

Location	Retail Stores – UK & ROI	Date	05/06/2020
Assessor	Allan Watwood	Position	Risk Manager, Europe

Hazardous activity / condition	Control Measures	Risk	Comments / Actions
Identification of clinical extremely and clinical vulnerable workers in the stores to ensure that they are protected as far as reasonably practicable	Employer to identify employees in these categories along with any disabled employees to be considered	High	Line Managers are to identify employees in these categories and inform Health and Safety.
Employees coming into the stores to work using public transport / own transport	Employees identified that are required to work in the stores should be on a rota basis agreed with the line Manager.	High	Shift patterns should be staggered to avoid workers using public transport in the rush hours.
Covid-19 symptoms <ul style="list-style-type: none"> • High temperature over 37.8C • A new and continuous cough • Loss of smell or taste 	Prior to leaving for the store the employees will carry out a quick self-survey to calculate their fitness to come into work and complete the self-assessment form for their records.	High	A questionnaire will be given to each employee for self-assessment before coming into the work, temperature, showing of any symptoms etc.
Any employees showing any signs of the Covid-19 symptoms are to ensure they self-isolate at home for 14 days and should not enter the workplace for any reason.	They should notify their Line Manager that they have developed symptoms for Covid-19 and submit themselves for a Covid-19 test; the result should be relayed to your Line Manager when received.	High	A positive test result would require isolation for 14 days and the NHS / Medical authority would set up Test and Trace. A negative test result would allow you to return to work once the symptoms allowed you to.
Spread of Covid-19 when travelling to and from the store when using public transport	All employees should use a face covering / mask when travelling from home to the store and back home from the store when using public transport	High	All employees will wear a face cloth / mask whilst in the store on the sales floor. Face cloth / mask can be removed when in the back areas as long as the correct social distancing can be observed.
Spread of Covid-19 around the store by employees touching surfaces or are none symptom showing.	On arrival at the store hand sanitiser should be used before entering the store. Hands should then be washed with soap and water before commencing their duties.	Medium	All employees are to wash their hands with soap and water on arrival at the store prior to going to their work stations. Posters in

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Spread of Covid-19 around the store by customers / visitors touching surfaces whilst shopping.	Hand sanitiser to be available on entrance to store for customer / visitor use. Hand washing with soap and water for 20 seconds must be carried out as often as possible, hand sanitiser use is to be carried out between hand washing Signs to discourage the handling of stock by customers should be on display.	High	store are required. Hand sanitiser must be available on the entrance to the store and on the cash desk posters to encourage the use of hand sanitiser are to be displayed Cleaning of all surfaces in regular use with disinfectant cleaner is to be carried out at regular intervals.
Movement of employees and customers around the stores could spread Covid-19 virus around the store.	Movement of employees and customers around the store will be restricted to avoid unnecessary risk of the spread of Covid-19, Social distancing markers will be placed on the floor at 2 metre intervals as a reminder Maximum number of customers to be allowed in the store will be displayed on a poster at the entrance Social distancing markers will be placed on the floor in front of the cash desk to enforce the 2 metre rule and at the entrance to the store for customers to queue to enter the store.	High	Signs will be required on entrance doors to inform of maximum occupancy allowed. Total maximum number of customers allowed in store at any one time to allow 2 metre social distancing to operate to be agreed with DSM but a maximum of 1 per 10 square metre
	All employees and contractors must wear a face covering before entering the store and when moving around the store. Employees when travelling to and from the store on public transport should wear a face covering	High	Face masks are to be made available to all store workers via the Store Supplies department to be used as required.
			Correct use and guidance for wearing face masks will be given to employees, notices required around store.



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			Employees should follow the issued instructions for making a bandana face covering and take it home at night to wash and dry it.
Visitors attending site must be prioritised and only essential visitors that are business critical will be allowed onto site to reduce the risk of the spread of Covid-19	Line Managers are responsible to ensure that only business critical visitors to the stores are allowed. Line Managers must supervise visits arranged for the stores, visitors must obey the washing of hands, face mask wearing and social distancing rules are followed at all times.	High	Managers are to ensure all visitors wash their hands on arrival, wear a face covering and follow social distancing rules whilst on site, poster to be displayed as a reminder.
Social distancing in the stores must be maintained at all times, at least 2 metres distance should be maintained between employees and customers to help prevent the spread of Covid-19	Where it is difficult to maintain the social distancing rule like at the cash desk or ear piercing stand, employees will wear a face mask and full face visor screen to assist to protect the customer and employee from cross contamination.	High	The full face visor must be cleaned with the disinfectant spray at regular intervals and at the end of each shift. Where local enforcement officers require a screen at the cash desk when the 2 metre rule cannot be obeyed, these will be provided.
Spread of Covid-19 through multi person use of multi person use equipment, cash register and desk, card machine, shopping baskets, scanners, telephone, back room equipment etc.	Equipment that is used in the stores by multi persons are to be identified and where possible should be used by single persons, all equipment used should be cleaned at regular intervals with the disinfectant spray cleaner and at the end of each day / shift.	High	Following the cleaning of any equipment you must wash your hands in soap and water for 20 seconds and use hand sanitiser when you return to the shop floor
Face to face meetings should be avoided to prevent the possible spread of Covid-19.	Face to face meetings should not take place and alternative ways to communicate should be explored,	High	Please refer to your copy of Infection Control Policy April 2020 for further guidance and instruction.
			No face to face meetings should be carried out in the stores


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Stock room and rest room areas should be subject to the same social distancing rules, 2 metre space between people, and subject to the same strict cleaning and hygiene rules to help prevent the spread of Covid-19	All rest room equipment must be cleaned after use with a disinfectant cleaner, kettle, microwave, surfaces, door handles, refrigerator, toilets, sinks etc.	High	After use of back rooms hands should be washed with soap and water and on returning to the sales floor hand sanitiser should be used to cleanse your hands.
<p>Covid-19 is spread mainly from person to person,</p> <ul style="list-style-type: none"> • Between people who are in close contact with one another, within about 6 feet • Through respiratory droplets produced when an infected person coughs, sneezes or talks • These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs • Covid-19 may be spread by people who are not showing symptoms 	<p>Employees and visitors when in the store environment and when travelling to and from work on public transport must wear a face mask for protection. All wearers of face masks must follow the guidelines on wearing face masks at all times.</p> <p>Masks supplied by the company are either single person single use mask they should be replaced if the front of the masks becomes damp and moist.</p> <p>Or face coverings that should be washed each day at home, dried ready for use next day.</p>	High	<p>Posters are to be displayed with instructions on how to wear a face mask:</p> <ul style="list-style-type: none"> • Wash your hands with soap and water or rub them with hand sanitiser before touching the mask. • Identify the top of the mask. • Place the mask onto the face level with the nose. • Hold the outside of the mask and put the head harness behind your head or either side of the ears without crossing it. Tie it off or put the elastics over each ear. • Pull the bottom of the mask under the chin.

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			<ul style="list-style-type: none"> Once the mask is adjusted, do not touch the mask again, if the user needs to touch the mask again they must first wash their hands with soap and water. Removing the mask should be as clinical to avoid contamination. Wash your hands with soap and water Remove the mask without touching the front of the mask Dispose of the mask in the waste bins in the stores. Wash your hands with soap and water
Ear Piercing during the Covid-19 epidemic should be carried with care as social distancing will not be possible when piercing to stop the spread of the Covid-19 virus	<p>All employees who carry out piercing must wear a face mask along with a face visor to reduce the risk of the Covid-19 being passed onto you from a customer or vice versa.</p> <p>You must follow all the policies and procedures in the ear piercing P&P along with the new Infection control policy on PPE, Handwashing and Cleaning.</p>	Medium	<p>When wearing the face mask and visor for ear piercing you must avoid touching your face, your mask and the face visor.</p> <p>Following each piercing the face visor should be cleaned with the disinfectant spray and wiped dry before seeing the next customer.</p>

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Working from home employees or Furloughed employees wellbeing is of high concern due to the lonely nature of this and possible mental health implications.	Line Managers must keep in regular contact with all home working and furloughed employees to ensure their health and wellbeing is maintained.	High	Employees who require assistance regarding their health and wellbeing can speak to their line Manager, HR Partner or telephone the Retail Trust on +44 808 801 0808 We should also refer to the Claire's Safe at Work Guidelines document.
<u>Locally Identified Hazards or Conditions</u>			
Signature of Assessor:	Allan Watwood	Date:	05/06/2020
Signature of Director:		Date:	05/06/2020
		Date of review:	As required or 04/12/2020

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