



Risk Assessment

Retail store processes during COVID-19 outbreak

This RA has been created to cover store processes during the Covid-19 restrictions. Controls within this RA are for this limited time only and are subject to change in line with government guidelines and will be updated as appropriate.

All current RA's and SSoW are still in place and should be followed where relevant.

When fully completed by the store manager and signed by all colleagues this document is to be kept on site and uploaded to Connect via the task to complete

Completed by: S Hey

Signature: 

Implemented by:

Date created: 20 Apr 20 Date issued: 22 May 20

Last reviewed and updated 27 May 20

Next review date: 27 Jun 20 (or sooner if required)

Reference number: DFS-RETAIL/(COVID)001

Store:

A	B	D	E	F	G	H	I
Activity and the hazards	Who might be harmed and how?	What are you already doing?	Current Risk Rating LxS	Do you need to do anything else to control this risk?	Residual Risk Rating once additional controls completed	Action by who?	Date actions complete and initials
<p>Spread of Covid-19 coronavirus</p> <p>Hygiene cont.</p>	<p>Employees, families of employees, customers</p> <p>Could become ill due to contracting Coronavirus (COVID-19)</p>	<ul style="list-style-type: none"> Hand washing facilities are in place with soap and water within all locations Sanitiser gel available 	<p>3x5=15</p>	<ul style="list-style-type: none"> Housekeepers/team to use antibacterial spray on fabric sofas especially arms Use antibacterial wipes to clean sales tablets, recliner mechanisms, PCs and other multi-user equipment before and after use PPE to be provided on request - face masks. <i>Guidance on use is attached to this RA</i> Recommended employees shower when they get home and wash clothes before any physical contact with their family Paper/plastic cups used for drinking water or hot drinks must be discarded in the bin immediately Use your own cup, cutlery and plates. Wash these thoroughly after each use 	<p>2x5=10</p>	<p>All</p> <p>All</p> <p>Store manager</p> <p>All</p> <p>All</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

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Activity and the hazards	Who might be harmed and how?	What are you already doing?	Current Risk Rating LxS	Do you need to do anything else to control this risk?	Residual Risk Rating once additional controls completed	Action by who?	Date actions complete and initials
<p>Spread of Covid-19 coronavirus</p> <p>Hygiene cont.</p>	<p>Employees, families of employees, customers</p> <p>Could become ill due to contracting Coronavirus (COVID-19)</p>	<ul style="list-style-type: none"> Hand washing facilities are in place with soap and water within all locations Sanitiser gel available 	<p>3x5=15</p>	<ul style="list-style-type: none"> Dispose of used tissue, paper towels and PPE in the separately marked bin This bin should be emptied at least daily as a minimum and must be double black bagged with both bags being tied off. The date should be placed onto the bag and put into a safe area (not in Emergency routes or near fire exits or near electrical distribution boards). After 72 hours this can then be placed into the general waste bin. 	<p>2x5=10</p>	<p>All</p> <p>Store manager</p>	<p>Ongoing</p> <p>Ongoing</p>

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Activity and the hazards	Who might be harmed and how?	What are you already doing?	Current Risk Rating LxS	Do you need to do anything else to control this risk?	Residual Risk Rating once additional controls completed	Action by who?	Date actions complete and initials
<p>Spread of Covid-19 coronavirus</p> <p>Social distancing cont.</p>	<p>Employees, families of employees, customers</p> <p>Could become ill due to contracting Coronavirus (COVID-19)</p>	<ul style="list-style-type: none"> 2 metre social distancing rules in place to be observed by all colleagues and customers at all times in all areas, floor markings are in place Non essential visits to site are prohibited including food deliveries, RM/ROM/Area Admin visits 	<p>3x5=15</p>	<ul style="list-style-type: none"> Number of customers in store at any one time is to be monitored - No more than one customer group per every 4 bays. A store colleague will greet customers, request they sanitise their hands and direct them around the store. They will also control entry and exit of customers when the maximum numbers are achieved. Monitor all social distancing for all colleagues and visitors and politely remind both visitors and colleagues. If the same colleagues or visitors need repeated reminders then inform your line manager. In the event of visitors not complying then they may be requested to leave. 	<p>2x5=10</p>	<p>Store manager</p> <p>Store manager</p> <p>All</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>



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Activity and the hazards	Who might be harmed and how?	What are you already doing?	Current Risk Rating LxS	Do you need to do anything else to control this risk?	Residual Risk Rating once additional controls completed	Action by who?	Date actions complete and initials
<p>Spread of Covid-19 coronavirus</p> <p>Reporting symptoms or cases of Covid-19, Accidents and near misses</p>	<p>Employees, families of employees, customers</p> <p>Could become ill due to contracting Coronavirus (COVID-19)</p>	<ul style="list-style-type: none"> Those with symptoms asked not to come into work; high temperature or new and persistent cough Temperature checks will be carried out on arrival to site, this will be recorded and employees to sign to confirm. If above 38 degrees employees will be sent home. All workplace accidents and near misses are to be reported through Airsweb as normal Covid-19 is RIDDOR reportable if contracted at work 	<p>3x5=15</p>	<ul style="list-style-type: none"> If you start experiencing symptoms of Coronavirus while at work report this to your manager immediately If you start experiencing symptoms of Coronavirus while at home do not go to work and report this to your manager immediately Plan to be in place to inform all other colleagues if a colleague has contracted Coronavirus Store manager to ensure all cases of Covid-19, accidents and near misses are reported 	<p>2x5=10</p>	<p>All</p> <p>All</p> <p>Store manager</p> <p>Store manager</p>	<p>Ongoing</p> <p>Ongoing</p> <p></p> <p>DM 27/05/20</p>

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<p>Spread of Covid-19 coronavirus</p> <p>Mental Wellbeing</p>	<p>Employees, families of employees</p> <p>May experience distress or anxiety about been at work and potentially being exposed to Coronavirus</p>	<ul style="list-style-type: none"> Information on accessing the EAP is available at all locations 	<p>3x4 =12</p>	<ul style="list-style-type: none"> Employees to be reminded of the support that is available through the EAP All employees to be made aware of extra support available as shared through Workplace Line managers to read the guidance for Reboarding your team Employees to read guidance on Returning back to work which includes tips for managing anxiety 	<p>3x3=9</p>	<p>Store manager before phased returns start</p> <p>(All)</p>	

Further Considerations

Further considerations	Person Responsible	Completion Date
Colleagues are to be screened to ensure they are eligible to work. For example if showing any symptoms or in the extremely vulnerable categories they are not to attend work. See guidance for more details	Store manager	Prior to work commencing

Risk assessment review

Date of Review	Reason for review	Name	Signature
21/05/2020	Updated gov advice for hand drying is either paper towels or electrical dryers. RA updated that hand dryers can be used.	Sarah Hey	
27/05/2020	Updated guidance on controlling entry to stores.	Paul Johnson	

GUIDANCE ON COMPLETING THE GENERAL RISK ASSESSMENT FORM

Definitions

A **HAZARD** is:- something with the potential to cause harm.

A **RISK** is:- the likelihood that harm from a particular hazard will occur and the consequences.

RISK RATING: These risk assessments use a 5x5 risk rating matrix. The risk rating is taken from the table below. Once the hazard has been identified we must look at the likelihood of an incident arising from the hazard and if it did what would the consequences could be. Likelihood x Consequence = Risk Rating

Column A

Activity Assessed: Describe the activity and location that is being assessed e.g. floor cleaning, operation of a machine; maintenance activities etc. and identify the hazards

Column B

Those affected: Any person who may be affected by the activity/process/equipment must be identified.

Column C

The risk rating if no controls were in place.

Column D

Existing Control Measures: Outline the existing measures which will reduce the risk arising from each of the hazards listed. Check that they meet legal requirements, industry standards and represent good practice. Typical control measures include: safe design; preventing access to the hazard e.g. guarding; written procedures and instructions; training; provision of PPE etc.

Column E

The risk assessed at the time of the assessment using the 5x5 risk rating matrix taking into account any existing control measures. If the overall risk category is **1-6**, then the assessment is complete and the form circulated to those affected. However if the overall risk category is between **8-25** then Additional Control Measures are required (see below).

Column F**Additional Control Measures:**

Additional control measures that will reduce the risks further should be noted. For example, elimination of the hazard should be considered first. If this is not possible, then try to reduce the risk e.g. risks from electrical hazards might be reduced by using low voltage electrical appliances. Also consider: safer design; additional guards; additional procedures and instructions; increased supervision; personal protective equipment (PPE). The completion date for the introduction of each additional control measure should be noted.

Column G**Residual Risk:**

This is the risk that still remains following the introduction of the additional control measures.

Column H

The person responsible to implement the extra control measures and the date these are expected to be completed

Column I

This serves as a record that the extra control measures have been completed. Evidence will be required such as photographs to show signage in place.

Risk Rating Matrix

5x5 Risk Rating Matrix. Once rated follow the Action Level table.

	Likelihood				
Severity	1 Very Unlikely	2 Unlikely	3 Fairly Likely	4 Likely	5 Very likely
5 Catastrophic (Death)	5	10	15	20	25
4 Major (> 7 days absence)	4	8	12	16	20
3 Moderate (upto 3 days absence)	3	6	9	12	15
2 Minor (Requires first aid)	2	4	6	8	10
1 Insignificant (No injury)	1	2	3	4	5

Risk Rating	Action
20-25	Stop activity and take immediate action
15-16	Urgent Action – take immediate action and stop activity if necessary, maintain current controls rigorously
8-12	Action – improve within specified timescale
3-6	Acceptable – Monitor and look to improve at next review and following significant change
1-2	No further action required – ensure current controls are used, monitored and reviewed.

Guidance on wearing and using extra PPE

DISPOSABLE MASKS (available on request)

- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Ensure you wear the mask with the blue side facing outward and the thin metal strip over your nose
- Cover mouth and nose with mask and pinch the metal strip over your nose.
- Discard the mask in the double bagged rubbish each time you take it off
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.
- Replace the mask with a new one as soon as it is damp
- To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in the double bagged rubbish; clean hands with alcohol-based hand rub or soap and water.

