

COVID-19 General Secure risk Analysis and Mitigation Measures
(Risk assessment and safe systems of work - Retail stores, COVID-19 pandemic outbreak)



Purpose: This document outlines the key risks identified as a result of the COVID-19 pandemic and the control measures put in place to reduce those risks. It should be read in conjunction with existing company risk assessments and safe systems of work.

Persons affected: Employees, customers, other visitors to sites and those close by.

Identified Risk:	Initial Risk Level	Mitigation and control measures:	Mitigated Risk level
<u>Fitness to work</u>	Anyone with Covid-19 could spread the virus within the workplace and to the wider community. Vulnerable groups are at particular risk and the consequences of catching the virus more severe.	HIGH All employees must be well before considering coming to work and not displaying symptoms of COVID-19. Employees displaying symptoms of Covid-19 should not come to work and follow Government guidelines regarding self isolation, etc. Employees where a member of their household is displaying symptoms of Covid-19 should not come to work and follow Government guidelines. Information displayed in store gives the latest health advice on those who should not come to work. Communication and training reinforces health advice and guidance. All employees requested to take twice weekly lateral flow Covid 19 tests. Test kits are provided by the company (via Government) free of charge. Training and communication provided regarding use of test kits, positive test results and appropriate actions, etc. Employees using Government provided free of charge test kits are required to adhere to the reporting requirements of the NHS Test & Trace facility. Company sick pay arrangements are enhanced as to not encourage employees who have tested positive for Covid-19, and are required to self isolate, to come to work.	MEDIUM
<u>Travel to work</u>	Any travel brings with it the opportunity to come into contact with others and increases the risk of transmission. Coming in to contact with surfaces further increases the risk of transmission.	HIGH Restart checklist and advice issued to all employees when returning to work. Employees permitted to work from home if able to do so and not detrimental to the operation of the business. Employees coming in to work should avoid using public transport wherever possible. Where this is not possible employees are advised to wear a face covering, increased hand hygiene arrangements and social distancing advice within crowded areas. Employees should reduce the frequency of travel by optimising working days where appropriately authorised. Employees should travel at quieter times by optimising working times where appropriately authorised. When travelling by car, employees should minimise the number of people travelling together in any one vehicle. Employees are temporarily permitted to use the customer car parks and should avoid parking directly next to other vehicles wherever possible. Cycle racks or locking points are provided to encourage cycling to work. Hands should be washed on arriving at work irrespective of mode of transport used.	MEDIUM
<u>Arriving at work</u>	Covid 19 can be transmitted by person to person contact. Employee to employee contact (see relevant section) Risk of surface contact (see relevant section)	HIGH Hand sanitiser in place at entry points to all buildings. Door handles and touch points including key entry pads are wiped with anti bacterial spray (by facilities employees) on an increased regular basis.	MEDIUM
<u>Employee to employee contact</u>	Covid 19 can be transmitted by person to person contact. The reduction of person to person contact will mitigate this risk.	HIGH Signs are in areas where crowding is likely or possible requesting employees and customers to maintain social distancing where possible. Store trading hours have been reduced. Employees working in same areas advised to stagger break times and not spend break times together. Employees permitted to work from home if able to do so and not detrimental to the operation of the business. Employee refresher training and communication of social distancing rules and other Covid-19 measures provided when returning to work. Employees advised to increase hand washing / sanitising regimes including 'after every task'. Increase ventilation in all workplace areas and shop floors wherever practically possible. Reduce the number of employee visits required between different areas / departments and sites. Employee advice given on what to do if displaying symptoms of Covid 19.	MEDIUM

Identified Risk:		Initial Risk Level	Mitigation and control measures:	Mitigated Risk level
<u>Employee to customer / customer to customer contact</u>	Covid 19 can be transmitted by person to person contact. The reduction of person to person contact will mitigate this risk.	HIGH	Customers advised that children must be supervised at all times. Customers advised not to visit the stores if displaying symptoms of Covid 19, tested positive for Covid 19 or whilst being required to self isolate according to Government guidelines. Social distancing signs are in place where crowding is likely or possible, advising customers to maintain social distancing wherever possible. Store trading hours have been reduced. Additional functionality provided on aldissonline.com where customers can browse and purchase online via the use of 'Virtual Shopper' facility. Free customer delivery service available for homewares goods via web to enable customers to shop from home. Hand sanitiser stations provided within store, encouraged via customer signage. Appointment system available for vulnerable customers Tills and desk areas reconfigured to allow for social distancing. Clear plastic screens in place at tills and desk areas, providing 'barrier' between employees and customers. Customers encouraged to use contactless payment options wherever possible. Increase ventilation in all workplace areas and shop floors wherever practically possible. Customer advice given on what to do if displaying symptoms of Covid 19.	MEDIUM
<u>Wearing of face coverings (required by Government in shops & hospitality)</u>	Covid 19 can be transmitted by person to person contact.	HIGH	Face masks and/or shields are provided by the company for all employees All employees are encouraged to wear face masks and or shields on shop floors whilst the stores are open (unless protected via plastic screens). Employees trained on how to put on and take off masks in a safe manner and dispose of / wash accordingly. Disposable masks made available to customers who do not have masks with them. Specific bins provided for disposal after use. Other relevant employees e.g. DC & office based employees, trained and requested to wear masks / face coverings when on shop floor or at customer premises. Signage advising customers / visitors of recommendation to wear face coverings on shop floor to be displayed where appropriate. Facilities employees are encouraged to wear face coverings whilst on shop floor. Employees in the restaurant are encouraged to wear face coverings whilst 'front of house' with customers.	MEDIUM
<u>Transmission via surface contacts</u>	Covid 19 can be transmitted through unprotected contact with virus on surfaces.	HIGH	Hand sanitation / hygiene measures will reduce the occurrence of virus on surfaces. Enhanced cleaning regime before, during and after trading. Anti bacterial spray, cloths and wipes available in all areas for enhanced interval cleaning. Suspension of all "hot desking" and shared workspaces. Equipment is not to be shared and is cleaned following each task. Store deliveries and collection procedures revised. Goods on display to be wiped, or treated, as part of daily routines wherever practicable. Product returns from customers placed in the daily returns cage and processed after a period of 72 hours Trolleys and baskets wiped with anti bacterial spray after each use.	MEDIUM
<u>Handling goods and re merchandising</u>	The handling of goods can increase the risk of employee to employee contact. Transmission of infection through touching of packaging. Social distancing compromised by re merchandising alongside customers and other employees.	MEDIUM	Delivery of merchandise transfers from the DC, and merchandising to shop floor, will take place outside of trading hours. Delivery cages will be brought into store and left at designated locations. PPE including gloves provided to all employees when unpacking and merchandising goods. Revised process in place for customer collections. Revised process in place for customer deliveries. Contactless delivery option available. Employees advised to increase hand washing / sanitising regimes including 'after every task'.	LOW

Identified Risk:		Initial Risk Level	Mitigation and control measures:	Mitigated Risk level
<u>Restaurants</u>	Restaurants present the following additional risks: Increased contact with customers and customer property; Transmission of infection through touching of food preparation utensils, cutlery, crockery, etc; Social distancing compromised by service at tables, clearing tables and kitchen preparation areas; Additional requirements imposed by Government.	HIGH	Hands sanitiser stations provided at lift and toilet entrances. Customers and staff are requested to keep use of lifts to a minimum and in small numbers. One way system will stay in operation for stairway access to first floor shop & restaurant areas. Restaurants table and chairs layout re-designed and numbers reduced to encourage social distancing. Table service only. Employee segregation of duties in place. Restricted access to food preparation area. Employees encouraged to social distance wherever possible. Waitress / table clearing employees provided with PPE - disposable gloves, face masks, etc and are requested to wear them whilst serving. Food preparation employees provided with disposable gloves. All restaurant employees trained for standard food hygiene regulation purposes. Employee lunches - only allowed to order cold food. No employees to be seated in customer seating area. Ground floor staff room provided for employees on breaks, Hand sanitiser, wipes, etc provided. NHS QR code poster for 'Test & trace' to be on display for those customers that wish to use it. Customers able to leave contact details if unable to use NHS QR code, but only if they wish to do so as this is no longer a Government requirement. Increased cleaning regime for lifts, handrails, restaurant tables and chairs and toilets.	MEDIUM
<u>Business to business contacts</u>	Covid 19 can be transmitted by person to person contact.	MEDIUM	The reduction of person to person contact will mitigate this risk. Business travel limited to essential trips only. No foreign travel permitted. Business contacts are to be discouraged from visiting the stores. Voice or video calls to replace face to face meetings wherever practicable.	LOW
<u>Out of store customer visits</u>	Covid 19 can be transmitted by person to person contact. Out of store visits allows for loss of control of the working environment.	HIGH	Out of store visits are kept to a minimum with alternative options encouraged, e.g. customer own measurements for fitted products. Increased use of solutions to service issues which do not require a customer visit e.g. 'allowances to keep'. If a visit to a customer premises cannot be avoided, additional procedures to be followed. Customer contacted to establish if anyone in household is self isolating or showing symptoms of Covid 19 If the customer identifies as fit and well, the appointment is made under the following criteria: Customer is contacted minutes before arrival to re-confirm. Hand sanitiser used before entering the property. Appropriate PPE used which may include; gloves, mask, face shield, foot covers. Doorbell is rung and delivery employee steps back. Customer is reminded to withdraw to another room. Inspection / repair / measure / fit takes place. Customer is informed on completion of task. If proof of task is required this is to be left in a distanced area for completion before collection. On leaving, hands are sanitised again.	MEDIUM
<u>Workplace travel</u>	Any travel brings with it the opportunity to come into contact with others and increases the risk of transmission. Coming in to contact with surfaces further increases the risk of transmission.	HIGH	Business travel limited to essential trips only. No foreign travel permitted. Where travel by car is required e.g. between stores, employees should keep the number of occupants to a minimum. Wherever possible a maximum of two employees per vehicle should be adhered to. Social distancing should be complied with e.g. one in front and one in back, vehicle should be well ventilated with windows open, etc. Where social distancing is limited e.g. 7.5t vans, drivers should work in same pairs and not mix. Vehicle interiors should be sanitised before and after use.	LOW

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<u>Break times & Common areas</u>	Covid 19 can be transmitted by person to person contact. Employee to employee contact (see relevant section). Risk of surface contact (see relevant section).	HIGH	Staff room is to be used for employees on breaks. Hand sanitiser, wipes, etc provided. Employees encouraged to social distance wherever possible. Social distancing achieved by spacing out and removing tables, chairs, etc. Social distancing & other advisory signs placed in break areas to remind employees of procedures. Employees advised to bring own food and drink to workplace and consume from sealed containers. Sharing of food / drink between employees is prohibited. Sharing of equipment is prohibited e.g. cutlery, plates, glasses, etc. Equipment, work surfaces, etc should be cleaned before and after use with anti bacterial spray, wipes, etc. Hot, soapy water also permitted. Increase cleaning frequency of break rooms.	MEDIUM
<u>Toilets</u>	Covid 19 can be transmitted by person to person contact. Employee to employee contact (see relevant section) Risk of surface contact (see relevant section)	HIGH	Main toilets for customer & Aldiss employee use but social distancing to be maintained wherever possible. Aldiss employees to use accessible toilets if main toilets occupied. Face coverings are recommended for use when visiting the toilets. Social distancing & hand washing signs on prominent display and will remain in places where crowding is likely or possible. Increase cleaning frequency of all toilet areas, along with more frequent rubbish collection. Visible cleaning schedule introduced. Hand sanitiser dispensers installed on entrances to toilet areas.	MEDIUM
<u>Meetings and Communication</u>	Covid 19 can be transmitted by person to person contact. Employee to employee contact (see relevant section) Risk of surface contact (see relevant section)	HIGH	Poor or ineffective communication can undermine the safety measures put in place. Voice or video calls to replace face to face meetings wherever practicable. Group meetings of no more than 5 participants can be held in an open space / area providing social distancing is complied with. Sharing of equipment is prohibited e.g. pens, documents, laptops, etc. Hand sanitiser, wipes, etc provided and rooms should be ventilated wherever possible. Return to work checklists circulated and explained in advance of return date. Consultation of employees in assessing risk factors and agreeing mitigation measures. Covid 19 secure policy made available on internet and intranet sites. Employee refresher training and communication of Covid-19 measures provided when returning to work. Adopt an open attitude to feedback and concerns. Store and line managers to make contact with absent or furloughed team members. Email and SMS database collated to circulate the latest information.	MEDIUM
<u>Emergency Procedures: Fire and First Aid</u>	Covid 19 can be transmitted by person to person contact. Employee to employee contact (see relevant section) Risk of surface contact (see relevant section)	HIGH	Emergency situations, solicit rushed actions and can conflict with social distancing policy. Existing company policy on emergency procedures remains in place. Emergency procedures reviewed to reflect Covid 19 risks. Specific training given to First Aid and Fire Marshalls in revised procedures. Outbreak and identified / suspected Covid 19 case guidance and plan prepared and communicated.	HIGH

Review Subject to Government guidance
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