



# HOLLOW TREES FARM

## RISK ASSESSMENT

<b>Site of assessment:</b>	Hollow Trees Farm Ltd, Semer, Suffolk, IP7 6HX
<b>Risk Assessment for:</b>	Coronavirus (Covid-19) Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.
<b>Assessment date:</b>	19 <sup>th</sup> May 2020
<b>Review date:</b>	16 <sup>th</sup> June 2020, 2 <sup>nd</sup> July 2020, 21 <sup>st</sup> September 2020 and 5 <sup>th</sup> October 2020
<b>Assessed by:</b>	Nicola Halls (HR and Health & Safety Manager)

<b>What is the potential hazard or activity?</b>	<b>Description of the risk and who might be harmed.</b>	<b>How the risk is currently managed</b>	<b>Any further actions which will be taken to remove, reduce or control the risk?</b>
Spread of Covid-19 Coronavirus	Staff Visitors Cleaners Contractors Drivers Vulnerable groups including the Elderly, Pregnant ladies, those with existing underlying health conditions Anyone else who physically comes to Hollow Trees Farm Ltd	<b><u>Hand Washing</u></b> Hand washing facilities with soap and water in place for all those mentioned who might be at risk or harmed.  Stringent hand washing taking place by employees.	Encourage staff to report any problems, carry out skin checks and use emollient cream regularly.  To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice on the websites quoted at the end of this risk assessment.  Government posters to be used where needed to explain coronavirus safety information.

Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels.

Handwashing guidance provided in Coronavirus handout training to employees.

Handwashing advice provided to visitors upon arrival (posters)

Avoid touching face, eyes, nose, mouth with unclean hands.

Drying of hands with disposable paper towels.

Hand washing facilities at front of shop/cafe and throughout trail for all visitors use.

Gel sanitisers in any areas where washing facilities not readily available (particularly in shop till areas, café entrance and near various trail areas). Sanitiser should never be considered as a substitute for washing hands with soap and water (particularly when on the Hollow Trees Farm Trail).

Contact dermatitis questionnaire to be put into force to check on employees' hands after use of cleaning products and extra regular handwashing.

Sanitiser will be anywhere before opening a door to access an area (particularly the café area).

Signage reminding that regular handwashing should be carried out.

Gloves available where handwashing is not possible. Gloves are disposed of after single use.

New CV update information handed out to all team members dated 17<sup>th</sup> September 2020. Employees to sanitise their hands before entering a different department and before entering the Hollow Trees premises.

Employees reminded to catch coughs and sneezes in tissues (catch it - bin it – kill it).

**Cleaning**

Frequently cleaning and disinfecting touch points particularly in areas of high use –

- Door handles
- Light switches
- Reception areas
- Shopping trolleys and shopping baskets
- Toilets
- Taps and Basins
- Touch points around the farm trail

- Café tables and chairs after each use

Spraying equipment with anti-bacterial spray used on play equipment areas. Sandpit and welly throwing game are both closed due to high level cleaning required.

Toilet cleaning check sheet in all toilet areas.

Rigorous checks are carried out by senior team members/Trail Marshal's to ensure that the required cleaning procedures are adhered to. Records of checks are kept.

**Social Distancing**

Walk ways are divided into "in and out" walking areas and access to the kiosk takeaway/shop facilities are only available on way out in order to reduce numbers in that area. Yellow arrows painted on walk ways showing way to go. Signage used is clear.

New entrance way created to the farm café with large in and out area and controlled table booking to reduce any waiting. Customers encouraged to come in at correct times so can be seated quickly.

Consideration being made to meetings which are in open spaces or linked via applications such as Zoom.

If we begin to see lots of customers waiting for takeaway, we will move them to other areas (outside areas or back to the cars)

Separate car park designated for farm trail visitor use, allowing predominately farm shop visitors to have clear areas and reassurance in their visit.

Perspex screens placed across all close customer facing areas including the tills, butchery, delicatessen, cafe and farm trail kiosk areas.

Social Distancing - reducing the number of persons in any work areas to comply with the 1 plus metre gap set by the government (from 4<sup>th</sup> July).

Ticketing system in place to control numbers coming to the Farm Trail.

Table booking system in place for café in order to control numbers coming in.

Table service in café which includes ordering and paying for food. Customers will not need to walk around other than to enter and exit.

Maximum visitor groups of 6 people and this will be maximum that can be booked on the ticket system and café table booking system and also assessed at point of entry.

Signage used to remind visitors of the social distancing requirements at Hollow Trees Farm.

Employee work rotas reviewed (extension to working day and reduced number of employees on shift at any one time in confined areas).

Longer opening hours three days per week to assist visitors in finding quieter shopping times.

Door attendant for busy periods who monitors visitor numbers and allows limited numbers into the shop/cafe at any one time.

Standard work processes have been redesigned in order to comply with social distancing.

Employees encouraged to spend time outside on their breaks.

Social distancing must be adhered to in staff room, employee retreat and also in the external smoking area.

Order and collect service allows customers to stay in the car with the boot open or stand further than 1 plus metres away from their car allowing Hollow Trees employees to

safely put deliveries into the car. Any communication between customer and Employee must be done whilst adhering to 1 plus metres social distancing.

Takeaway collection point which is accessed. No congregating permitted and customers are required to use car park area for waiting.

**Employee use of PPE**

**Wearing of Gloves**

Where a risk has been detected gloves are in adequate supply.

**Wearing of Masks/Face Coverings**

Masks/Face Coverings are provided to all team members and are to be worn on the shop floor and in a department where an employee visits but doesn't normally work. Any suppliers/visitors to any inside area of the business must wear a mask.

Masks are available to purchase in the farm shop.

Clear signage is displayed to explain the rules of wearing a mask or face covering in a retail environment.

Employees should be constantly reminded that wearing gloves is not a substitute for good hand washing.

Where gloves are used these should only be for one process before being safely discarded to waste.

Customers must wear a face covering when entering and exiting the café. This will not be required whilst seated.

**Wearing of Face Shields**

As above regarding faces and face coverings.

Item to be cleaned regularly with antibacterial spray.

Front of house employees will be provided with a face shield to aid customers with hearing issues who need to see a person talking with a mask.

PPE guidance information provided in Coronavirus handout training to employees and in further CV update handout dated 170920.

**Symptoms of Covid-19**

If an employee becomes unwell with a new continuous cough, high temperature and/or loss of taste/smell, they will be sent home and must to follow the stay at home guidance.

National press coverage and government guidelines dictate to all visitors that they should not go out where they are exhibiting symptoms of the coronavirus.

Fit testing information can be found on <https://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm>

Regular reminders to all employees of symptoms and communication channels to use.



Where a visitor exhibits symptom/s of the coronavirus, they will be asked to leave the Hollow Trees premises/farm trail.

**First Aid**

Hollow Trees First Aider have had written information regarding the administering of first aid whilst Coronavirus – Covid19 is active. CPR will be handled in a different way for adults. All first aid will be given whilst adhering to PPE requirements and First Aid kits include a PPE kit.

**Driver deliveries**

Procedures in place for Drivers to ensure they do not come onto the premises unless they follow the hygiene practices set out above. All suppliers were sent an email advising them of the safety procedures.

Delivery areas are provided and doorbell to receive help from Hollow Trees Employees.

		<p><b><u>Mental Health</u></b>  Managers will consider the mental health and wellbeing of all of its employees at all times but particularly in relation to the coronavirus outbreak.</p> <p>Customers who may have a condition such as dementia will be given patient help to remind them to wear the mask and to adhere to Social Distancing when visiting Hollow Trees Farm.</p>	<p>Support will be given to all employees who are affected by coronavirus and/or has a family member affected by the coronavirus.</p> <p>Support can also be obtained externally from:  <a href="https://www.mind.org.uk/information-support/coronavirus-and-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus-and-and-your-wellbeing/</a>  <a href="http://www.hse.gov.uk/stress">www.hse.gov.uk/stress</a></p>
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Notes & Supplementary information

This risk assessment will be reviewed where significant changes are made in the workplace, staffing levels or government directives dictate.

Further reference can be made to the following websites:

gov.uk

nhs.gov

hse.gov.uk