DUNSTABLE TOWN COUNCIL

Work Activity / Work Area	**Priory House Shop - Only**	

Risk Matrix Scores (Severity x Likelihood) and Risk Ratings (HIGH/MEDIUM/LOW)

SEVERITY (S)		LIKELIHOOD (L)		RISK RATING (HIGH/MEDIUM/LOW)	
Major Incident	5	Almost Certain/Continuous	5	e.g. Cleaning a toilet, cleaning chemicals	
Major Injury	4	Frequent/Regular/Daily	4	e.g. Ladders, electricity, vehicles, strains, sprains	
Minor Injury/Illness	3	Occasional/Weekly	3	e.g. Cuts, bruises, minor burns, minor illnesses, repetitive	
Near Miss	2	Infrequent/Monthly	2	e.g. Lifting, pushing, pulling, bending, reaching, sitting	
Low Impact	1	Rare/Yearly	1	e.g. Lighting, ventilation, temperature, noise, vibration	

LIKELIHOOD (L)		SEVERITY (S)	
Until	5	Fatal/Major Incident	5
Weekly	4	Major Injury	4
Monthly	3	Minor Injury/Illness	3
Yearly	2	Near Miss	2
Every Five Years	1	Low Impact	1

RISK SCORE
The risk score is **SEVERITY x LIKELIHOOD**
Example: A **Major Injury** (4) with a Frequent (4) occurrence (4) would be **highlighted as frequency x medium**
scored (4 x 4 = 8 x 2)

A high risk score will fall between **12 and 25** inclusive. Enter as **H**
A medium risk score will fall between **5 and 10** inclusive. Enter as **M**
A low risk score will fall between **1 and 4** inclusive. Enter as **L**

SEVERITY					
5	5	10	15	20	25
4	4	8	12	16	20
3	3	6	9	12	15
2	2	4	6	8	10
1	1	2	3	4	5
	1	2	3	4	5
	LIKELIHOOD				

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Hazard Situation	Risk	Severity	Likelihood	Score	H/M/L	Control Measures	Severity	Likelihood	Score	H/M/L	Notes / Actions
Hazard Situation											
Coming to work and leaving work	All persons arriving at the same time and congestion at entry points	5	1	5	L	There will be slightly staggered start times between only 2 or 3 people on site social distancing upon entry is achievable	5	1	5	L	
	Insufficient parking	5	1	5	L	Most staff already use their car so no likely increase in car use. Sufficient parking is available	5	1	5	L	
	Public or customer vehicles	N/A	N/A	N/A		N/A for the purposes of office visits	N/A				
	Lateral Flow testing					It is recommended that all staff take lateral flow tests twice weekly.					
	Temperature taking					All staff will have their temperature taken at the beginning of each shift					
Moving around the building	Insufficient storage for clothes / baggage	5	1	5	L	All staff are provided with separate locker storage.	5	1	5	L	
	Contamination from touch security devices and key pads	5	1	5	L	Alarms are deactivated by fob only, there is no need to touch the pad.	5	1	5	L	
	Non essential movement and unnecessary access to all areas	5	1	5	L	There will only be two staff in the shop area, the remainder of the building will not be accessible **other than at lunch break. If this is impossible**	5	1	5	L	
	Job and location rotation	N/A	N/A	N/A		N/A					
	Persons passing in restricted spaces	5	2	10		Notices will be up and customers monitored to avoid this. Where necessary written standard issued.	5	2	10		
	Traffic flow areas	5	3	15		A one way system for customers will be in place with 2m markings on the floor. The display area in the centre of the shop will have additional no go zones either floor to pick something up as there is insufficient distancing between the two sides of the shop.					
Work places and work stations / desks	Persons using lifts	5	2	10		Lift will only be used to move furniture and equipment. It should be operated from outside the platform on the call system. No one is to ride inside the lift. Loading and unloading will be carried out using effective PPE measures and a team who are paired working.	5	2	10		
	Inadequate working area	N/A	N/A	N/A							
	Close proximity of work stations / desks	5	4	20	H	Staff in the Gift Shop will operate from behind a protective screen (already installed)and will be supplied with face masks, gloves, antiviral spray and hand sanitiser. Only the till by the wall will be operational and must be sprayed and wiped with blue roll and the waste put into a separate bin. **ONE MEMBER OF STAFF MOVES THE COUNTER.** The second member of staff will be out in the shop monitoring the traffic flow.	5	2	10		
Meetings	High occupancy levels in shop	5	4	20	H	Signage on doors / entrances to limit number of occupants to 6 at any one time. Groups will not be allowed.	5	2	10		
	Not smoking in PHHouse	5	4	20	H	Regularly fail smoking is banned and all appropriate staff have been notified. Occasional fail smoking use to be accompanied by cleaning of desk and equipment prior to use. Cleaning spray and cloths to be kept on the desk. Relevant signage in place as a reminder.	5	2	10		
	Need for meetings	5	4	20	H	Use of remote working tools such as Microsoft Teams, mobile telephones to avoid physical meetings.	5	1	5		
Common Areas	Close proximity of persons in small or poorly ventilated rooms	N/A	N/A	N/A							
	Transmission resulting from poor hand sanitation	5	4	20	H	No handshaking policy in place and hand sanitiser provided at entrances for customer use as they enter the shop. Staff reminded to **regularly wash hands throughout the day.** Ensure the tap floor and wall use the back hand rather than the fist door to enter the toilet.	5	2	10		
	Other tenants / building users	5	1	5							Memo to advise Tom and Ann
	Proximity of persons during breaks / lunch	5	4	20	H	Staff will take their break in the Laudate Room and use the staff area one at a time.	5	2	10		
	Visitors at reception / till	5	4	20	H	Clear protective screen in place. Members of the public are restricted from entering the rest of the building	5	2	10		
Managing Customers, Visitors and Contractors	Use of the All Access toilet on the ground floor					No access to the toilet for the public.					
Secure Contacts											
	Unnecessary visitors	5	4	15	H	All potential visitors are encouraged to use remote contact via phone, email or other means.	5	2	5		
	Unnecessary contractors	5	4	18	H	Determine if absolutely necessary and make appointments and limit numbers attending.	5	1	5		
Informing Visitors/ customers	Visiting contractors and visitors	5	4	15	H	All essential visiting contractors and visitors receive an explanation on specific requirements and are reminded about the need for social distancing and good hygiene.	5	1	5		
	Signage	5	4	15	H	Signage is in place and monitored by office staff and zero tolerance is banned.	5	1	5		
Payment of goods/services	Lack of information	5	4	20	H	All visitors are provided with a written Covid 19 Secure guidance note prior to visiting and are reminded of that code again where arriving. Signage in place to inform customers of social distancing requirements and limited access.	5	2	10		
	High number of visitors	5	2	10	M	Numbers entering the the shop area will be limited by staff. Only 6 customers in the shop at any one time.					
Cleaning the Work Place	Cash handling	5	4	20	H	No cash payments, only contactless and card payments.	5	1	5		
Medium Prevention											
Keeping the workplace clean	Contaminated surfaces and equipment	5	4	20	H	Areas which have not been used during the pandemic will be cleaned and sanitised before use.	5	2	10		
	Ventilation	5	3	15	H	Doors and windows are opened daily where available subject to weather conditions.	5	2	10		
	Contaminated equipment	5	4	20	H	Individuals are required to clean their personal equipment on a daily basis before use.	5	2	10		
	Contaminated surfaces	5	4	20	H	Daily cleaning of all touch surfaces is in place with **external/contracted cleaners.**	5	2	10		
	Untidy work spaces and waste	5	3	15	H	Staff are required to clean their filing desks and work stations at all times.	5	1	5		
Hygiene, handwashing, sanitation and toilets	High touch items such as printers and wipe boards	5	4	20	H	Individuals are required to clean their personal equipment on a daily basis before use.	5	2	10		
	Know or suspected Covid 19 cases in the workplace	5	5	25	H	Follow specific cleaning guidance provided by the Government. Restrict access to the area until Cleaned.	5	2	10		
	Lack of information	5	4	20	H	Signage and written codes are provided for staff and visitors. All staff provided with boards on PA and SWP. All staff provided with lanyards which have condition and styles for touch screen attached.	5	2	10		
Handling goods, merchandise and other materials	Not regular cleaning	5	4	20	H	Staff will be cleaning regularly while on shift	5	2	10		
	Lack of cleaning and hygiene products	5	3	15	H	Sufficient levels will be maintained across the council. PH management team to check and maintain stock levels at all times and place orders when required.	5	1	5		
	Contaminated wrappings and coverings	5	2	10	M	Spray package and move to stand or long in position, non urgent then 72 hours.Persons taking delivery or opening the delivery required to switch touch effectively.	5	2	5		
	Personal deliveries	5	2	10	M	Personal workplace deliveries are banned as unnecessary.	5	1	5		