

BETTYS & TAYLORS GROUP

A GREAT YORKSHIRE FAMILY BUSINESS

Bettys & Taylors Covid-19 Key Risks and Controls

August 2020

“Bettys & Taylors Group is committed to ensuring, so far as is reasonably practicable, the health, safety and welfare of its employees, customers, contractors and all those who may be affected by its undertakings.”

Bettys & Taylors Group Health & Safety Policy

Since the start of the outbreak of Covid-19, Bettys & Taylors has developed practices and guidance to minimise risks of infection within our business. These are regularly reviewed to ensure alignment with all UK Government advice and that we're taking all appropriate steps to minimise the risks from Covid-19 within our workplace and in the parts of our business that are open to the public.

We have carried out a Covid-19 risk assessment on each of our sites and we have put group-wide and site-specific procedures in place to mitigate the risks identified. We ensure that our employees, contractors and visitors understand and adhere to these procedures. In our six Bettys branches, the customer facing areas of our business, we have also put specific measures in place, which are described in the relevant site risk assessments.

Our detailed risk assessments for specific sites are published internally for our people, with this document providing a high-level overview of our Group-wide key risks and control measures.

BETTYS & TAYLORS GROUP

A GREAT YORKSHIRE FAMILY BUSINESS

Hazards associated with the coronavirus risk	Risks to employees/ customers	Control measures
<p>Direct threat to employee, customer and visitor health and wellbeing from transmission of Covid-19 while on our premises.</p>	<p>Possible transmission of the virus to employees/ customers/visitors from other employees/ customers/visitors.</p>	<p>We provide a safe and healthy workplace for employees working on any of our sites by ensuring that we comply with government guidance. This is documented in our site risk assessments and associated procedures. Employees who can perform their roles remotely are working from home.</p> <p>All employees receive up-to-date Covid-19 information and are regularly reminded of this using a variety of communication channels. All information is readily accessible on our intranet.</p> <p>For our customers, guidance is communicated using in branch signage and posters, and via our website and social media.</p> <p>The key measures in place in our sites include:</p> <ul style="list-style-type: none"> • Social distancing • Enhanced hygiene and cleaning • Temperature checks • Return to work health questionnaire • Face masks, visors or other coverings, where appropriate.
<p>People becoming unwell while on-site or a symptomatic person using a site.</p>	<p>High risk of transmission from symptomatic person.</p>	<p>All employees receive information and regular reminders on what to do if they have symptoms – that is, they must not come to work, must self-isolate and book a Covid-19 test.</p> <p>All employees returning to work after any absence or overseas trip must complete a return to work questionnaire, which is reviewed and authorised by their manager before coming to site.</p> <p>On arrival at any of our premises employees, contractors and visitors complete temperature screening.</p> <p>If an employee, visitor or contractor has symptoms whilst on site they must immediately leave, self-isolate and are advised to book a test.</p> <p>Cleaning is carried out for the areas the person has come into contact with and in accordance with government guidance.</p> <p>If a customer notifies us that they have tested positive for Covid-19 we will follow our internal procedures. Customer and employee details are retained for 21 days in the event that we are contacted by NHS Test & Trace.</p>

BETTYS & TAYLORS GROUP

A GREAT YORKSHIRE FAMILY BUSINESS

Potential enhanced risk of transmission in areas such as toilets and employee café areas.

Infection risk in heavily used areas of the workplace where social distancing may be compromised.

People not adhering to good personal hygiene (for example, coughing and touching door handles, taps and toilet flush handles).

Employees receive information on the importance of good personal hygiene practice while at work (regular handwashing, using tissues and disposing of them appropriately, etc.).

Adequate handwashing facilities and hand sanitiser are provided for employees.

The numbers of employees who can use washrooms, changing rooms, etc, is limited to ensure social distancing.

Regular cleaning of frequently touched surfaces such as door handles, toilet flush handles, light switches, etc, is carried out throughout the day.

Toilets and handwashing facilities are regularly inspected to ensure standards and that adequate stock of soap and supplies are maintained.

Low staffing due to high rates of employee sickness or staff having to self-isolate at home.

Employees and/or their household may have symptoms which result in absence.

Employees may be contacted by NHS Test & Trace and be asked to self-isolate.

Employees returning from overseas travel where a quarantine exemption is not in place.

Employees understand that they must report any absence to their manager, self-isolate and book a Covid-19 test. All employees complete a return to work questionnaire, specifically designed with the management of Covid-19 in mind, before returning to site.

Absence is monitored and regularly reviewed. Where appropriate additional employees are brought in/rotas changed so that normal services can be maintained.

If appropriate, production/services are prioritised and areas shutdown.

Emergency cover including first aiders and fire deputies is maintained.

Clinically vulnerable and extremely vulnerable employees are not sufficiently protected.

Employees who are classed as clinically vulnerable or extremely vulnerable due to their age (over 70) and/or health conditions are not appropriately protected from catching the virus in the workplace.

No employee in the clinically extremely vulnerable category is required to come to work if the government's advice is to stay at home and shield.

Where possible the clinically vulnerable are offered the safest possible position available. On most of our sites all roles are similar in risk. As such, clinically vulnerable employees must stringently adhere to the social distancing and hygiene measures in place, as we would expect of any employees.

BETTYS & TAYLORS GROUP

A GREAT YORKSHIRE FAMILY BUSINESS

<p>Employee mental wellbeing is adversely impacted.</p>	<p>Employee mental wellbeing is negatively impacted by Covid-19 pandemic, including anxiety about coming to work, homeworking and lack of connection with others and other pressures such as childcare, shielding or isolation.</p>	<p>Safe and healthy working environment and regular communication with employees.</p> <p>Employee assistance programme and access to occupational health; wellbeing and mental health training; peer listener scheme and one-to-one support.</p>
<p>Customers transmit the virus when they are in our retail or café tea room premises.</p>	<p>A failure of customer social distancing and hygiene measures would place customers and staff at risk of increased virus transmission.</p>	<p>Signage and queue managers in place at all our Bettys branches.</p> <p>The number of customers allowed into our premises is limited due to social distancing and this is monitored by the managers.</p> <p>Seating areas are spaced out to ensure social distancing.</p> <p>Hand sanitiser is provided at entrance to premises and toilets.</p> <p>Customers must wear face coverings in shops, unless they are exempt from doing so.</p> <p>Physical screens are in place on shop counters and in some café areas.</p> <p>Employees wear face coverings in 'close contact' roles where social distancing cannot be maintained, unless they are exempt from doing so.</p> <p>The number of customers allowed to use washrooms at the same time is limited and signs are displayed</p>
<p>Contractors and visitors transmit the virus when they come onto our sites.</p>	<p>Contractors and/or visitors fail to follow social distancing or hygiene measures while working on our sites, resulting in transmission of the virus to our employees and other contractors and visitors on site.</p>	<p>Only essential contractors and visitors are allowed on site and a Contractor/Visitor questionnaire must be completed and approved before coming to site.</p> <p>Contractors and visitors receive up-to-date information on our Covid-19 measures.</p> <p>Visitor and contractor details are retained for 21 days in the event that we are contacted by NHS Test & Trace.</p>