



Wilkin & Sons Ltd.

COVID-19 - MONITORING RESPONSE PLAN.

Risk Assessment Number RA-00033-12

Assessor: Kevin Lagan Assessed on: 28-Feb-2020 Approver: Kevin Lagan Approved On: 23-Sep-2020 Status: Live

Department: All

Details: 1 - Scope and Purpose.

This assessment has been undertaken in response to the declared global pandemic of Coronavirus- Covid-19. The scope of this assessment is limited to risk to health only from this strain of the virus. This assessment does not consider financial, reputational, commercial or other business risks. These are managed via separate assessments and management plans.

The scope of this assessment encompasses all operational and administrative areas of the Wilkin and Sons Ltd Group and is based on advice and guidance provided by HM Government.

This includes:

- * - The Tiptree site.
- * - Farms and associated facilities.
- * - Tea Rooms and Bus.
- * - Tiptree Shop
- * - Storage ,Transportation and Distribution
- * - Coles Puddings
- * - Tiptree Patisserie

Please refer to the main body of this risk assessment for updates and risk analysis. This is the latest version of the risk assessment dated 23/09/2020 and has been updated to include the latest Government advice and requirements provided by the Prime Minister and advisors on 22 September 2020.

Hazards and Controls:

Identified Risk				Residual Risk			
Item No.	Hazard Identification	Hazard Potential & Consequences	People at Risk	Risk	In Place	Control Measures	Residual Risk
1	Staff who have travelled overseas for business. Being unknowingly exposed to persons who are carrying the Covid-19 virus and becoming infected.	Contracting Covid-19 - Spreading to the company workforce and families. If a member of staff contracts the virus, there is a potential of serious illness or death. The virus could spread virulently to other members of staff and impact both individuals, family members and members of the public.	All	High 20	Y	Monitoring the advice of the UK government and news media. (https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public)	Low 8
					Y	Promoting and maintaining good hygiene. As Wilkin and Sons Ltd are a world leading food manufacturer, hygiene standards are very high and high quality facilities are provided for hand washing and hand sanitation. Additional supplies of hand sanitiser products have been ordered and a supply of face masks is being held for issue if required.	
					Y	Monitoring travel and following advice from the UK Government regarding high risk areas. Wilkin and Sons Ltd has stopped all national and international travel.	
					Y	Board members meeting regularly to assess the situation. Contact made with 111 to seek advice regarding the recent visit by maintenance teams to Italy. Constant vigilance on the situation.	
					Y	Specific risk assessments for travel as needed to assess the risk potential for each visit.	



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Item No.	Hazard Identification	Hazard Potential & Consequences	People at Risk	Risk	In Place	Control Measures	Residual Risk
					Y	Monitoring travellers for any signs of illness. Seasonal workers have temperature checks daily for 7 days and health declarations completed.	
2	Persons being classed as clinically extremely vulnerable and clinically vulnerable exposed to people who are unknowingly infected. Persons with known high risk underlying medical conditions that are known to medical providers.	Serious illness / death. Contracting the virus and becoming critically / seriously ill leading to death.	All staff who have received letters from HM Government relating to their medical condition.	High 20	Y	Members of staff who have received correspondence from the NHS to shield themselves (or persons at home with serious conditions), have been informed to self isolate / shield, and remain at home until government guidance is updated. Where a person is able, they have continued to work from home. Phased return to work plans are implemented and social distancing and additional hand sanitising measures provided. Face covering and shields are provided to those staff who require it.	Low 5
3	Persons coming to work with symptoms of Covid-19 Person attending work with symptoms of Covid-19 themselves, or a person/s in their household showing / experiencing symptoms.	Infection of others. Passing on the virus to other people.	All staff and families	High 20	Y	In accordance with Government guidelines, any staff that are reporting / showing potential symptoms are immediately sent home / asked to remain at home to self isolate. Any staff who report that other persons in the household are showing symptoms, are to remain at home and self isolate.	Low 5
					Y	All staff members who have informed us that they are pregnant, are to work for home where possible , or remain at home if they are unable to work from home, so as to limit the potential for infection. If staff come back to any site and declare they are pregnant , a risk assessment is carried out by their area manager. No staff are to work in their third trimester after 28 weeks.	
4	Inequality in the workplace - putting pressure on staff with social or special needs Breaking existing laws on equality in the workplace and not supporting staff that need support with in caring responsibilities ,child care provision.	Mental or physical strain on staff and families. Staff and families being put under undue pressure by continuing to normal working patterns.	Staff with caring responsibilities, pregnant staff and those with social needs. As individually identified.	9	Y	Pregnant staff in their third Trimester are requested to stay at home and where possible, work from home if conditions allow. Selection of staff for the governments furlough scheme includes those with social needs (child care support etc) as part of the criteria. Shifting start and finish times in line with personal needs on a group or one by one basis. The provision and promotion of mental health support via EAP or staff representatives. Flexible working arrangements available. Management listening tours and maintaining open door policy.	Low 3
5	Failing to meet Social distancing requirements. The government has implemented a maintaining 2 metre social distancing	Passing the virus due to close sustained contact. Staff becoming infected and ill, passing the virus to others.	All staff and visitors	High 20	Y	Wilkin and Sons has undertaken a series of social distancing measures. This includes: Supporting staff to work from home where ever possible, reviewing all operational activities and implementing revised working methods such as greater spacing	10



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	(wherever possible) measure to protect people from the potential of infection from close contact. It is applicable across UK society including all workplaces. An allowance to the 2 meter rule is 1 meter plus mitigation.			High		between staff, side by side working with staggered distancing , back to back protocols when working in areas that may need staff to pass occasionally within two metres. Since the government have allowed workplace canteens to open, floor markings, signage and a reduction in capacity (tables and chairs) has been instigated . Greater spacing between lunch room tables, measuring and signing seating that allows two meters to be identified to assist staff on breaks, staggering start and finish times to allow for less crowding and improve flow of staff, production of signage reminding staff of the 2 metres rule (in English and other languages), use of screens and barriers in our pack houses and sorting belt areas to ensure staff are separated effectively , provision of PPE for our engineering teams (full face shields) to be worn when working in closer contact than 2 metres for a prolonged period of time, keeping teams together in cells (bubbles) where possible. The IFC has been divided into areas and Bubbles of accommodation identified as a mitigation if a positive case/s occurred. This will allow lock down areas to be contained. Doors are to be wedged open where possible. Tea rooms and retail space is clearly signed and monitored for social distancing requirements. The Tiptree bus limits staff and they work together with PPE (face coverings) due to the limited space available. With the introduction of the 1 meter plus mitigation rule, screening and PPE has been provided and all staff are asked if they feel safe and secure. If staff require additional measures, this is provided. All sites are subject to regular assessment tours to ensure that they remain Covid safe workplaces. As of the requirements by HM Government of 22nd September 2020, all tea rooms, the Bus and retail areas require all staff to wear face coverings. Staff work in bubbles and small teams and monitor distancing well in the retail offering space for over crowding.	High
6	Insufficient Personal Hygiene Practices- Persons travelling / being in close proximity to each other. Poor personal hygiene resulting in transmission of the virus by contact,	Transmission by droplets, contact or aerosol of Covid-19. Serious illness including fatality.	All Staff and visitors	High 20	Y	Work place environments are not at high risk of aerosol transmission due to layout of work stations and ventilation in most areas. Staff are aware of the need to contain droplets / aerosols caused by coughing / sneezing etc by government campaigns and signage. When staff are required to work closer	10



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	droplet or aerosol.			High		than 2 meters, face coverings are provided.	10
					Y	As a premium food manufacturer, good hygiene practices are a key way of working. GMP audits are undertaken and recorded including hand swabs and area testing. There are hand sanitisers when entering the workplaces and hand wash stations in changing and communal areas. Additional bottles of hand sanitisers have been provided across the businesses including sterile wipes and cleaning schedules. Additional measures include individual sanitiser supplies for vehicle operators. Clocking in machines have been amended to use a fob (no touch system) and start and finish times have been staggered to avoid crowding in changing areas and pinch points.	
					Y	Air hand driers and supplies of disposable paper towels made available across all sites for drying hands.	
					Y	Signage is applied to all common areas with advice on how to practice good hygiene to reduce the potential for spread of Covid-19.	
7	Staff working less than 2 metres at workstations or at meetings Not maintaining social distancing requirements	Spread of Covid-19 due to regular close proximity. Staff contracting Covid-19 and becoming ill.	All staff	High 20	Y	Work layouts have been revised and measures implemented to keep people at 2 meters distance where possible or following the 1 meter plus rule. Production schedules amended to allow more time to get products completed. Screens applied in our sorting and pack house areas. Workstations in offices measured and distances increased. Staff to work from home where able. Personal Protective equipment is provided where identified. (Face coverings - cloth and screens as required). Protective screen installed in all tea rooms and retail areas (including the bus) and all staff required to wear face coverings. . Shared offices have sanitiser wipes and cleaning schedules provided. desk sharing is kept to a minimum and cleansing undertaken in between users.	10
					Y	Face to face meetings have been limited to essential meetings	



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				High 20		only and social distancing requirements are applied across the whole business. Regular program of meetings has been suspended. Remote on-line platforms are used when needed.	Low 8
					Y	Signage applied across all sites reminding of the social distancing rules. Management walk through and safety conversations occurring to remind staff of the SD requirements.	
8	Visitors to work areas. Persons coming on to site and being infected with Covid-19.	Transmission of Virus. Passing the virus on to others .	Reception and Maintenance staff.	High 20	Y	Visitor protocols include adhering to social distancing rules when attending work places. When entering our premises, all visitors are to complete a written health declaration and wear PPE as required. Maintenance by contractors is undertaken outside of work hours and in accordance with our social distancing rules. Entry into premises is strictly controlled.	Low 8
9	Closed business locations - not being cleaned correctly before reopening. In line with government guidance, all Tea Rooms and retail outlets, staff canteens were closed until further notice. Once government guidance allowed opening of restaurants etc on 04 July 2020, deep cleaning programs were instigated.	Illness Staff and visitors to tea rooms becoming ill due to bio-hazards.	Staff and customers	9	Y	Plans were developed for the reopening of Tea Rooms and retail units and included the latest government guidance on cleaning and disinfecting. As we have been operating Tea Rooms and retail outlets successfully for many years, our very high standards of sanitation and cleanliness will continue to be applied with any practicable additional requirements as per HM Government advice. The staff canteen was opened with the stringent controls and cleaning regimes as the remainder of the retails and tea room facilities. Daily cleaning schedules will include additional cleaning and sanitising methods and records maintained.	Low 3
10	Door step delivery. Entering commercial and domestic boundaries to deliver goods to customers.	Exposure to premises with unknown hygiene practices. Contracting the virus.	Deliver drivers Delivery Teams	High 20	Y	All delivery drivers drop off parcels, and retreat 2 metres from the door way once the bell has been rung or knocking at the door. All drivers wear disposable gloves and sanitise each time once removal of protective hand wear has been undertaken. Drivers do not enter persons houses or offices. Face coverings provided to delivery drivers to use as needed.	10
11	Temporary staff. Seasonal workers travelling in to the UK from Eastern Europe.	Potential for persons carrying the virus and transmitting to others. Transmission to others - serious illness or death.	Farm workers / Factory Staff	High 20	Y	All seasonal workers complete a health declaration when arriving on worksites. Temperature checks are undertaken for a period of 5 days and from August 2020, 7 days. Induction undertaken regarding our requirements for Covid-19 management is undertaken. Signage is provided in Bulgarian, Romanian, Polish and English. Overseas workers are classed as a fixed team and work group and do not generally work outside of the farm areas. Accommodation is divided into bubble areas to allow effective	10



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						management of staff by keeping people isolated form others. When working in the factory areas, all staff are subject to factory rules. Most work is undertaken outside or in large poly tunnels where social distancing rules apply. When our overseas staff work in the factory, they will be working in a team and not exposed to exiting teams on sorting belts etc. We will endeavour to keep our teams in bubble groups and maintain social distancing requirements. Teams will only be used when absolutely necessary. Any person exhibiting symptoms is to self isolate along with any person in shared accommodation in line with government advice. Individual accommodation centres are available as quarantine areas if needed. Adherence to any government requirements for quarantine will be undertaken. Additional PPE is provided as required and sanitising / cleaning and storage protocols established.	
12	Covid-19 Staff contracting Covid-19	Inadvertently contracting Covid-19 from a visitor. Serious health risk due to known health implications associated with the condition. - Hospitalisation .	Tea room and retail staff	High 16	Y	All tea rooms have had Perspex screens installed and face coverings provided. Face coverings are mandatory in all areas from 22 September for Tea Rooms, Retail and Bus areas. Social distancing stickers and marked off 'stand here' areas have been installed that keep distance front of mind. Hand sanitiser is provided at each entry point. Contactless payment options preferred and promoted. The shop will be monitored for occupancy levels. Maximum of 25 occupants since the 1 meter plus rule came into effect in July 2020. Additional measures will be implemented if further queue management is undertaken. PPE is provided to staff to handle cash or when in the general areas assisting customers (face shield / gloves/ mask) . Social distancing signage is applied to floor and wall areas. All outside queue areas are marked out at 2 meters. All tea room set ups have been done so to keep at least 2 meters from each table (or 1 meter plus with mitigation - screens / dividers) and the numbers of tables limited in each location. One way systems installed and implemented where possible. Staff wear face shields or face coverings. The Tiptree tea room has opened up a large garden area so that customers can sit outside in the fresh air if preferred. Tables are spaced in line with social distancing requirements.	12



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				Low		'Track and Trace' requirements are implemented in all Tiptree tea rooms and QR codes provided. Tea room staff can refuse service to customers who do not wear face coverings or provide details.	Low
13	Catching Covid-19 from Deliveries , transporting or storing of Products Latent risk of contracting Covid-19 from goods in / out / storage.	Inadvertantly catching Covid-19 Serious health risk due to known health implications associated with the condition. - Hospitalisation .	Warehouse and Transport Staff	Low 4	Y	All goods are held in controlled distribution centres for periods in excess of 72 hours. Goods are produced in areas with strict BRC hygiene protocols. Staff practice good hygiene regimes. Delivery drivers wait in vehicles where ever possible and safe to do so. Limits cross contamination potential. Stand off distances established to maintain social distancing. Information provided by the FSA and Government state ' It is very unlikely that people can catch COVID-19 from food. COVID-19 is a respiratory illness and not known to be transmitted by exposure to food or food packaging'.	Low 4
14	Confirmed Case of COVID-19 in the workplace Having a known case of COVID-19 in any of the Wilkin and Sons Ltd work sites.	Exposure of others to COVID-19 Serious health risk due to known health implications associated with the condition. - Hospitalisation .	Staff	12	Y	The person will be not allowed to return to work until well and completing self isolation periods. The area where they work will be assed and action undertaken appropriately to deep clean the directly effected area. If contacted by track and trace persons known to have worked in close contact with the infected person will be be identified and maybe supported to self isolate for the recommenced times as stipulated by the government. The area will be deep cleaned and maybe isolated for a period. Any event will be managed on a case by case basis. If there are more than one confirmed case, PHE will be notified by SPOC (Managing Director) and advice followed. A detailed management plan has been developed (14. Scheme of Control COVID 19 Pandemic July 2020) All areas will be fully deep cleaned and all staff who were working with the infected person will be monitored accordingly. The advice of the local PHE health protection team will be followed. A report to the HSE using RIDDOR will be undertaken.	12
15	HEADER OF RISK ASSESSMENT - UPDATED Attached copy due to limited character space in Database.	Information as required. -	All Staff, Visitors and Contractors	Low 1			Low 1



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Title

Live Risk Matrix

Risk Calculator Type

2-factor

Risk Rating = Probability x Consequence

	Almost Certain	Probable	Possible	Possible under unfortunate / unusual circumstances	Rare / Unlikely
Fatality	25	20	15	10	5
Major Injury / Permanent harm	20	16	12	8	4
Injury requires medical treatment	15	12	9	6	3
Minor Injury - First Aid Required	10	8	6	4	2
Minor Injury - No First Aid Required	5	4	3	2	1

Probabilities

Label	Description	Percentage
Almost Certain	Almost certain that it could happen.	100%
Probable	Most likely to occur	80%
Possible	Possible that it might arise under normal circumstances	60%
Possible under unfortunate / unusual circumstances	Possible due to not normal circumstances (environmental, equipment, training etc).	40%
Rare / Unlikely	Rare or very unlikely to occur	20%

Consequences

Label	Description	Percentage
Fatality	One or more fatalities.	25
Major Injury / Permanent harm	Life changing injury	20
Injury requires medical treatment	Treatment is needed from a registered medical professional (Dr etc)	15
Minor Injury - First Aid Required	First Aid Provided	10
Minor Injury - No First Aid Required	No requirement for first aid (Bruise etc)	5

Rating Categories

Label	Description	Colour	Threshold
Low	Acceptable risk but periodic review is required.	Green	1
Moderate	Risk level deemed acceptable, but close regard must be made to ensure controls identified are effective.	Yellow	9
High	High Risk - Further controls required. Not to proceed unless risk is mitigated to a lower level or if remaining high risk, written authorisation from a senior manager is required before the task is commenced.	Red	16

Work Area:	Wilkin and Sons Ltd	<h1>Covid-19 - Risk Assessment</h1>	
	Business Wide		
	Company:		

1 Scope and Purpose.

This assessment has been undertaken in response to the declared global pandemic of Coronavirus- Covid-19. The scope of this assessment is limited to risk to health only from this strain of the virus. This assessment does not consider financial, reputational, commercial or other business risks. These are managed via separate assessments and management plans. All required government recommendations and actions have been implemented by the Wilkin and Sons Ltd Group and as such, we are operating as a Covid -19 Safe Workplace inside our commitment to always keep our staff, contractors and visitors safe and well.

2 Context:

The world is experiencing an unprecedented outbreak of coronavirus. The pandemic of coronavirus disease 2019 (COVID-19) spread to the United Kingdom in late January 2020. As a group, coronaviruses are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties.

Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

Novel coronavirus (Covid-19) is a new strain of coronavirus first identified in Wuhan City, China and has since spread across the globe. Wilkin and Sons Ltd have been monitoring the situation closely since the advent of the pandemic and the purpose of this assessment is to consider information that is made available to us, so as to assess the risks to our Staff, Contractors and any other people that may be impacted by our business and act upon advice provided by the UK Government. As the situation is fast moving and highly fluid, the board and management teams will be monitoring the situation on a day by day basis. Action and updates will be implemented based upon government advice. As well as this risk assessment, a document has been developed and will be maintained as a record of business response as a supplementary. (Issue 1 - dated -22 April 2020. Updated September 22nd 2020 - ongoing live document)

Wilkin and Sons Ltd operates a group of businesses that includes fruit farms, food manufacturing, tea rooms, bakeries and shops. It also operates its own distribution centre and fleet of vehicles and in total, at peak season, employs approximately 600 full and part time employees.

Based on current evidence, novel coronavirus (Covid-19) presents with flu-like symptoms including a fever, a cough, or difficulty breathing. The current evidence is that most cases appear to be mild. However, as at 05 May 2020, nearly 30,000 deaths associated with Covid-19 have been reported in the UK. This has risen to 32,000 plus as at 11 May 2020 and over 43,000 as of the end of June. As at the date of this review, the number have stabilised but the government have taken further steps to try and halt a dramatic increase in cases. Due to the flu like symptoms, this makes it difficult to identify directly as Covid-19 due to the number of illnesses that are prevalent in the winter period in the UK and across the northern hemisphere.

3 Background.

Wilkin and Sons have a global presence, and as such we identified that we had members of staff who travelled across the world to meet with customers and agents. Up to 28 Countries were visited (at the time of the initial composition of this assessment - 02 March 2020) (09.23am) and included, Italy, France, Switzerland, Austria and Brazil. Visits have been made to China (but this was at the end of 2019) and at the date of 12 May 2020 @ 11:17am, no symptoms (that are common in people who have contracted the virus) have been identified in any of our travellers or members of staff. Two members of our engineering team visited Italy in February 2020. The areas visited were not identified at the time as being in any of the identified 'high at risk' risk zones. The duration was short (2 days) and an independent risk assessment was carried out with the travellers prior to the trip being undertaken to ensure control measures were identified and implemented.

Date: 23.09.2020	Author: Kevin Lagan	1
Uncontrolled when printed - valid for 7 days	Approved by: W&S Board	

Work Area:	Wilkin and Sons Ltd	<h1>Covid-19 - Risk Assessment</h1>	
	Business Wide		
	Company:		

All assessments are conducted with reference to information published by the UK FCO and HM Government, and regularly updated. Websites are accessed daily from the main government website <https://www.gov.uk/coronavirus> and appropriate measures implemented across individual business areas.

This risk assessment is dynamic and will be regularly reviewed and updated. In addition to this document, Wilkin and Sons Ltd, maintains a supplementary written record of business response, which contains further details of our response to both the Governments and BRC requirements during the Covid-19 pandemic. Wilkin and Sons Ltd have implemented all actions as required by HM Government and are operating as a Covid-19 safe workplace.

4 Review

This assessment was developed by the following staff members, and is facilitated and managed by the Health and Safety Manger – Kevin Lagan CMIOSH.

This version is active as at 23/09/2020. Reviewers of the assessment to date are:

- Scott Goodfellow - Joint Managing Director.
- Phillipa Booty - Production training co-ordinator.
- Georgina Offord - Director.
- Mark Smith - Factory Manager.
- Viktoria Beaver - Machine Operative.
- Nicky Goldsack - Tea Room Manager
- Jade Spindler – Tiptree Tea Room Manager

The risk assessment is applicable to various operational areas of the business including:

- Tiptree Factory
- All administration areas
- IFC and Farm
- Coles Puddings
- Tiptree Patisserie.
- Beckenham Storage and Distribution.
- Tiptree Jam Shop.
- Tiptree Tea Room Group Locations.

This release of our risk assessment supersedes all previous assessments and was completed 23/09/2020 @ 17:13 and supersedes previous versions. Updates includes updated information on entry and operations of Tea Rooms and Tiptree shop. Some of the Tea Rooms and shop opened on Wednesday 17th June. The Government have advised that tea rooms, restaurants, pubs, bars and takeaway services can reopen from the 04th July 2020, providing measures are implemented and locations are Covid-19 safe. These measure have been revised on 22nd September, and requirements introduced across the tea room group in accordance to the latest government requirements. Details of tea room risk assessments are contained in a Tea Room specific risk assessment and are supplementary to this overarching document and located via the company's internal Intranet.

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