SSP from Day 1 in accordance with statutory guidance.	SMT HR Manager

2.3 Equality in the workplace

Latest Government Guidance	Actions	Lead Responsibility
Understanding and considering the circumstances of those with protected characteristics.	We understand that it is breaking the law to discriminate, directly or indirectly, against anyone because of a protected characteristic such as age, sex, disability, race, or ethnicity. Our approach should ensure that the needs of all staff are met, but individual issues should be raised with managers or HR.	HR Manager

Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk or might make any measures you are considering implementing inappropriate or challenging for them.	Our HR manager is available to discuss with any staff member if they feel that they are exposed to a different degree of risk or are otherwise differently affected by our measures.	SMT HR Manager
Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equality's legislation.	We believe this risk assessment meets all requirements and individual staff needs. It will be kept under review and issues can be raised with managers or HR.	SMT HR Manager
Making reasonable adjustments to avoid disabled workers being put at a disadvantage and assessing the health and safety risks for new or expectant mothers.	We are aware of which staff are in the 'clinically extremely vulnerable group' and will ensure they continue to be supported. Our usual risk assessments will continue to take place for disabled workers and new or expectant mothers and will take full account of the additional issues contained within this risk assessment.	SMT HR Manager
Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.	Consultation has taken place to try to identify any potential issues. Individual issues can be raised with managers or the HR team.	SMT HR Manager

3. Ventilation

Latest Government Guidance	Chamber Actions	Lead Responsibility
Increasing the existing ventilation rate by adjusting the fan speed.	N/A	SMT
Operating the ventilation system when there are people in the building.	N/A	SMT
Monitoring and managing filters in accordance with manufacturer instructions.	N/A	SMT
Keeping doors and windows open if possible.	Staff can open windows and wedge doors open where the door is not a fire door. If it is a fire door the powered device fitted to fire doors can be used. These devices automatically release in the event of a fire alarm and close the door.	SMT

Using ceiling fans or desk fans to improve air circulation, provided there is good ventilation.	N/A	SMT

3.1 Identifying Poorly Ventilated Spaces

Latest Government Guidance	Actions	Lead Responsibility
Identify spaces that are poorly ventilated.	Staff can open windows and wedge doors open where the door is not a fire door. If it is a fire door the powered device fitted to fire doors can be used. These devices automatically release in the event of a fire alarm and close the door. External spaces such as warehouse/delivery yard are naturally open to external ventilation.	SMT
If you cannot improve ventilation in poorly ventilated spaces, you should consider whether its safe to restrict the time spent in these spaces and the number of people that access these spaces or stop using them.	Ventilate by opening windows or leaving doors open. (not fire doors).	SMT

3.2 Using Carbon Dioxide (CO2) monitors

Latest Government Guidance	Actions	Lead Responsibility
Check levels in identified poorly ventilated rooms.	Main open office – recommend CO2 Monitor fitted. It is also possible to ventilate by opening the windows.	SMT

4. Reducing contact for workers

Latest Government Guidance	Actions	Lead Responsibility
From step 4 social distancing no longer applies and there are no limits on social contact between people from different households.	All meeting rooms opened up to pre covid numbers. Responsibility is with occupants to take reasonable steps to ventilate the room and to make it known if they are not comfortable with the setting.	SMT

4.1 Workplaces and workstations including vehicles

Latest Government Guidance	Actions	Lead Responsibility
Review layouts and processes to allow people to work further apart from each other.	Desk space is available for staff to use.	SMT
Workstations should be assigned to an individual if possible. If using Hot Desking areas, there should be ways to clean them between each use.	Staff should stick to using their own desk where they have one. Hot-desking areas must be kept clear so that the cleaning staff can regularly clean them. If hot-desking, please use your own laptop and mobile phone rather than the desk phone. Cleaning products will be placed around the building to enable staff to clean the work area.	

5. Reducing risk for your customers, visitors, and contractors

5.1 Providing and explaining available guidance

Latest Government Guidance	Chamber Actions	Lead Responsibility
Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage, visual aids and before arrival, for example, by phone, on the website or by email. Consider the needs of those with protected characteristics, such as those who are hearing or visually impaired.	Signage and visual aids are being used.	SMT
Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.	Visitors attending will be briefed by the person they are seeing.	SMT
Reviewing entry and exit routes for visitors and contractors and external delivery drivers to minimise contact with other people.	Visitors to the main office are required to enter via the main door at reception and sanitize and wherever possible keep a space of at least 1m. They may continue to wear a face covering if they choose to do so. External drivers will be encouraged to maintain social distancing and have minimum contact with staff.	SMT

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5.2 Delivering to our Customers

Latest Government Guidance	Actions	Lead Responsibility
If entering premises, we request where possible all internal doors are open, and ventilation is maximised. We recommend that whenever possible social distancing is maintained. Delivery drivers are asked to sanitize their hands prior to and after delivery.	Our drivers are equipped with hand sanitizer and wipes. If required/on request, they are happy to wear a mask during the delivery.	Operations Director

6. Cleaning the workplace

6.1 Before Reopening

Latest Government Guidance	Actions	Lead Responsibility
Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.	Staff required to monitor ventilation and room capacity. This can be achieved by opening windows/doors and ensuring whenever reasonable to do so there is at least 1m distance between occupants	SMT
Most air conditioning systems do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.	N/A	SMT

6.2 Keeping the workplace clean

Latest Government Guidance	Actions	Lead Responsibility
Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.	Our premises are cleaned by our cleaning teams.	SMT
Frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements for cleaning products.	This has been built into cleaning schedules. Staff are encouraged to use wipes to sanitize their work spaces.	SMT
Clearing workspaces and removing waste and belongings from the work area at the end of a shift.	This is being completed regularly throughout the day. Staff have been asked to keep all areas clean and tidy, particularly hot desks, so that our facilities team can clean effectively.	SMT
Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.	Cleaning materials and sanitizer are widely available throughout the business.	SMT
If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.	To be actioned if required. Copy of guidance is located on reception.	SMT
Providing extra non recycling bins for workers and visitors to dispose of single use face coverings and PPE. You should refer to guidance for information on how to dispose of personal or business waste, including face coverings and PPE.	As recommended in the guidance, we are not encouraging the use of single use PPE. However, a bin will be placed in the disabled toilet in case any individuals require it e.g., for face coverings.	SMT

6.3 Hygiene – handwashing, sanitation facilities and toilets

Latest Government Guidance	Actions	Lead Responsibility
Using signs and posters to build awareness of good handwashing techniques, the need to increase hand washing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.	Completed.	SMT
Providing regular reminders and signage to maintain personal hygiene standards.	Completed.	SMT
Providing hand sanitiser in multiple locations in addition to washrooms.	Completed. Hand sanitiser is available on reception and at points throughout the building.	SMT
Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible	Toilets are cleaned daily.	SMT
Enhancing cleaning for busy areas.	Cleaning of busy areas by individuals is encouraged	SMT
Providing more waste facilities and more frequent rubbish collection.	Waste facilities and collection are already sufficient.	SMT
Providing hand drying facilities – either paper towels or electrical dryers.	Satisfactory.	SMT
Keeping the facilities well ventilated, for example by fixing doors open where appropriate.	Our premises are largely open plan/ external warehousing employees are encouraged when necessary to ventilate by opening doors or windows.	SMT

6.4 Changing rooms and showers

Latest Government Guidance	Actions	Lead Responsibility
Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible.	Shower/facilities are cleaned in accordance with our cleaning schedule. Staff are required to maintain social distancing in this area and keep the area free from personal items and to dispose of waste in a responsible and Covid safe manner. Any PPE should be disposed of in the appropriate waste bin in the disabled toilet.	SMT
Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.	Completed.	SMT

6.5 Handling goods, merchandise and other materials, and onsite vehicles

Latest Government Guidance	Actions	Lead Responsibility
Cleaning procedures for goods and merchandise entering the site.	Notices remind staff to wash hands /sanitize/ when handling deliveries.	supervisors
Cleaning procedures for vehicles.	Clean high touch areas frequently particularly in-between different users. Handles inside and out, steering wheel and starter button. Any touchscreens and radios. Handbrake and gear stick. Keys and Fobs. Indicators and wiper stalks. Window switches/mirror switches, seat adjusters and any other controls. Wipes and sanitiser are available in the vehicles	SMT
Introducing greater handwashing and hand washing facilities for workers handling goods and merchandise and providing hand sanitiser where this is not practical.	Completed - sanitizer throughout our facility. Drivers/deliveries – should sanitize hands before handling the delivery and once delivery is complete.	SMT
Regular cleaning of vehicles that workers may take home.	Salesforce is encouraged to regularly clean their workspace within their vehicle.	SMT

7.PPE & Face-Covering

7.1PPE

Latest Government Guidance	Actions	Lead Responsibility
PPE	The guidance indicates we are asked not to encourage the precautionary use of extra PPE.	SMT

7.2 Face Coverings

Latest Government Guidance	Actions	Lead Responsibility
Face Coverings	<p>Face coverings are no longer required by Law in work. However, the Government expects and recommends that people continue to wear face coverings in crowded, enclosed spaces. Nichol Hughes does not require staff or visitors to wear a mask. If the individual prefers to wear a mask that is acceptable.</p> <p>Please see below guidance on how to do that safely.</p> <ul style="list-style-type: none">● Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and before and after removing it.● When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.● Change your face covering if it becomes damp or if you've touched it.● Continue to wash your hands regularly.● Change and wash your face covering daily.● If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.● Practice social distancing wherever possible.	SMT

8.Shift patterns and outbreaks

8.1. Shift patterns and outbreaks – Outbreaks in the workplace

Latest Government Guidance	Chamber Actions	Lead Responsibility
<p>As part of the risk assessment, you should ensure you have an up-to-date plan in case there is a COVID-19 outbreak. This plan should nominate a single point of contact (SPOC) where possible who should lead on contacting local Public Health teams.</p>	<p>In case of a staff member testing positive whilst at work we will send the individual home. In respect of current guidance those who meet the close contact criteria but are fully vaccinated are no longer required to isolate. If staff members display symptoms no matter their vaccination status, they will be required to go home and take a PCR test and have a negative result before returning. PCR tests are currently returning within 24 hrs.</p> <p>Our SPOC is our HR Manager Carol Leitner. hr.nicholhughes@gmail.com Mobile 07702 910961. If our SPOC is unavailable, Patrick Lloyd will deputise.</p> <p>In the event of an outbreak we will contact test <u>and trace</u> and follow all instructions they issue in accordance PH Guidelines An outbreak is declared when: two or more cases of laboratory confirmed COVID-19 infections are linked by time, place or person, regardless of whether the cases have symptoms or not;</p>	<p>HR</p>
<p>If the local PHE health protection team declares an outbreak, you will be asked to record details of symptomatic staff and assist with identifying contacts. You should therefore ensure all employment records are up to date. You will be provided with information about the outbreak management process, which will help you to implement control measures, assist with communications to staff, and reinforce prevention messages.</p>	<p>If an outbreak is declared, all instructions issued by the Test and Trace team will be followed promptly. Our employment records are up to date and rotas are maintained daily to track staff attendance at our premises.</p>	<p>HR Manager</p>

8.2 Work-related travel - Cars, accommodation, and visits

Latest Government Guidance	Actions	Lead Responsibility
Walking or cycling where possible. When not possible, you can use public transport or drive. You must wear a face covering when using public transport.	Staff are encouraged to walk or cycle to work if possible. Very few staff travel to work by public transport.	SMT
Minimising the number of people outside of your household or support bubble travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.	Not applicable to our business.	SMT
Cleaning shared vehicles between shifts or on handover.	See advice on cleaning vehicles above	SMT
Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.		Sales Director

8.3 Communication and training

Latest Government Guidance	Actions	Lead Responsibility
Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.	Regular communication will be sent to all staff when anything changes. Team meetings and one-to-ones are being held via zoom to keep staff updated and receive feedback if this is required. This Risk Assessment is available to all staff. The Risk Assessment is updated regularly, and each version is discussed with our Staff. Regular communications as they are deemed appropriate will be undertaken with our customers and contractors.	SMT
Engaging with workers and worker representatives through existing communication routes to explain and agree to any changes in working arrangements.	Staff are encouraged to engage in feedback on Risk Assessment. issues arising.	HR Manager

Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.	Briefings will be sent to staff /contractors on any changes to procedures.	HR Manager Operations Director

8.3.1 Communication & Training – On-going communications and signage

Latest Government Guidance	Actions	Lead Responsibility
Ongoing engagement with workers (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.	Regular feedback is welcomed from all members of staff to review effectiveness of procedures.	HR Manager
Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19).	We are ensuring staff are aware of the support available, we will update notice boards with the details of external support. We encourage any member of staff to discuss any concerns with HR – Carol Leitner or their line manager.	SMT HR Manager
Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language and those with protected characteristics such as visual impairments.	Completed, but with on-going feedback from staff welcomed.	
Using visual communications, for example, whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.	Completed, with on-going updates.	HR Manager Operations Director SMT
Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.	Communications will be delivered to customers in respect of any change of current procedures in respect of their deliveries. We welcome any feedback from our customers. This Risk Assessment is published on our website.	SMT

9. Tests and vaccinations

9.1

Latest Government Guidance	Actions	Lead Responsibility
Employees who do not have symptoms of COVID-19 can access testing (Lateral Flow) free of charge at home or at a test site.	Available Widely at most pharmacies	
Anyone with Coronavirus symptoms can get a free NHS test	Contact (https://www.gov.uk/get-coronavirus-test).	