

## RISK ASSESSMENT: COVID-19

This risk assessment covers the risks that COVID-19 poses to the ACS business including its office environments as well as its site and field operations.

Over recent weeks, we have identified the COVID 19 related risks in our workplaces, and put in place measures to mitigate those risks. We have used the Government Guidelines ‘5 Steps To Working Safely’ as a basis for this assessment (<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely>). We are consulting with our employees, industry bodies and our supply chain, as well as sharing with them our approach to risk assessment and risk management. The table below gives an overview of our assessment of risks across the company and details the safety measures in place.

These specific risks will be formally reviewed each week by the Leadership Management Team, or as when required if sooner.

ACS aims to keep everyone healthy and safe and to treat everyone in workplaces equally and fairly.

<b>Who is considered under this risk assessment as being at risk?</b>	<ul style="list-style-type: none"> <li>• ACS Employees</li> <li>• Visitors / customers</li> <li>• Delivery / Post personnel</li> <li>• Contractors attending site (supply chain, cleaning staff, maintenance staff)</li> </ul>
<b>Date of assessment and review dates</b>	<p>Version 1 - 26 March 2020</p> <p>Version 2 – 21<sup>st</sup> July 2020 – Les Bond, Commercial Director</p> <p>Version 3 – 24<sup>th</sup> July 2020 – Les Bond, Commercial Director</p> <p>Version 4 – 5<sup>th</sup> August 2020 – Les Bond, Commercial Director</p>
<b>Communication and training</b>	<p>This Risk Assessment requires all employees to receive notification of all new ways of working and procedures to ensure adherence and effectiveness.</p> <p>Communication will be both in writing and verbal through training and may require repetition to ensure procedures are effectively embedded.</p>
<b>Monitoring and Supervision</b>	<p>We will constantly monitor the arrangements in our offices and operational sites to ensure that they continue to meet the ACS COVID-19 recommendations. We recognise that we have a wide range of work places and that each will have differing requirements. We therefore ask our employees to continue to undertake dynamic risk assessments and to provide feedback of any areas where additional risk has been identified to <b>Carly East, Compliance Manager</b> (<a href="mailto:carly.east@farmimage.co.uk">carly.east@farmimage.co.uk</a>) so that the Risk Assessment can be reviewed and updated where necessary.</p>
<b>Feedback</b>	<p>If you are worried about anything, feel that something is not in place that should be, or that you are not being treated fairly, please speak to your manager or contact Charlie Austin directly on <a href="mailto:Charlie.austin@austinbusiness.co.uk">Charlie.austin@austinbusiness.co.uk</a></p>

## Do not leave home if you or someone you live with has any of the following:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **a loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least 1 of these symptoms.

## What to do if you have symptoms

If you have any of the main symptoms of coronavirus:

- Get a test to check if you have coronavirus as soon as possible.
- Stay at home and do not have visitors until you get your test result – only leave your home to have a test.

Anyone you live with, and anyone in your support bubble, must also stay at home until you get your result.

**Call 111 if you cannot get help online.** Do not go to places like a GP surgery, hospital or pharmacy.

Useful sites for guidance and advice:

<http://www.nhs.uk/coronavirus>

[https://www.who.int/health-topics/coronavirus#tab=tab\\_3](https://www.who.int/health-topics/coronavirus#tab=tab_3)

<https://www.gov.uk/coronavirus>

Hazard / Risk	Potential harm	Parties impacted	Action to control risk	Action Owner	Completed by
<p>Spread of COVID 19 through contact with other people</p> <p>OFFICES</p> <p><b>Bobbing</b></p> <p>(social distancing)</p>	<p>Contracting COVID-19</p>	<p>Staff, contractors and visitors to offices</p>	<ol style="list-style-type: none"> <li>1. Wherever possible staff are asked to work from home. Home working staff to read the ACS Working From Home Guidance Note and complete the ACS Assessment Checklist For Remote Workers.</li> <li>2. Population at the offices at present is limited to:               <ol style="list-style-type: none"> <li>a) Those members of staff where there is critical work which can only be undertaken from the office.</li> </ol> </li> <li>3. Those identified members of staff will receive written approval and guidelines in order that they can work from the office. <b>No other staff or visitors to be allowed entry unless authorized.</b></li> <li>4. Authorised visitors to enter building by Entrance 2 as per Appendix 1.</li> <li>5. Cold Callers, Customers and visitors are not to be invited into the offices unless authorised.</li> <li>6. Undertake review of office layout and implement recommendations.</li> <li>7. The identification of staff who will have high levels of contact with others in order to execute their duties. Creating bubbles or cohorts to avoid cross contamination. Appendix 1</li> <li>8. 'Make your own rule'. Food and drinks to be brought in prepared only for self and not other members of staff.</li> <li>9. Construction / hire of new welfare unit for drivers and operators at Bobbing office to allow segregation of welfare between office staff and field based operatives.</li> <li>10. The construction of reception counter near entrance.</li> <li>11. Desk spacing to maintain 2m distance, including side to side rather than face to face.</li> <li>12. Desks are to be allocated to an individual. Authorised visitors to only use Meeting Room and separate office (CA office).</li> <li>13. <b>Hot Desking is not permitted in the main office.</b></li> <li>14. <b>CLEAR DESK</b> Policy to be enforced to enable effective cleaning of desks daily.</li> <li>15. Minimise printing and transfer of paperwork between staff.</li> <li>16. Only one member of staff is allowed in the toilet / kitchen facilities at any time.</li> <li>17. All staff are advised to:               <ol style="list-style-type: none"> <li>a) Avoid groups of people and enclosed, crowded spaces.</li> <li>b) Maintain a physical social distance of 2m.</li> <li>c) Perform hand hygiene frequently, using soap and water or an alcohol-based hand gel. <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></li> <li>d) Cover their nose and mouth with a bent elbow or paper tissue when coughing or sneezing, dispose of the tissue immediately after use, and perform hand hygiene.</li> </ol> </li> </ol>	<p>Les Bond</p>	<p>ongoing</p>

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			e) Refrain from touching their mouth, nose and eyes. 18. Social distancing signage to be displayed in prominent locations. 19. Regular local monitoring and communication, with feedback for issues and improvements. 20. Meetings to be held via videoconference e.g. Microsoft Teams or in outdoor locations. 21. Outdoor meeting area, table and seats to be set up to allow working and discussions. 22. Digital Temperature scanning to be used each day for everyone entering the office.		

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<p><b>Spread of COVID 19 through contact with other people</b></p> <p><b>OFFICES</b></p> <p><b>Durlock Farm</b></p> <p><b>(social distancing)</b></p>	<p>Contracting COVID-19</p>	<p>Staff, contractors and visitors to offices</p>	<ol style="list-style-type: none"> <li>23. Wherever possible staff are asked to work from home. IT services to be assessed and provided.</li> <li>24. Population at the offices at present is limited to a maximum of 2 at any one time.</li> <li>25. Those identified members of staff will receive written approval and guidelines in order that they can work from the office. <b>No other staff or visitors to be allowed entry.</b></li> <li>26. A review of the office layout and maximum number of staff permitted at any one time.</li> <li>27. 'Make your own rule'. Food and drinks to be prepared only for self and not other members of staff.</li> <li>28. Desk spacing to maintain 2m distance, including side to side rather than face to face.</li> <li>29. Desks are to be allocated to an individual and hot desking is not permitted in the main office.</li> <li>30. <b>CLEAR DESK</b> Policy to be enforced to enable effective cleaning of desks daily.</li> <li>31. Minimise printing and transfer of paperwork between staff.</li> <li>32. Floor stickers to be introduced to indicate 2m distancing.</li> <li>33. Customers and visitors are not currently invited into the offices.</li> <li>34. Only one member of staff is allowed in the toilet / kitchen facilities at any time.</li> <li>35. All staff are advised to:               <ol style="list-style-type: none"> <li>a) Avoid groups of people and enclosed, crowded spaces.</li> <li>b) Maintain a physical distance of 2m.</li> <li>c) Perform hand hygiene frequently, using soap and water or an alcohol-based hand gel. <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></li> <li>d) Cover their nose and mouth with a bent elbow or paper tissue when coughing or sneezing, dispose of the tissue immediately after use, and perform hand hygiene.</li> <li>e) Refrain from touching their mouth, nose and eyes.</li> </ol> </li> <li>36. As far as possible, where staff are split into teams or shift groups, these groups of people will be fixed so that where contact is unavoidable this happens between the same people.</li> <li>37. Social distancing signage to be displayed in prominent locations.</li> <li>38. Regular local monitoring and communication.</li> <li>39. Meetings to be held via videoconference e.g. Microsoft Teams or in outdoor locations.</li> <li>40. Digital temperature scanning to be used each day for everyone entering the office.</li> </ol>	<p>Louise Burley</p>	<p>ongoing</p>

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<p><b>Spread of COVID 19 through contact with other people</b></p> <p><b>Cold Callers to Office</b></p>	Contracting COVID-19	Staff, contractors and visitors to offices	<p>41. <b>Cold Callers are not to be allowed to call on ACS offices.</b></p> <p>42. Install suitable signage at main gate / office main door advising that not taking cold callers.</p> <p>43. Main yard gates to remain closed at all times.</p>	Mandy Sharp	ongoing
<p><b>Spread of COVID 19 through contact with other people</b></p> <p><b>OPERATIONS</b></p> <p><b>(social distancing)</b></p>	Contracting COVID-19	Staff, contractors and visitors to offices	<p>44. Limiting passengers in corporate vehicles e.g. reminding staff not to carry passengers in company vehicles to be confirmed. Those travelling in private vehicles are also strongly recommended not to carry passengers.</p> <p>45. Where single occupancy cannot be avoided, max 2 per vehicles and vehicle occupants to wear face covering and have windows open for good ventilation.</p> <p>46. Hand sanitizer and cleaning products to be provided to drivers and operatives.</p> <p>47. Washable / Reusable face masks to be provided to allow drivers and operatives to enter shops / garage shops in accordance with new Government guidelines from July 24th 2020.</p> <p>48. Drivers and operatives to daily clean hard surfaces within vehicles at start and end of shift.</p> <p>49. All staff are advised to:</p> <ul style="list-style-type: none"> <li>a) Avoid groups of people and enclosed, crowded spaces.</li> <li>b) Maintain a physical distance of 2m.</li> <li>c) Perform hand hygiene frequently, using soap and water or an alcohol-based hand gel. <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></li> <li>d) Cover their nose and mouth with a bent elbow or paper tissue when coughing or sneezing, dispose of the tissue immediately after use, and perform hand hygiene.</li> <li>e) Refrain from touching their mouth, nose and eyes.</li> </ul> <p>50. As far as possible, where staff are split into teams or shift groups, these groups of people will be fixed so that where contact is unavoidable this happens between the same people.</p> <p>51. Social distancing signage to be displayed in prominent locations.</p> <p>52. Regular local monitoring and communication.</p> <p>53. Meetings to be held via videoconference e.g. Microsoft Teams or in outdoor locations.</p> <p>54. Area Sales Managers to obtain consent prior to visit from farmers and to comply with any specific COVID 19 risk instructions of that farm. <b>No cold calling.</b></p>	Bert Essink	ongoing

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Essential activities where social distancing cannot be fully followed	Contracting COVID-19	Staff, contractors and visitors to offices	55. Increased hand washing to be undertaken. 56. Such activities are to be kept as short as possible. 57. If possible follow side to side working rather than face to face working. 58. Face covering to be worn.	Charlie Austin	ongoing
Spread of COVID 19 through inbound and outbound goods and post	Contracting COVID 19	Staff handling post and external deliveries	59. Adopting non-contact deliveries. 60. Inbound / Outbound post is being managed by one member of staff. 61. Wherever possible, a single person should unload vehicles.	Joe Godding	26/03/20
Spread of COVID 19 through handling customers (farmers) cheques	Contracting COVID 19	Staff handling cheques	62. Customer cheques to be managed by one person and undertaking suitable hand cleaning before and after, disposable gloves to be worn whilst opening and processing cheques. 63. When banking the cheques at Bank consider whether to use automated service or cashier. If 2 or more customers already in Cashier queue then use automated service. 64. When entering the Bank wear suitable face covering.		
Spread of COVID-19 through poor office cleaning standard	Contracting COVID-19	Staff, contractors and visitors to offices	65. Office environment to be reviewed and decluttered to remove unnecessary desks, storage and equipment. 66. <b>CLEAR DESK</b> Policy to be enforced to allow ease of cleaning. 67. Personal cleaning products (hand sanitiser, disinfectant wipes / sprays) to be provided to each workstation to allow individual members of staff to also regularly clean work area. 68. New Cleaning protocol and frequency instruction to Office Cleaner, to be reviewed and put into place. With particular focus on high contact areas: a) Door handles b) Light switches	Les Bond	24/07/20

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			c) Drawer / Fridge handles d) Kettle / Microwave 69. Disposable paper towels to be provided in toilet and kitchen areas.		
<b>Inability to undertake routine necessary maintenance and testing</b>	Failure of equipment / facility due to lack of maintenance. Out of date certification	Staff, contractors and visitors to offices	70. Undertake review of routine maintenance and testing such as PAT testing, fire extinguisher, cess pit emptying. 71. Accelerate necessary maintenance and testing activities to avoid future problems if further 'lockdown' enforcement.	Mandy Sharp	September 2020
<b>Complacency to the risk of infection</b>	Contracting COVID-19	Staff, contractors and visitors to offices	72. Weekly Leadership Management Team meeting to specifically discuss COVID-19 issue and risks. 73. Ongoing communication with members of staff to monitor and understand any unforeseen impacts of changes to working environments. 74. Awareness and focus on the importance of mental health at times of uncertainty. 75. Simple clear messaging explaining current guidelines. 76. Communicating approaches and sharing experiences and best practices amongst industry bodies, clients and the supply chain. 77. Effective communication in the workplace using posters to educate and reinforce the messages.	Charlie Austin	ongoing
<b>Members of staff at higher risk of contracting COVID 19</b>	Contracting COVID-19	ACS Staff	78. Where members of staff are categorised as clinically vulnerable, or clinically extremely vulnerable, they are being supported to self-shield at home and provided with remote access to systems to enable them to work from home. 79. Support is available via the Employee Assistance Programme and mental health first aiders.	Charlie Austin	26/03/20

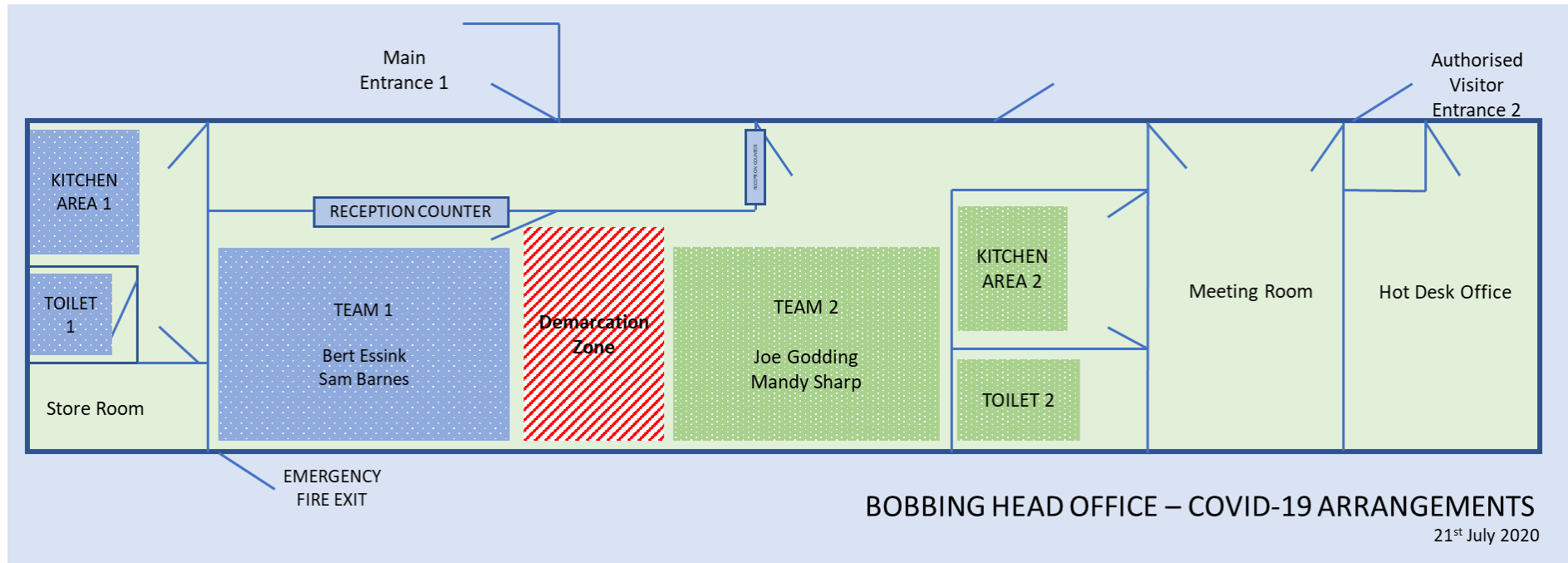


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<b>Transmission of COVID-19 in unventilated work areas.</b>	Contracting COVID-19	Members of staff working in these areas	80. All doors which are not fire doors to be kept open to maintain ventilation throughout the buildings. 81. Open windows to maintain good airflow through office area. This will need further review as we approach Autumn and Winter.	Joe Godding	ongoing
<b>Accidents, security and other incidents</b>	Injury or harm incurred	Staff, contractors and visitors to offices and sites	82. A review to been undertaken to ensure that there are sufficient numbers of fire wardens and first aiders. 83. Safety is to be prioritised during incidents, we are following Government advice, that in the event of an emergency e.g. accident or fire, people do not have to stay 2m apart if it would be unsafe. 84. First Aid Kits to be updated to hold 2 x disposable face masks, hand sanitiser, surgical gloves.	Les Bond	24/07/20
<b>Failure to understand the latest advise on COVID-19</b>	Contracting COVID-19.  ACS fail to adhere to Government Guidelines	Staff, contractors and visitors to offices and sites	85. Weekly review of Government Guidelines, including World Health Organisation and HSE. 86. Update any communication to workforce and visitors in accordance with new guidelines. 87. Provide regular staff briefings /updates to remind and reiterate key messages.	Les Bond	ongoing
<b>Unable to identify contacted parties following COVID-19 diagnosis</b>	Transfer of COVID-19	Staff, contractors and visitors to offices and sites	88. Establish ACS Track and Trace system to be able to identify personal contact over a rolling 21 day period. 89. Sources of data including office attendance logs, webfleet tracker, meeting logs, diary logs.	Les Bond	End August 2020

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<b>Business continuity failure due to staff absence from COVID 19 illness</b>	Failure to provide key service	Key staff	90. Undertake review of ACS succession planning and business continuity planning. Identifying key individuals and detailing business continuity arrangements.	Les Bond	ongoing

## Appendix 1

### Bobbing Office – Layout Review Summary



#### Guidelines:

- ACS Office based staff divided into 2 teams. Team 1 – Bert Essink, Sam Barnes, Team 2 – Joe Godding, Mandy Sharp.
- Teams to work in defined 'Team' areas only, using designated kitchen and toilet facilities.
- Social distancing 2m rule to be adhered.
- Authorised Staff to enter office through Main Entrance 1, Authorised Visitors through Entrance 2
- Staff members prepare own food and drinks.

## Appendix 2

### Definitions

Term	Definition
<b>COVID-19</b>	Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.
<b>CLEAR DESK Policy</b>	All staff are to leave their desk/workstation paper and clutter free at the end of the day. Items on desk – PC Monitor, keyboard, mouse, 1 admin tray. All and any commercially sensitive information to be stored away, preferably locked. All staff are to tidy away all documents when they are away from their desk/workstation for more than a short period of time, namely at lunchtime, when attending meetings and overnight.
<b>Face Covering</b>	A face covering is anything that covers your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or bandana that ties behind your head.
<b>Clinically extremely vulnerable people</b>	Clinically extremely vulnerable people will have received a letter telling them they are in this group, or will have been told by their GP. Guidance on who is in this group can be found here: <a href="https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19">https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</a>