

Details	
Group	Planet Organic Ltd.
Site	Planet Organic - Head Office
Title	COVID-19 risk assessments
Assessed By	Mike Williams

Task	Completed date of assessment
COVID-19 risk assessment 10 - Click & Collect	04-08-2020

COVID-19 risk assessment 10 - Click & Collect
Hazards?
Infection spread by staff with symptoms of COVID-19
Infection spread by customers with COVID-19
Infection spread from surfaces and equipment infected with COVID-19
Who might be harmed and how?
Customers
Staff
Visitors
Contractors
Members of the public
Controls in place
Only approved couriers will be permitted to make deliveries to customers homes. The supplier approval process will be added to by requesting that couriers provide copy of their COVID-19 risk assessments
Each delivery will include a note from Planet Organic advising that there are COVID-19 control measures in place at Planet Organic shops
All packaging will be food grade and will be stored when not in use in a hygienic manner and away from areas where it may be contaminated with COVID-19
Prior to commencing click and collect activities, all equipment used for gathering deliveries e.g. trolleys, will be cleaned and sanitised
Completed orders will be placed in a designated storage location prior to collection by couriers. Such storage areas will be thoroughly cleaned on a regular basis
Where customers collect orders at the shop, they shall be requested to show order confirmations in a manner which ensures that physical distancing is achieved between staff and customer
Click and collect orders will not be handed directly to the customer. They will either be placed in a trolley or on the floor near the customer in order to ensure physical distancing is achieved
All staff working on click and collect deliveries will be trained in COVID-19 procedures and will implement good personal hygiene practices at all times. This will include hand washing prior to commencing tasks and between each order

Additional controls required	Action by whom	Action by when	Completion date - comments
Completed date of assessment:	04-08-2020		
Review date	Person completing review	Reason (e.g. annual review, following accident, changes)	
23-06-2020	Borbala Albert	Monthly review	
24-06-2020	Borbala Albert	monthly	

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Trained employees	Training date	Signature