



Covid Secure Risk Assessment

Area: Stores

Activities	What are the significant hazards?	Who could be harmed and how?	What are the existing control measures?	Current risk		
				L	S	RR
Hand Washing	Spread of Covid-19 Coronavirus	A/B/C/D/E <ul style="list-style-type: none"> •Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions •Anyone else who physically comes in contact with you in relation to your business 	<ul style="list-style-type: none"> • Hand washing facilities with company approved anti-bacterial hand wash & water available at all sinks • Colleagues follow NHS/HSE advice washing for 20 seconds using anti-bacterial hand wash & warm running water • NHS/HSE correct hand washing poster displayed at all sinks • Drying of hands with electric dryer in toilets or disposable paper towels in the staff room • Hand sanitiser provided in areas where washing facilities are not readily available, high touch points & designated entrances 	3	4	12
Cleaning	Spread of Covid-19 Coronavirus	A/B/C/D/E <ul style="list-style-type: none"> •Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions •Anyone else who physically comes in contact with you in relation to your business 	<ul style="list-style-type: none"> • Frequent cleaning & disinfecting objects & surfaces that are touched regularly such as door handles, light switches, cash desks & lift controls • Cleaning equipment such as tills, keyboards, head sets & phones between users • PED's cleaned after every pin entry transaction • PPE is available for colleagues to use whilst cleaning • Used cleaning materials must be disposed of immediately in store bins & these should be emptied when required 	3	4	12
Social Distancing	Spread of Covid-19 Coronavirus	A/B/C/D/E <ul style="list-style-type: none"> •Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions •Anyone else who physically comes in contact with you in relation to your business 	<ul style="list-style-type: none"> • Reducing the number of persons in work areas to comply with the 2-metre rule • Limiting the number of customers by controlling access, so stores do not exceed the business maximum capacity matrix • Where possible having a separate entrance & exit with 2m markings at queuing/entry/exit points & where required • Screens used at all operational cash desks to separate customers & colleagues • Fitting rooms closed • Reduce number of fixtures throughout the store to ensure 2M social distancing is achieved • Re-locate Footwear seating 2m apart & increase self service footwear options • Colleagues must not use lifts unless for medical reasons & lift numbers not exceed 1 person (Unless a carer or from same household) • Review work schedules including start & finish times/shift patterns to reduce the number of colleagues on site • Consistently reviewing processes to ensure social distancing is achieved • Teams calls replace face to face meetings where possible • Stagger break times so social distancing is maintained in the staff room & social distancing maintained in all areas of the store • Displaying the "Track & trace" signage & QR code at the store entrance 	3	4	12
Symptoms of Covid-19	Spread of Covid-19 Coronavirus	A/B/C/D/E <ul style="list-style-type: none"> •Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions •Anyone else who physically comes in contact with you in relation to your business 	<ul style="list-style-type: none"> • ROI colleagues issued a pre-return to work form, this will confirm they are symptom free, not self-isolating or awaiting results of a COVID-19 test • Any colleague developing Covid-19 symptoms or has someone in their household showing symptoms must not attend work, they must contact the store Manager & complete the on line form • If any colleague becomes unwell with Covid-19 symptoms whilst working they will go to the designated isolation area, leave work & complete the on line form • Colleagues are requested to report self-isolations or negative test results on our online form • Colleagues contact the incident line for any positive Covid-19 test results & confirm return to work from isolation • Where we have 2+ confirmed cases in 14 days on the same site we will inform PHE, follow the outbreak response process, deep clean where required and follow PHE advice 	3	4	12



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PPE	Spread of Covid-19 Coronavirus	A/B/C/D/E <ul style="list-style-type: none"> •Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions •Anyone else who physically comes in contact with you in relation to your business 	<ul style="list-style-type: none"> • Follow Public Health guidance on the use of PPE • Company will provide masks, shields & gloves for colleague use • Colleagues are supplied with a re-usable washable face covering • If removed in store PPE will be disposed of correctly following company process • The guidance for the correct use & removal of PPE will be included in the SSOW & a video is available on the intranet 	3	4	12
Travel	Spread of Covid-19 Coronavirus	A/B/C/D/E <ul style="list-style-type: none"> •Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions •Anyone else who physically comes in contact with you in relation to your business 	<ul style="list-style-type: none"> • Colleagues will be encouraged to find alternative means of transport such as cycling or walking rather than using public transport • Colleagues who use public transport will be advised to take a less busy route, reduce the number of changes, use contactless payment & start or end each journey using a station or mode of transport that is quieter • When travelling colleagues should try to maintain a 2M distance from others - where this is not possible avoid contact, try to face away from others, limit time spent near others & be aware of the surfaces touched - being careful not to touch their face • Colleagues will be advised to wash their hands as soon as they arrive at work & before leaving work • Colleagues using work place transport should be limited to 1 person per journey, where this is not possible face coverings must be worn by the driver & passenger • Work place transport must have 1 dedicated user per shift & all touch points of the transport must be cleaned after use • Every van must carry sanitisation gel and wipes 	3	4	12
Welfare & colleague facilities	Spread of Covid-19 Coronavirus	A/B/C/D/E <ul style="list-style-type: none"> •Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions •Anyone else who physically comes in contact with you in relation to your business 	<ul style="list-style-type: none"> • Colleagues to use their own dedicated head set per shift to reduce the risk of cross contamination • Where possible all work equipment such as tills and MC40 to have a dedicated user per shift • The microwave, fridge, kettle & toaster must be wiped clean after every use using company approved products and methods • All store crockery & cutlery must not be used • Disposable cups must be put in the bin after each use • Colleagues will be requested to bring in there own crockery & cutlery – this must be taken home at the end of shift • All colleagues on shift will have a designated locker for personal items • Vulnerable colleagues or colleagues with family members who have underlying health conditions will be supported by HR & store Manager to agree a process for a safe return to work 	3	4	12
Compliance	Spread of Covid-19 Coronavirus	A/B/C/D/E <ul style="list-style-type: none"> •Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions •Anyone else who physically comes in contact with you in relation to your business 	<ul style="list-style-type: none"> • Area Managers will complete a “COVID secure” audit in high risk stores • Retail Risk Business Partners will log the track & trace positive cases • Each store will have a minimum of 1 social distancing champion during the trading day to monitor staff & customer compliance • Stores in the ROI will have a minimum of 1 employee lead representative per store 	3	4	12



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Communication & Training	Spread of Covid-19 Coronavirus	A/B/C/D/E <ul style="list-style-type: none"> •Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions •Anyone else who physically comes in contact with you in relation to your business 	<ul style="list-style-type: none"> • Colleagues have access to a “COVID Secure Ways of Working” pack that outlines measures to reduce the risk of Covid-19 • Health & Safety committee members are consulted, engaged & briefed on the “COVID secure” Risk Assessment • The “COVID secure” Risk Assessment is available on our web site, intranet & hard copies are displayed in store & in the Retail Risk folder • The “Staying COVID-19 Secure in 2020” poster is displayed across all of our sites along with any required posters & signage for handwashing & social distancing • The “COVID secure” Risk Assessment is reviewed & updated following Government advice & reacting to trends from COVID audits • The Retail Risk COVID audit findings are reviewed & any required actions completed • A monthly Area Manager conference call is completed to ensure all stores are briefed & engaged on updates or amendments • Safe systems of work are updated when required to ensure we follow advice & findings from audits • Training is updated where required for activities specific to Covid-19 or affected by changes in processes 	3	4	12
Mental Health	Spread of Covid-19 Coronavirus	A/B/C/D/E <ul style="list-style-type: none"> •Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions •Anyone else who physically comes in contact with you in relation to your business 	<ul style="list-style-type: none"> • Management listen to concerns colleagues have for mental health, wellbeing & promote, encourage & advise staff to use the EAP line • Islander Community hub is available for colleagues to stay connected • Charity event involvement opportunities are available • Riva online platform for employees, learning & welfare courses available such as “Be Kind to You” 	3	4	12

LIKELIHOOD		CONSEQUENCE / SEVERITY	
Extremely unlikely	1	Trivial no treatment required	1
Unlikely	2	Minor injury (First aid case)	2
Possible	3	Serious injury/ill health (LTA, RIDDOR over 7 day)	3
Likely	4	Major injury/ill health (As defined by RIDDOR	4
Almost certain	5	Fatal (Work related death)	5

Who could be harmed?	
Employee / Agency -	A
Young Person / Trainee -	B
New / Expectant Mother -	C
Contractor / Maintenance -	D
Member of the Public -	E

		CONSEQUENCE / SEVERITY				
		1	2	3	4	5
LIKELIHOOD	1	1	2	3	4	5
	2	2	4	6	8	10
	3	3	6	9	12	15
	4	4	8	12	16	20
	5	5	10	15	20	25

Assessed By	Anthony Burns
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Version	8
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