

Coronavirus Home Delivery - Risk Assessment

Date: March 2020

What are the hazards?	Who might be harmed and how?	What are we doing already?	What further action is necessary?	Action by whom?	Action by when?	Done
Driving Vehicle	Driver and members of public because of road traffic accidents.	<ul style="list-style-type: none"> Only staff with a full driving license will be allowed to drive. Only vehicle with an up to date MOT. Car must insured for business use. Staff will only be sent out with a working mobile phone. 	<ul style="list-style-type: none"> Check MOT, driving license and insurance documents. Ensure driver has a fully charged mobile phone with them. 	Manager	Before using a car	
Cycle	Cyclist and members of public as a result of collisions with vehicles and/or pedestrians.	<ul style="list-style-type: none"> Only experienced cyclists will be used. Whenever possible, only cyclist with a driving license will be asked to cycle. Only road worthy cycles will be used. Cyclist must wear a helmet and a high viz clothing. Working lights must be used on from dusk onwards. Staff will only be sent out with a working mobile phone. 	<ul style="list-style-type: none"> Manager must test the brakes of any bikes used for delivery Manager must ensure a suitable helmet and high viz clothing are worn. Pre-used checks – Brakes and lights. Ensure driver has a fully charged mobile phone with them. 	Manager	Before bike is used.	
Slips and trips and falling objects	Staff may be injured if they trip or slip whilst on a delivery.	<ul style="list-style-type: none"> Staff should use their light on their mobile phones to ensure they can see the pathways. Ask customers if there are any potential hazards on their premises. Staff will be wearing suitable footwear. Managers will know where their staff are delivering. 				
Lone Working	Staff maybe injured	<ul style="list-style-type: none"> All staff must have a phone on them All staff will be monitored to ensure they can be located at all times. 	<ul style="list-style-type: none"> Ensure you have all staff contact details. 			
Food Safety	Lack of temperature control could cause unsafe food.	<ul style="list-style-type: none"> All food is produced immediately before delivered. Delivery distance is no longer than 30 minutes. Food maybe delivered in cool bags to maintain temperatures. Any allergen request meals will be clearly identified. 				

Coronavirus Home Delivery - Risk Assessment

Date: March 2020

What are the hazards?	Who might be harmed and how?	What are we doing already?	What further action is necessary?	Action by whom?	Action by when?	Done
Coronavirus Risk	Risk of staff contracting coronavirus.	<ul style="list-style-type: none"> Deliveries will be left on the doorstep. All deliveries will be packaged and then place in an outer bag. Avoid customers touching any cool bags. Provide staff with anti- bac gel and spray. 	<ul style="list-style-type: none"> Ensure all delivery drivers/cyclist have anti-bac gel and spray. If required gloves. 			
Manual handling	Staff may suffer injuries such as strains or bruising from handling heavy/bulky objects.	<ul style="list-style-type: none"> Deliveries will be no heavier than a meal/takeaway. 				
Workplace temperature	Cyclist staff may suffer ill health when they overheat in hot working conditions.	<ul style="list-style-type: none"> Staff encouraged to take rest breaks in cooler conditions when required 	<ul style="list-style-type: none"> Ensure staff have water available to drink. 	Manager		
Dogs	Risk of injury as a result of an aggressive dog.	<ul style="list-style-type: none"> Due to the coronavirus, the delivery will be left on the doorstep and customer will be called to collect, therefore risk of encounter with dogs is kept to a minimum. If it is know that a customer has an aggressive dog, they will be asked to put it on the lead during a delivery. 	<ul style="list-style-type: none"> Monitor any feedback from delivery staff with regards potential dog issues. 	Manager		
Violence, threatening behaviour, verbal abuse, and sale of alcohol.	Staff may suffer assaults, threats and abuse from members of the public,	<ul style="list-style-type: none"> Staff trained not to resist a robbery Staff provide good, polite service and are told not to confront customers. Staff are trained NOT to enter customer's premises. Drivers/Cyclists should not be collecting cash; all deliveries should be pre-paid whenever possible. 	<ul style="list-style-type: none"> Ensure all staff are fully aware that they should NEVER enter a customer's property or put themselves in any situation where they feel threatened. 	Manager		
Exposure to Sun	Skin Cancer if exposure to sun is prolonged without sun protection	<ul style="list-style-type: none"> Suntan lotion will be provided for staff to use and customers. 	<ul style="list-style-type: none"> Ensure all staff are aware of the importance of applying sun lotion. 	Manager		