



# HOLLOW TREES FARM

## RISK ASSESSMENT

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| <b>Site of assessment:</b>  | Hollow Trees Farm Ltd, Semer, Suffolk, IP7 6HX   |
| <b>Risk Assessment for:</b> | Coronavirus (Covid-19)<br>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, 5 <sup>th</sup> October 2020, 28 <sup>th</sup> October 2020, December 2020 and 6 <sup>th</sup> January 2021. |
| <b>Assessed by:</b>         | Nicola Halls (HR and Health & Safety Manager)  |

| What is the potential hazard or activity? | Description of the risk and who might be harmed.  | How the risk is currently managed  | Any further actions which will be taken to remove, reduce or control the risk?  |
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| Spread of Covid-19<br>Coronavirus         | Staff<br>Visitors<br>Cleaners<br>Contractors<br>Drivers<br>Vulnerable groups including the Elderly, Pregnant ladies, those with existing underlying health conditions | <b>Hand Washing</b><br>Hand washing facilities with soap and water in place for all those mentioned who might be at risk or harmed.<br><br>Stringent hand washing taking place by employees. | Encourage staff to report any problems, carry out skin checks and use emollient cream regularly. Disposable gloves are available for single use – however good handwashing is still important.<br><br>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. |

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|  | <p>Anyone else who physically comes to Hollow Trees Farm Ltd</p> | <p>Employees 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.</p> <p>Handwashing guidance provided in Coronavirus handout training to employees.</p> <p>Handwashing advice provided to visitors upon arrival (posters).</p> <p>Avoid touching face, eyes, nose, mouth with unclean hands.</p> <p>Drying of hands with disposable paper towels which can be thrown away.</p> <p>Hand washing facilities at front of shop/cafe and throughout trail for all visitors use.</p> <p>Gel sanitisers in any areas where washing facilities not readily available (particularly in shop till areas, shop foyer, 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).</p> | <p>Government posters to be used where needed to explain coronavirus safety information.</p> <p>Contact dermatitis questionnaire to be put into force to check on employees' hands after use of cleaning products and extra regular handwashing.</p> |
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Signage reminding that regular handwashing should be carried out.

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

Employees/Suppliers to sanitise their hands before entering a different department and before entering the Hollow Trees premises.

**Cleaning**

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

- Door handles
- Light switches
- Entrance areas
- Shopping trolleys and shopping baskets
- Toilets
- Taps and Basins
- Touch points
- 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 and/or Government restrictions.

Toilet cleaning check sheet in all toilet areas.

When trail is open 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**

Walkways are divided into "in and out" walking areas and access to the kiosk takeaway/shop facilities are set up as 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.

Employee meetings are carried out by an electronic meeting platform (e.g., Google Meet) or in a socially distanced environment.

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 pre-booked times so can be seated quickly.

Separate car park designated for farm trail visitor use,

In busier times, the Farm Shop will be opened later to allow customers to have quieter and a more socially distanced place to come to.

Regular reminders to all team members about socially distancing themselves in all circumstances.

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.

When Farm Cafe is open a table booking system in place in order to control numbers coming in.

When Farm Café is open there is table service which includes ordering and paying for food. Customers will not need to walk around other than to enter and exit.

Hollow Trees Farm will work hard to ensure maximum visitor groups to any areas where Government coronavirus rules are in place (such as the rule of 6).

Signage used to remind visitors of the social distancing requirements at Hollow Trees Farm and government rules (such as same household/support bubbles). Hollow Trees Farm employees will address obvious breaches of Government rules but only where clear that rules are being broken.

Employee work rotas reviewed (extension to working day and reduced number of employees on shift at any one time in confined areas). In the butchery and catering teams the employees have been split in smaller teams who will work at different times or different work spaces.

Door attendant for busy periods monitoring 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 outside on their breaks, social distancing must be adhered to in staff room, employee retreat and also in the external smoking area. Whilst the Farm Café is closed the Pavilion Room can be used

by employees for breaks to give more opportunity of social distancing comfortably.

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 within the Farm Café entrance which is separately signposted and Front of House employees and signage ensure social distancing.

**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 to be worn on the shop floor and in a department (other than retail) where an employee visits but doesn't normally work. Any suppliers/visitors

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.

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

to any inside area of the business must wear a mask/face covering.

Masks are available to purchase in the farm shop and Farm Shop employees are able to help people who do not have a mask/face covering by providing one. Obvious exceptions to someone who isn't able to wear a mask/face covering will be remembered.

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

When the Farm Cafe is open, customers must wear a face covering when entering and exiting. These do not have to be worn whilst seated.

**Wearing of Face Shields**

As above regarding face masks 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 an employee's mouth.

PPE guidance information provided in Coronavirus handout training to employees and in further CV update handout dated 17<sup>th</sup> November 2020.

**Symptoms of Covid-19**

If an employee becomes unwell any of the publicised Covid-19 symptoms, they will be sent home and must follow isolation rules set by the Government.

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

Where a supplier/visitor/contractor exhibits symptom/s of the coronavirus, they will be asked to leave whatever area of Hollow Trees Farm that they are visiting.

**First Aid**

Hollow Trees First Aiders have had written information regarding the administering of first aid whilst Coronavirus – Covid-19 is active. CPR will be

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

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|  |  | <p>handled in a different way for adults. All first aid will be given whilst adhering to PPE requirements and First Aid kits include a Covid-19 PPE kit.</p> <p><b><u>Driver deliveries</u></b><br/>Procedures in place for Drivers to ensure they do not come onto the premises unless they follow the hygiene practices set out above. Deliveries are designated to a separate area cutting down on mixing between employees and drivers. All suppliers received an email advising them of the safety procedures/requirements.</p> <p><b><u>Mental Health</u></b><br/>Directors/Managers and Leaders will always consider the mental health and wellbeing of all employees but particularly in relation to Covid-19.</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:<br/> <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><br/> <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