

# Midcounties COOP – Group Specific Risk Assessment – Food Retail

## Group Specific Risk Assessment

The following pages outline the generic hazards and risks that have been identified as being associated with the Group specific operations along with the identified control measures required to reduce the level of risk to the Society's accepted level. It is important to remember that despite taking all precautions, some element of risk may remain, but this should be minimal and of low consequence.

## Significant risks identified in this assessment

The most significant risks and required controls have been summarized on page 3.

## The assessment template layout

### Society Hazards, risks and controls identified

Hazard		Current Control measures <i>The control measures below are the minimum required to achieve the level of risk that has been assessed.</i>		Detail any further action required to maintain / reduce risk		Completed -Signature & date
	Negligible Risk - Monitor Only		Low Risk - Action should be taken to maintain current status		Medium Risk - Action required to maintain, additional controls may be required to reduce risk further	
Opening/Closing Procedure (Medium Risk)		<ul style="list-style-type: none"> <li>Colleagues have received training and instruction</li> <li>Colleagues opening/closing the store are a minimum of 18years of age</li> <li>Colleagues have contact telephone numbers in case of emergency</li> </ul>		<ul style="list-style-type: none"> <li>Security lighting is required around entry door</li> </ul>		

Column 1: The hazard and risk to people with controls is shown in column 1. The risk rating is colour coded per the key above

Column 2: Shows the control measures that are to be followed to reduce the risk to a satisfactory level.

### Site specific - additional controls identified at site level

Column 3: Additional controls identified on site if required to reduce the risk further.

Column 4: Signature and date of review.

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## Colleague notes:

- **Training:** Society mandated training is documented in the Society Training Matrix and should be completed per agreed schedule. Tasks and equipment must only be used by trained colleagues.
- **Vulnerable colleagues:** Colleague specific Risk Assessments will be completed and monitored for all vulnerable colleagues. Refer to Colleague Connect for further information
- **Accident and Incident reporting:** All accidents and incidents must be reported at the time of the incident via the accident reporting platform. Further guidance is available on Colleague Connect.
- **Major Incidents:** All sites will follow the Major Incident Plan ( M.I.P) in the event of a serious incident. Copies of the M.I.P are displayed on the site's notice board and reviewed annually.
- **Head Office controls:**  
A number of additional controls are overseen by Head Office functions. Full details can be found in the “Group Specific Risk Assessment – Control Support” document on Colleague Connect

## COPS – Specialist equipment

COPS training must be completed on the list of site specific equipment where used by colleagues

- As part of the Annual Risk Assessment review tick the specific equipment in use in your site
- Identify specific COPS relating to the equipment in use for colleague training

Equipment	Y/N	Equipment	Y/N	Equipment	Y/N	Equipment	Y/N	Equipment	Y/N
Cling film sealing machine	N	Coffee grinding machine	N	Coffee dispensing machine	N	Compactor/ baler	N	Conveyors	N
Knives	N	Cooking Station	N	Pump trucks/ sack trucks	N	Ice Makers	N	Kiddy rides	N
Pizza Ovens	N	Potato ovens	N	Scissor lift	N	Meat slicing machine	N	Soup/ smoothie machine	N

## Risk Assessment Review

The risk assessment is reviewed at least annually, or whenever there has been a significant event (typically a change in management or a serious accident) that could mean the risk assessment is no longer completely relevant.

Refer to page 9 for details on this process

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## Key Site risks identified in this assessment

The following risks and controls have been identified as being the most significant across the Site's activities. There exist a number of head office controls to reduce these risks and support the risk reduction along with the identified site controls outlined in the risk assessment.

Every colleague should be aware of these more significant risks and the controls required

Hazard, accident risk and who at risk	Controls required
<b>Food Handlers</b> <ul style="list-style-type: none"> <li>Food poisoning</li> </ul> <p><i>Who at risk:</i> Colleagues and Customers</p>	<ul style="list-style-type: none"> <li>Food Operations team oversee fresh food policy and procedure implementation</li> <li>Food Handlers sickness policy in place, with clear reporting system.</li> <li>Food Hygiene training given to all high risk food handlers.</li> <li>Food Safety Manual practices followed at all time with on-going refresher training.</li> <li>Society requires colleagues to have short nails / no jewellery and no nail polish</li> </ul>
<b>Milk cages</b> <ul style="list-style-type: none"> <li>Musculo Skeletal injuries</li> <li>Trips and Falls</li> <li>Trapped hands, fingers and toes</li> </ul> <p><i>Who at risk: Colleagues</i></p>	<ul style="list-style-type: none"> <li>Loading of the roll cage checked for stability before moving the roll cage.</li> <li>Milk roll cages to be handled / manoeuvred by two colleagues over ramps &amp; uneven surfaces.</li> <li>Safe working procedure in place for handling milk roll cages.</li> <li>Colleagues to take care when handling roll cages on the shop floor.</li> <li>Site management to ensure colleagues working safely.</li> <li>All damaged milk cages must tagged with yellow tags (available through Bunzl) and not used. The damaged milk cages must then returned back to depot.</li> </ul>
<b>Roll cages</b> <ul style="list-style-type: none"> <li>Musculo Skeletal injuries</li> <li>Trips and Falls</li> <li>Trapped hands, fingers and toes</li> <li>Hit by cage</li> </ul> <p><i>Who at risk: Colleague/Customer</i></p>	<ul style="list-style-type: none"> <li>Load lines and load limits set at depots.</li> <li>Colleagues who handle roll cages to receive Manual Handling information.</li> <li>Overloaded roll cages broken down upon delivery to lighten load.</li> <li>Colleagues to follow COP for the handling of roll cages.</li> <li>Site Management / Supervisors to monitor level of stock on cages and which central depot received from.</li> <li>All damaged roll cages tagged with yellow tags and not used. The damaged roll cages must then returned back to depot.</li> <li>Site management to ensure colleagues working safely.</li> </ul>

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Hazard, Possible injury and who at risk		Current Control measures <i>The control measures below are the minimum required to achieve the level of risk that has been assessed.</i>			Detail any further action required to maintain / reduce risk		Completed - Signature & date
	Negligible Risk - Monitor Only		Low Risk - Action should be taken to maintain current status		Medium Risk - Action required to maintain, but additional controls may be required to reduce risk		High Risk - Action required to reduce risk
<b>Bakery Ovens</b> <ul style="list-style-type: none"> <li>Burns/ scalds</li> </ul> <i>Who at risk:</i> <i>Colleagues</i>		<ul style="list-style-type: none"> <li>Colleagues who operate bakery ovens are provided with training in accordance with food safety manual. Colleagues to follow COP for bakery ovens</li> <li>Colleagues are issued with PPE oven gloves / gauntlets / aprons</li> <li>Managers to make regular checks of ovens and bakery to ensure equipment is clean and in good working order, and that Colleagues are wearing PPE.</li> </ul>					
<b>Bread Trays/ Produce Trays</b> <ul style="list-style-type: none"> <li>Musculoskeletal injuries (MS injury)</li> <li>Trips and Falls</li> </ul> <i>Who at risk:</i> <i>Colleague/Customer</i>		<ul style="list-style-type: none"> <li>Bread trays removed from shop floor as soon as bread is displayed on shelves.</li> <li>Empty bread wheels not to be left unattended on shop floor.</li> <li>Bread trays have max stacking height of eight if going on shop floor.</li> <li>Colleagues assisted with handling of stacks and high trays if required.</li> <li>Produce trays removed and stacked in designated area ready for collection.</li> </ul>					
<b>Cashing up / Exposure to violence at Work</b> <ul style="list-style-type: none"> <li>Assault</li> </ul> <i>Who at risk:</i> <i>Colleagues</i>		<ul style="list-style-type: none"> <li>Loss prevention procedures followed by branch manager and logs maintained for inspection and auditing</li> <li>Cashing up completed in secured office areas</li> <li>Reported incidents are logged to ensure site security is reviewed where repeated incidents occur.</li> <li>Colleague training</li> <li>Duty Manager / Supervisor make regular pick ups &amp; checks of shop floor.</li> </ul>					
<b>Floor Cleaning Machine</b>		<ul style="list-style-type: none"> <li>Ensure machine is stored in an area where it is not causing an obstruction or likely to cause trips or falls and that no liquids are leaking from it.</li> <li>Staff trained on the use of the machine.</li> </ul>					

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	Negligible Risk - Monitor Only		Low Risk - Action should be taken to maintain current status		Medium Risk - Action required to maintain, but additional controls may be required to reduce risk	
<ul style="list-style-type: none"> <li>MS injuries</li> <li>Chemical splashes</li> <li>Trips and Falls</li> </ul> <p>Who at risk: Colleagues and Customers</p>		<ul style="list-style-type: none"> <li>Yellow “A” board signage on display that cleaning is in progress.</li> <li>Cordon each aisle off during cleaning where possible.</li> <li>Ensure shop is adequately lit.</li> <li>Use only authorised products as per manufacturer’s instructions.</li> <li>Colleagues to use appropriate PPE where necessary.</li> <li>Safety Data sheets available for all products used.</li> <li>All operatives to be instructed on safe Manual Handling techniques and correct postures whilst using the machine.</li> <li>Visual checks on electrical plugs/sockets prior to and after charging.</li> <li>Equipment subject to periodic PAT testing regime</li> </ul>				
<p><b>Internal Flower Display - spillages</b></p> <ul style="list-style-type: none"> <li>Slips and trips</li> </ul> <p>Who at risk: Colleague and customers</p>		<ul style="list-style-type: none"> <li>Frequent checks to identify spillages</li> <li>Society spillage control procedures followed</li> <li>Consider introducing “walk off” mats to display area to reduce risk of slips</li> <li>Ensure display buckets are only half filled with water to reduce risk of overspilling</li> <li>Emptying water filled display buckets when stock has sold through</li> <li>Stands suitably located to prevent obstructions to customers</li> </ul>				
<p><b>Health &amp; Safety Food Handlers</b></p> <ul style="list-style-type: none"> <li>Food poisoning</li> </ul> <p>Who at risk: Colleague and Customers</p>		<ul style="list-style-type: none"> <li>Food Operations team oversee fresh food policy and procedure implementation</li> <li>Food Handlers sickness policy in place.</li> <li>Food Hygiene training given to all high risk food handlers.</li> <li>Food Safety Manual in place at all stores.</li> <li>Food Group Handbook requires colleagues to have short nails / no jewellery and no nail polish Clear reporting system in place.</li> </ul>				

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	Negligible Risk - Monitor Only			Low Risk - Action should be taken to maintain current status		Medium Risk - Action required to maintain, but additional controls may be required to reduce risk		High Risk - Action required to reduce risk
<b>Hot food holding cabinet (hot surface)</b> • Burns/ scalds  <i>Who at risk:</i> <i>Colleague/Customer</i>		<ul style="list-style-type: none"><li>• Ensure tongues are available for customer self-service of hot food</li><li>• Warning stickers in place “Caution Hot Surface”</li></ul>						
<b>Milk cages</b> • MS injuries • Trips and Falls • Trapped hands, fingers and toes  <i>Who at risk: Colleague</i>		<ul style="list-style-type: none"><li>• Loading of the roll cage checked for stability before moving the roll cage.</li><li>• Milk roll cages to be handled / manoeuvred by two colleagues over ramps &amp; uneven surfaces.</li><li>• Safe working procedure in place for handling milk roll cages.</li><li>• Colleagues to take care when handling roll cages on the shop floor.</li><li>• Site management to ensure colleagues working safely.</li><li>• All damaged milk cages must tagged with yellow tags (available through Bunzl) and not used. The damaged milk cages must then returned back to depot.</li></ul>						
<b>Off-shelf Product Displays</b> • Trips and falls • Crush injuries  <i>Who at risk:</i> <i>Colleague/ Customer</i>		<ul style="list-style-type: none"><li>• Products displayed in pre-agreed areas.</li><li>• Products not stacked in high towers to avoid collapse (<u>general</u> rule 1.5m high maximum)</li><li>• Colleagues to follow COP for off-shelf displays.</li><li>• Safe procedure for the use of ladders to be followed when working off floor level.</li><li>• All colleagues trained to keep aisles clear of stock.</li><li>• Management to ensure displays are safe and do not restrict aisles</li></ul>						
<b>Opening / closing procedures</b>		<ul style="list-style-type: none"><li>• Loss prevention procedures to be followed at all times</li><li>• Colleagues receive instruction and training.</li><li>• Security lighting in place for dark mornings / evenings</li></ul>						

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	Negligible Risk - Monitor Only		Low Risk - Action should be taken to maintain current status		Medium Risk - Action required to maintain, but additional controls may be required to reduce risk		High Risk - Action required to reduce risk
<ul style="list-style-type: none"><li>Assault</li></ul> <i>Who at risk: Colleague</i>		<ul style="list-style-type: none"><li>No lone working/ opening and closing on own</li></ul>					
<b>Promotional sign/POS</b> <ul style="list-style-type: none"><li>Struck by POS</li><li>Falls</li></ul> <i>Who at risk: Colleague/ Customer</i>		<ul style="list-style-type: none"><li>All Hanging POS is placed in pre agreed places and at pre-agreed height.</li><li>Hanging POS signage is hung out of trading hours where possible.</li><li>Correct operating procedure for the use of step ladders to be followed when working off floor level.</li><li>POS height restricted to ensure no working at height</li></ul>					
<b>Roll cages</b> <ul style="list-style-type: none"><li>MS injuries</li><li>Trips and Falls</li><li>Trapped hands, fingers and toes</li><li>Hit by cage</li></ul> <i>Who at risk: Colleague/Customer</i>		<ul style="list-style-type: none"><li>Load lines and load limits set at depots.</li><li>Colleagues who handle roll cages to receive Manual Handling information.</li><li>Overloaded roll cages broken down upon delivery to lighten load.</li><li>Colleagues to follow COP for the handling of roll cages.</li><li>Site Management / Supervisors to monitor level of stock on cages and which central depot received from.</li><li>All damaged roll cages tagged with yellow tags and not used. The damaged roll cages must then returned back to depot.</li><li>Site management to ensure colleagues working safely.</li></ul>					
<b>Storage behind kiosk – parcels/ PO bags</b> <ul style="list-style-type: none"><li>Trips and falls</li></ul> <i>Who at risk: Colleague</i>		<ul style="list-style-type: none"><li>Parcels are stored in designated area awaiting collection with frequent removals from the kiosk area to prevent build up</li><li>All Post Office Sacks stored in designated areas</li><li>Post Office Sacks are not overloaded</li></ul>					

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	Negligible Risk - Monitor Only		Low Risk - Action should be taken to maintain current status		Medium Risk - Action required to maintain, but additional controls may be required to reduce risk	
<b>Shopping trolleys and baskets</b> <ul style="list-style-type: none"> <li>Trips and falls</li> <li>Struck by falling baskets</li> <li>Struck by traffic</li> </ul> <i>Who at risk: Colleague/Customer</i>		<ul style="list-style-type: none"> <li>Sets of wheel used to collect large quantities of baskets.</li> <li>Baskets placed at pre agreed positions to prevent trip hazard.</li> <li>Height limit of 1.5 m advised as stacking height of baskets</li> <li>Regular collection of baskets to prevent stacks becoming too high.</li> <li>Trolleys placed in agreed position at entrance points to prevent trip hazards</li> <li>Regular checks on car parks for trolleys.</li> <li>Hi-visibility jackets worn by colleagues collecting trolleys</li> <li>Site management to ensure colleagues working safely.</li> </ul>				
<b>Warehouse Storage</b> <ul style="list-style-type: none"> <li>MS injuries</li> <li>Trips and Falls</li> </ul> <i>Who at risk: Colleague</i>		<ul style="list-style-type: none"> <li>Designated storage for some goods is identified on racking</li> <li>Colleagues are trained not to over stack items on top level of racking.</li> <li>Loose stock not be stored on top shelf to prevent being dislodged and falling</li> <li>Colleagues are trained to keep heavier goods at lower levels.</li> <li>All escape routes kept clear.</li> <li>Floor area kept clean and tidy.</li> </ul>				
<b>Working in back-up fridge &amp; freezer</b> <ul style="list-style-type: none"> <li>MS injuries</li> <li>Slips and trips</li> <li>Hypothermia</li> </ul> <i>Who at risk: Colleague</i>		<ul style="list-style-type: none"> <li>Colleagues provided with fleeces and gloves.</li> <li>Floor kept clean and ice free.</li> <li>Ramp provided if required for the movement of milk and roll cages.</li> <li>Time spent inside back-up freezers to be controlled.</li> <li>Colleagues recommended to work in pairs if cages are to be handled in and out of fridges</li> </ul>				

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## Site Specific Review

Annually, or whenever there has been a significant event (typically a change in management or an accident) that could mean the risk assessment is no longer completely relevant, as a Site Manager, you should review the assessment as it applies to your work place.

Remember to consider those that may be especially at risk, for example, young persons, elderly, contractors and visitors who may not be in your workplace all the time. It is often useful to ask key colleagues for their thoughts and input as they may have noticed things that are not immediately obvious.

Walk the site and consider:

1) Does each hazard detailed in the assessment apply in your site/ your site operation and are the controls listed in place? Does your site require additional controls to reduce the risk further?

2) Are there additional hazards in your site/ site operation, and if so, what controls are required?

If you feel that the generic controls are sufficient for your site, then simply sign and date the risk assessment and file for review.

If you feel that your site requires additional controls or has additional hazards, update the assessment by adding the additional controls in the “Further action needed by Site to reduce the risk “ column associated with each hazard

New hazards can be added to the blank page at the end of the risk assessment form

Once the update is completed, sign and date the risk assessment form and file for review. Remember to inform your colleagues about the additional hazards and controls you are putting in place.

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## Site specific additional hazards and controls noted:

Hazard, possible injury and who at risk	Current Control measures	Additional control measures required	Sign off and date

I confirm that I have assessed all the hazards above and agree the controls that are above are in place.

<b>Signed:</b>		<b>Position:</b>	
<b>Name:</b>		<b>Review Date:</b>	