

# Risk Assessment

<b>Assessment Name: COVID-19</b>		
<b>Organisation Name: Tennants of Yorkshire</b>	<b>Review Date: Weekly</b>	
<b>Date Risk Assessment carried out: July 2020</b>	<b>Brief Workplace and Activity Description: Auction centre</b>	
<b>Who carried it out: Paul Freeman</b>		
<b>Signature:</b>		

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom/when	Risk Level: High / Medium /Low	Review date
COVID-19	Staff and clients	<p>All staff instructed to self-monitor for symptoms including a new continuous cough or fever. Staff who display any symptoms should self-isolate at home and contact a Director. If self-isolating, staff should follow NHS/PHE guidelines on self-care.</p> <p>Ensure that sufficient PPE is available to all staff to use if required.</p> <p>Ensure that all staff are aware of social distancing and personal hygiene guidelines, including washing hands regularly.</p>	Staff to keep the Directors informed of their situation	Immediate/Ongoing	High	Weekly
Contact with clients	Staff and clients	Ensure that visitors are greeted as they enter the building to ascertain the purpose of their visit and the area(s)	Appoint "Social Distancing Ambassadors" to work on a rota basis to monitor public areas to	Immediate/Ongoing	High	Weekly

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		<p>which they are looking to access, to avoid (where possible) unnecessary movements. Ensure appropriate signage to show the route of any one-way systems in place, to support social distancing. Ensure that staff who come into contact with clients have PPE available and are aware of how to put it on correctly and dispose of, after use.</p> <p>Perspex screen in reception to protect staff when dealing with clients face-to-face.</p>	<p>ensure compliance with social distancing rules.</p> <p>Place floor stickers and signage both internally and externally to guide clients on social distancing.</p>			
Offsite working – external visits	Staff and clients	<p>Assess any request for external visits on an individual basis. When a request is made ask whether there is anyone at the location who is shielding/isolating. If someone is shielding or a household is isolating we should not attend the location. If there are other people present at the location, ensure that social distancing is observed, and that PPE is available for staff to use and personal hygiene guidelines, including regular hand washing, are observed. The person conducting any offsite visit should inform the client of their imminent arrival 15 minutes in advance and wash/sanitise their hands upon arrival, if possible using soap and warm water. Try to ensure good ventilation in areas where working including opening any windows/external</p>	<p>Try to carry out virtual valuations wherever possible, to minimise exposure/risk</p>	Immediate/Ongoing	High	Weekly

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		doors, with the clients permission. Keep touching of anything to a minimum.				
Office-based working	Staff	Ensure that social distancing is observed at all times, with desks/workstations spaced appropriately, no sharing of telephones, computers or any other electronic devices. Ensure that doors are propped open to minimise contact.	Where social distancing could be compromised or is difficult to control, consider the installation of a guard/screen for protection	Immediate/Ongoing	High	Weekly
Staff refreshments	Staff	Allocate specific welfare areas for staff to use. Everyone should supply their own food and drink and any utensils. Company to provide a fridge to store items as required. All appliances to be cleaned after use with anti-bacterial wipes provided in line with the hygiene checklist in place in each kitchen. Staff to take their own rubbish/waste home with them to dispose of.		Immediate/Ongoing	High	Weekly
COVID-19	Staff classed as "vulnerable" in relation to the virus	Ensure that anyone required to shield continues to do so and follows the advice of the UK government and PHE. Also include anyone shielding someone else within their household in this category.		Immediate/Ongoing	High	Weekly
Use of toilet facilities	Staff	Ensure increased cleaning frequency within washrooms. Remind staff of advice on handwashing frequency and method through briefing and official posters in all washrooms. Provision of hand washing	Regular checks on the facilities throughout the day	Immediate/Ongoing	High	Weekly

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		and drying facilities in all washrooms.				
Collection of items from the salerooms	Staff and clients	Collections by clients and couriers should be by appointment wherever possible to enable items to be prepared and ready in the loading bay as the dedicated collection point, or in reception for smaller items. The appointments do not necessarily need to confirm a time, but a specific day and either morning or afternoon helps to control collections and maintain a professional service. Where queuing for collections takes place a que management system should be in place to ensure social distancing. Social distancing should be observed at all times and PPE should be available to staff to use.	Do not allow anyone to collect items from the salerooms unattended, without staff support and supervision.	Immediate/Ongoing	High	Weekly
Delivery of items to the salerooms	Staff and clients	Ensure that we are aware of any deliveries arriving on a daily basis. If items being delivered require a 2-person (or more) lift ask the client to bring the appropriate number of people required to lift the item(s). Ask anyone delivering items to report to reception upon arrival initially, then instruct on where the items are to be left – if within the building, ensure that this is done under staff supervision, respecting social distancing at all times.		Immediate/Ongoing	High	Weekly
Transport – collections and	Staff	When travelling to an off-site visit, ensure that standard company policy regarding		Immediate/Ongoing	High	Weekly

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visits		use of company vehicles is followed. Where more than one person is required to travel in a company vehicle where social distancing (2 metres) may be compromised, ensure that staff are wearing PPE including (but not restricted to) face masks. Ensure that contact surfaces in any vehicles are all wiped prior to and after use, including the steering wheel, gear stick and door handles. On any one day, ensure that the same person is driving throughout (within safe driving limits).				
Client payments	Staff and clients	No cash to be taken for payments, bank transfer and card payments only. Staff to ensure that all card terminals are cleaned with an anti-bacterial wipe after use.		Immediate/Ongoing	High	Weekly
Carrying Items – manual handling	Staff and clients	Where observing manual handling policies when more than one person is required to lift/carry an item whereby social distancing is not possible, ensure use of PPE and that the people carrying the item do not directly face each other.	Ensure that clients/couriers take responsibility for collecting/moving their own items.  Try to use a trolley wherever possible to avoid a 2-person lift when social distancing is not possible.	Immediate/Ongoing	High	Weekly
Client PPE	Staff and clients	Ask clients to supply their own PPE if required – included within our website FAQ's. Staff to advise clients of this when arranging any appointments.		Immediate/Ongoing	High	Weekly

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Client Valuations	Staff and clients	Encourage clients to book valuations in advance wherever possible. Request a full list of items for valuation including images where possible. Consider an initial virtual valuation prior to or instead of an in-person meeting. When conducting a valuation in person ensure that social distancing is respected at all times. Valuers should wear gloves when handling items, and should consider use of other PPE including a face mask/shield. Valuation tables should be cleaned using anti-bacterial spray every morning and after use.		Immediate/Ongoing	High	Weekly
Food & Drink Deliveries	Staff and clients	Ensure that deliveries are made to the designated delivery areas, either the cellar or the main kitchen. Provide hand sanitiser at the point of entrance for the delivery driver to use. Maintain social distancing at all times. Use one pen to sign any required paperwork/documentation and continue to follow company policy and HACCP regulations for checking of deliveries.		Immediate/Ongoing	High	Weekly
Café & Bistro Bookings	Staff and clients	Implementation of a booking requirement for the café and bistro – promote this online and on-site. Also include on promotional material what the specific government guidelines are on group sizes for booking tables.	Implementation of an online booking service to support the promotion of bookings as “strongly advised”	Immediate/Ongoing	High	Weekly
Use of the passenger lift	Staff and clients	Ensure that only one person or members of one household or “social bubble” use	Encourage use of the stairs wherever possible, with use of the lift for	Immediate/Ongoing	High	Weekly

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		the lift at any one time. Ensure that contact surfaces, particularly the control panel, are regularly cleaned/sanitised.	accessibility purposes only.			