



HOLLOW TREES FARM

RISK ASSESSMENT

Site of assessment:	Hollow Trees Farm Ltd, Semer, Suffolk, IP7 6HX
Risk Assessment for:	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.
Assessment date:	19 th May 2020
Review date:	16 th June 2020, 2 nd July 2020, 21 st September 2020, 5 th October 2020, 28 th October 2020, December 2020, 6 th January 2021, 26 th January 2021, 6 th April 2021 and 28 th April 2021.
Assessed by:	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?
Spread of Covid-19 Coronavirus	Staff Visitors Cleaners Contractors Drivers Vulnerable groups including the Elderly, Pregnant ladies, those with existing underlying health conditions	Hand Washing 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. 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.	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 and continually pass on

	<p>Anyone else who physically comes to Hollow Trees Farm Ltd</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. Discarded paper towels to be securely tied up and plastic bags and put directly into appropriate waste bin.</p> <p>Gel sanitisers in any areas particularly 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>Signage reminding that regular handwashing should be carried out.</p> <p>Hand washing facilities at front of shop/cafe and throughout trail for all visitors use.</p> <p>Where activities involve touching (for example the welly wanging game on the farm trail) this has a clear message about sanitising hands before/after use. A “blue hand” sign is painted on every touch area where sanitiser/handwashing is required.</p> <p>In the shop, gloves available where handwashing is not possible. Gloves are disposed of after single use.</p>	<p>information as advised by the Government.</p> <p>Regular updates given to team members through the use of word of mouth or email correspondence. How to keep safe at Hollow Trees guidance is displayed in the staff room.</p> <p>Customers are kept up to date with measures being taken by email, newsletter or signage.</p>
--	--	---	---

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

The sand pit play is open to the public and clear signs and sanitising units are to be used at beginning and end of play.

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

When trail is open, anti-bacterial spray used on play equipment areas at the beginning and end of each day.

Toilet cleaning check sheet used in all areas.

When trail is open rigorous checks are carried out by Team members to ensure that the required cleaning procedures are adhered to. Records of checks are kept.

Social Distancing

Wide walkways and areas give access to the kiosk takeaway/shop facilities. Signage used is clear.

Employee meetings are carried out by an electronic meeting platform (e.g., Google Meet) or in a socially distanced environment with limited heating and door/window open for extra ventilation.

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

Yellow arrows to be repainted to show clear walk directions.

New entrance way created to the Farm Café with large in and out area. When open controlled table booking in place to reduce any waiting. Customers encouraged to come in at pre-booked times so can be seated quickly.

When trail is open a 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.

Perspex screens fitted between each till area so that all three tills in the farm shop can be utilised keeping the employees safely distanced.

Office environment set up in a way to place distance between team members and screens used when distancing not possible.

Social Distancing - reducing the number of persons in any work areas to comply with the 1 plus metre gap set by the government.

When open there is a ticketing system in place to control numbers coming to the Farm Trail.

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

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

When visiting the Farm Café for ordering/collection of a takeaway there is adequate spacing for customers to stand at least 2 metres away from each other.

		<p>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 or two families).</p> <p>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.</p> <p>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 in different work spaces.</p> <p>Door attendant for busy periods monitoring visitor numbers and allows limited numbers into the shop/cafe at any one time.</p> <p>Standard work processes have been redesigned in order to comply with social distancing.</p> <p>Employees encouraged to spend outside on their breaks, social distancing must be adhered to in staff room with a maximum two seated at any one time, one employee using the Retreat, one on the Mezzanine area and five in the Pavilion. One person in the designated Smoking area.</p> <p>Order and collect service allows customers to stay in the car with the boot open or stand further than 2 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 2 metres social distancing.</p>	
--	--	--	--

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

Open marquee with seating on the trail. The marquee is airy and has tables which are two metres away and with maximum of 4 seated on each table. Posters advising users that they cannot move the seating and to adhere to the restrictions are clearly visible.

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 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.

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 and bag securely tied and put in waste bin.

Wearing of Face Shields

Face shields may only be worn with a face covering over mouth and nose.

All other information as above regarding face masks and face coverings.

Face shield to be cleaned regularly with antibacterial spray/wipes.

PPE guidance information provided in Coronavirus handout training to employees and in further CV update handout dated 26th January 2021.

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.

Government rules 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 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.

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

Provision is made for visitors/suppliers and customers who have a specific health reason that prevents the wearing of a mask/face covering.

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

		<p><u>Driver deliveries</u> 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 and information is posted up at the delivery door with a hand sanitising unit.</p> <p>No suppliers are permitted to set out shelving/displays on the Hollow Trees premises whilst the Coronavirus pandemic is taking place.</p> <p><u>Mental Health</u> Directors/Managers and Leaders will always consider the mental health and wellbeing of all employees but particularly in relation to Covid-19. Support will be given to all employees who are affected by Coronavirus and/or has a family member affected by the Coronavirus pandemic.</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 can also be obtained externally from: https://www.mind.org.uk/information-support/coronavirus-and-and-your-wellbeing/ www.hse.gov.uk/stress</p>
--	--	--	---

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