

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
Fitness to work Anyone suffering from 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 team members must be well before considering coming to work Anyone classed as in a Vulnerable group should not come to work if the advice is that they self isolate or shield Any one who lives in the same household as someone classed as being in a Vulnerable group should seek advice on working Anyone displaying symptoms of Covid 19 should not come to work and follow Government guidelines Anyone 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. Company sick pay arrangements are enhanced as to not encourage sick employees to come to work.	MEDIUM
Travel to work 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 staff prior to restart. Work from home if not detrimental to the operation of the business Where not possible aim not to use public transport Where this is not possible observe the prevailing hand hygiene and social distancing advice Reduce the frequency of travel by optimising working days. Travel at quieter times by optimising working times. When travelling by car, employees are permitted to use the customer car park. Alternate car parking spaces to be used, and vehicles reversed in to place. 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
Arriving at work Employee to employee contact (see relevant section) Covid 19 can be transmitted by person to person contact. Risk of surface contact (see relevant section)	HIGH	Additional points of entry established Staggered arrival and departure times Additional signing in books provided Hand sanitiser in place at entry points Door handles and touch points are wiped with anti bac spray by facilities on a regular basis	MEDIUM
Employee to employee contact Covid 19 can be transmitted by person to person contact. The reduction of person to person contact will mitigate this risk.	HIGH	We have reduced the overall numbers of employees on our stores at any one time. Reviewing minimum requirement for staffing. Reduce the number of people working in a given area at a given time. 2m social distancing signs, training and communication. We have reduced the number of trading hours Staggered arrival and departure times Revise break time process We have facilitated working from home where possible Social distance measures in place Social distance Marshalls in place Social distance signs Hands to be washed / sanitised following task. 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	Measures introduced for employee to employee contact support employee to customer contact mitigation. Customer numbers assessed and monitored. Customer limit enforced. Customers advised to visit in small parties / family groups (no more than 2) Customers advised that children must be supervised at all times Customers advised not to visit the store if suffering from the symptoms of Covid 19. 2m social distancing signs, training and communication. We have reduced the number of trading hours Additional focus on aldiss.com where customers can browse and purchase online Free customer delivery service extended to encourage customers to shop from home. Hand hygiene measures in place Appointment system introduced for vulnerable customers Tills and desk areas reconfigured to provide 2m distancing Clear plastic screens in place at tills and desk areas. Social distance measures in place Social distance Marshalls in place 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	Masks and/or face shields made available for all staff based on or visiting shop floor whilst stores are open. Staff trained on how to put on and take off masks in a safe manner and dispose of / wash accordingly. Marshalls trained and advised on who is entitled not to wear face coverings e.g. medical reasons, under 11's, etc. Disposable masks made available to customers who do not have masks with them. Customers not wearing masks to be requested not to enter stores. Other relevant staff e.g. DC & office based staff, trained and advised to wear masks when on shop floor. Customers not required to wear face coverings whilst seated in restaurants. Staff required to do so. Signage advising customers / visitors of requirement to wear face coverings on shop floor to be displayed where appropriate Cleaners / facilities staff required to wear face coverings whilst on shop floor.	MEDIUM
<u>Transmission via surface contacts</u>	Covid 19 can be transmitted through unprotected contact with virus on surfaces	HIGH	Hand hygiene measures will reduce the occurrence of virus on surfaces Enhanced cleaning regime before during and after trading Anti bac spray, cloths and wipes available in all areas for 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. Product returns from customers placed in the daily returns cage and processed after a period of 72 hours Trolleys and baskets wiped with anti bac after each use.	MEDIUM
<u>Handling goods and remerchandising</u>	The handling of goods presents the following risks: Increased contact with incoming delivery personnel. Transmission of infection through touching of packaging Social distancing compromised by remerchandising alongside customers and other staff members	MEDIUM	Deliveries and remerchandising will take place out of trading hours. Delivery cages will be brought into store and left in a designated location. PPE including gloves provided when unpacking and merchandising goods. Revised process in place for customer collections. Revised process in place for customer deliveries. Contactless delivery option available. Hands to be washed / sanitised following task.	LOW

Identified Risk:		Initial Risk Level	Mitigation and control measures:	Mitigated Risk level
Restaurants	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	<p>Hands sanitiser station at lift and toilet entrances. Lift access (Fkn) restricted at ground floor level.</p> <p>One way system in operation for stairway access.</p> <p>30% of tables / chairs removed. Remaining tables / chairs to adhere to 2 metre social distancing rules. Table service only. Staff segregation of duties in place. Restricted access to food preparation area. Two metre social distancing procedures in place unless not practical e.g. food preparation area. One metre plus' rules to be applied wherever possible. Signage to advise customer must wear face coverings except whilst seated at tables. Waitress / table clearing staff provided with PPE - disposable gloves, face masks, etc. Food preparation staff provided with disposable gloves. All restaurant staff trained for standard food hygiene regulation purposes. Staff lunches - only allowed to order cold food. No staff to be seated in customer seating area. Meeting room provided for staff as well as normal staff meeting room on ground floor. Customers contact details recorded for NHS 'Track & trace' purposes. Retained for 21 days. NHS QR code for 'Track & trace' to be on display from 24th September 2020. Increased cleaning regime for lifts, handrails, restaurant tables and chairs and toilets.</p>	MEDIUM
Business to business contacts	Covid 19 can be transmitted by person to person contact.	MEDIUM	<p>The reduction of person to person contact will mitigate this risk. Business travel suspended Business contacts are to be discouraged from visiting the stores. Voice or video calls to replace face to face meetings</p>	LOW
Out of store customer visits	Covid 19 can be transmitted by person to person contact. Out of store visits mean do not have control of the working environment.	HIGH	<p>Out of store visits are kept to a minimum with alternative options encouraged: e.g. Customers own measurements for fitted products. Solutions to service issues which do not require a visit e.g. allowances to keep. When a visit does take place the procedure is as follows: Customer contacted to establish if anyone in household is self isolating / shielding 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 member of staff 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.</p>	MEDIUM
Workplace travel	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	<p>All non essential workplace travel is suspended.</p> <p>Where travel by car is required e.g. between stores, this should be by single occupants where possible. Maximum two staff per vehicle, one in front and one in back. Windows to be used to ventilate. Vehicle interiors should be sanitised before and after use.</p>	LOW

Identified Risk:		Initial Risk Level	Mitigation and control measures:	Mitigated Risk level
Break times & Common areas	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	Staggered break times are implemented. Social distancing achieved by spacing out and removing furniture Additional and alternative space available to take breaks. Instructional signage placed in break rooms Hand Hygiene materials provided. Recommendations made for own food and drink to be consumed from sealed containers. Increase cleaning frequency of break rooms and daily deep clean Cleaning materials available for user to clean after their own use.	MEDIUM
Toilets	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 staff use but only where 2m social distancing can be maintained. Aldiss staff to use accessible toilets (whilst restaurant is open and main toilets occupied). Social distancing advisory signage installed Increase cleaning frequency and daily deep clean Hand sanitiser dispensers installed	MEDIUM
Meetings and Communication	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 Group meetings of no more than 5 participants can be held in a open space providing 2m distancing for each. Return to work checklists circulated and explained in advance of return date. Consultation of team members in assessing risk factors and agreeing mitigation measures Covid 19 secure policy made available on internet and intranet sites. All team members, taken through Covid 19 secure measures prior to the commencement of work. Identification of Covid Marshalls who can communicate any team member's concerns Adopt an open attitude to feedback and concerns. William James Aldiss facebook site established to ensure all team members can share experiences in and out of work Store and line managers to make contact with absent or furloughed team members. Email and SMS database collated to circulate the latest information.	MEDIUM
Emergency Procedures: Fire and First Aid	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
Prepared by

Subject to Government guidance
Mr Tim Summers