

**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.**

This is copy of Extra MSA Groups Risk Assessment for dealing with the current Covid-19 situation in the workplace. We have made every reasonable effort to cover all scenarios unique to our business whilst incorporating current & relevant Government guidance.

To keep up to date with Government advice to workplaces in this fast changing situation we source our information from many sources from our own industry, <https://www.gov.uk/coronavirus> & <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

This Risk Assessment will be regularly reviewed and amended and released for staff and public viewing when appropriate and will be displayed on our company website <https://extraservices.co.uk/>

Extra MSA Group are a property owner of Seventeen Motorway Service Areas (MSA) & four Fuel Filling Stations on the UK's Strategic Road Network. Eight of Which have ongoing daily operations with directly employed staff. The remainder are operated by others who will be required to operate under their own Risk Assessments and Covid-19 secure Government guidance. Within the 8 locations 'operated' by 'Extra MSA Group', all retail, Catering and Ancillary 'Branded' outlets are operated by 'Tenants', all whom will risk assess and operate their own units with the current Covid-19 Secure Government guidelines whilst working with Extra MSA Group to ensure a safe as possible operation between Landlord 'Common Areas' & tenant.

Objective of this Risk Assessment:

- Reduce the risk of the spread of Covid-19
- Ensure that our staff, our tenants' staff and suppliers, together with our/their customers are safe at our MSAs and come back to for further visits.
- Ensure that our tenants are open for business as safely as possible.

What are the hazards?	Who might be harmed	Controls Required	Additional Controls	Action by who?	Action by when?	Done
Spread of Covid-19 Coronavirus	<ul style="list-style-type: none"> <li>• Staff</li> <li>• Visitors to our premises</li> <li>• Cleaners</li> <li>• Contractors</li> <li>• Drivers</li> <li>• Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions</li> <li>• Anyone else who physically comes in contact with you in relation to our business</li> </ul>	<p><u>Hand Washing</u></p> <ul style="list-style-type: none"> <li>• Hand washing facilities with soap and water in place.</li> <li>• Stringent hand washing taking place.</li> <li>• See hand washing guidance at</li> <li>• <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>• Drying of hands with hand dryers or disposable paper towels.</li> <li>• Staff encouraged to protect the skin by applying emollient cream regularly</li> <li>• <a href="https://www.nhs.uk/conditions/emollients/">https://www.nhs.uk/conditions/emollients/</a></li> <li>• Gel sanitisers in any area where washing facilities not readily available such as entrances exits to buildings, food court, corridors &amp; office areas</li> </ul>	<p>Employees to be 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. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</p> <p>Encourage staff to report any problems and carry out skin checks.</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice – <a href="https://www.gov.uk/coronavirus">https://www.gov.uk/coronavirus</a></p> <p>Posters, leaflets and other materials are available for display.</p> <p>Working with our ‘Branded’ outlet tenant operators to ensure they are operating with</p>			

		<ul style="list-style-type: none"> <li>Digital and printed 'Government' messaging on hand washing practices on screens, throughout public and back of house areas and company website</li> </ul> <p><b>Cleaning</b></p> <p>Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, tables, chairs, office areas using appropriate cleaning products and methods.</p> <p>This particularly applies to food court communal areas and washroom facilities and all office space.</p>	<p>same or similar 'in house' practices &amp; in accordance with Government advice.</p> <p><a href="https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19">https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</a></p> <p>Checks will be carried out by line managers to ensure that the necessary procedures are being followed.</p> <ul style="list-style-type: none"> <li>Current Coshh working practices</li> <li>Filta Group product sanitising of washrooms to approved company schedule</li> <li>Use of approved company issued cleaning products only</li> <li>New starters or agency workers have an induction &amp; training to company working practices and current covid-19 working practices for cleaning &amp; recorded</li> <li>Existing staff currently working or returning to work to be trained on current company covid-19 working practices for cleaning &amp; recorded</li> </ul> <p>Working with our 'Branded' outlet tenant operators to ensure they are operating with same or similar 'in house' practices &amp; in accordance with Government advice.</p>			
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		<p>An adequate supply of these will be provided. Staff will be instructed on how to remove carefully to reduce contamination and how to dispose of them safely.</p> <p><i>*Guidance on the use of PPE (personal protective equipment) to protect against COVID-19 relates to health care settings. In all other settings individuals are asked to observe social distancing measures and practice good hand hygiene behaviours</i></p> <p><b><u>Symptoms of Covid-19</u></b></p> <p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace, they will be sent home and advised to follow the current self-isolation guidance.</p> <p>Line managers will maintain regular contact with staff members during this time.</p> <p>If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises), the management team will discuss the case, identify people who have been in contact with them and will take advice</p>	<p>Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast-changing situation.</p> <p>Managers will offer support to staff who are affected by Coronavirus or has a family member affected.</p> <p>All Staff will be trained on our policies for self-isolation, social distancing behaviours and annual leave procedure &amp; recorded</p> <p>All staff will be encouraged to use the Government approved 'Track &amp; Trace' App when this has been issued</p>			
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		<p>on any actions or precautions that should be taken.</p> <p><b><u>Deliveries</u></b></p> <p>Procedures in place for Drivers to ensure adequate welfare facilities available during their work - Reference <a href="https://www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm">https://www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm</a> COVID-19-guidance on freight transport.</p> <p>These Persons should work to their own company's risk assessments and training.</p> <p><b><u>Mental Health</u></b></p> <p>Management will promote mental health &amp; wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help</p> <p><b><u>Emergency Procedures</u></b></p> <p>All emergency procedures remain the same. It is likely that it may not be possible to keep social distancing under an emergency</p>	<p>Communicate with companies via our website or through our 'Branded' outlet tenants who deliver to/from to ensure welfare facilities will be available to them 24/7. Allowing delivery drivers adequate breaks to <b>avail</b> of proper welfare facilities.</p> <p>Regular communication of mental health information and open-door policy for those who need additional support.</p> <p>Staff/People involved in care of others should pay attention to sanitisation measures afterwards, including washing hands.</p>			
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		<p><b><u>Accident Procedures</u></b></p> <p>All accident procedures remain the same. It is not possible to keep social distancing in dealing with an accident or injury whilst administering 1<sup>st</sup> aid</p> <p><b><u>Security</u></b></p> <p>For some security issues such as break in's, social distancing may not be possible for safety</p> <p><b><u>Meetings</u></b></p> <p>Wherever possible meeting will take place on conference calls or video calls</p> <p>In person meetings will be kept to the absolute minimum persons needed</p> <p><b><u>Waste</u></b></p> <p>More regular than normal waste collections and sanitisation of bins will be made</p> <p>Waste facilities are adequately positioned and in quantity.</p> <p><b><u>Handling Goods</u></b></p> <p>There are zero goods that require 2-man lifts or movements therefore distancing will be maintained during deliveries or restocking</p>	<p>Staff/People involved in care of others should pay attention to sanitisation measures afterwards, including washing hands.</p> <p>Staff/People involved in care of others should pay attention to sanitisation measures afterwards, including washing hands.</p>			
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