

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



**Status update**  
1st April 2022

The following risk assessment was drawn up in response to Government guidelines in the early part of 2021.  
On 24th February 2022 the Government ended the legal requirement to self isolate after testing positive for Covid 19. It is still advised to stay at home and avoid contact with others for at least five days. Routine contact tracing will end - people in contact with someone with Covid will no longer be advised to self-isolate or take daily tests and workers will no longer be required to tell their employer if they need to self-isolate. From 24th February 2022, routine contact tracing will end but it is advised that you tell close contacts if you are covid positive. Therefore whilst this risk assessment remains in place, mitigation and control measures as shown are now advisory only and will not be strictly enforced.  
From 1st April Free UK Government lateral flow tests will not be available to order.

**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
<b><u>Fitness to work</u></b>	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 follow company and Government guidelines. Employees where a member of their household is displaying symptoms of Covid-19 should follow company and Government guidelines. Communication and training reinforces health advice and guidance. All employees are encouraged to exercise personal responsibility and to take lateral flow Covid 19 tests if they are required to or are displaying symptoms. Staff must order these themselves however, emergency test kits are provided by the company free of charge. Training and communication provided regarding use of test kits, positive test results and appropriate actions, etc. All Lateral Flow test results should be reported to NHS Test and Trace. 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
<b><u>Travel to work</u></b>	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.		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 are encouraged to wear a face covering, increase hand hygiene arrangements and social distance within crowded areas. 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
<b><u>Arriving at work</u></b>	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
<b><u>Employee to employee contact</u></b>	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 amended. 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. Employees are encouraged to continue to wear face coverings in the stores and restaurants when not seated. 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	<p>Customers advised that children must be supervised at all times.</p> <p>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.</p> <p>Social distancing signs are in place where crowding is likely or possible, advising customers to maintain social distancing wherever possible.</p> <p>Store trading hours have been reduced.</p> <p>Additional functionality provided on aldiss.com where customers can browse and purchase online via the use of 'Virtual Shopper' facility.</p> <p>Free customer delivery service available for homewares goods via web to enable customers to shop from home.</p> <p>Customers are encouraged to continue to wear face coverings in the stores and restaurants when not seated.</p> <p>Hand sanitiser stations provided within store, encouraged via customer signage.</p> <p>Appointment system available for vulnerable customers</p> <p>Tills and desk areas reconfigured to allow for social distancing.</p> <p>Clear plastic screens in place at tills and desk areas, providing 'barrier' between employees and customers.</p> <p>Customers encouraged to used contactless payment options wherever possible.</p> <p>Increase ventilation in all workplace areas and shop floors wherever practically possible.</p> <p>Customer advice given on what to do if displaying symptoms of Covid 19.</p>	MEDIUM
<u>Wearing of face coverings (required by Government in shops &amp; hospitality)</u>	Covid 19 can be transmitted by person to person contact.	HIGH	<p>Face masks and/or shields are provided by the company for all employees and contractors.</p> <p>All employees are encouraged to wear face coverings on shop floors and toilets whilst the stores are open (unless protected via plastic screens).</p> <p>Employees trained on how to put on and take off masks in a safe manner and dispose of / wash accordingly.</p> <p>Disposable masks made available to customers who do not have masks with them. Specific bins provided for disposal after use.</p> <p>Other relevant employees e.g. DC &amp; office based employees, trained and requested to wear masks / face coverings when on shop floor or at customer premises.</p> <p>Signage advising customers / visitors of recommendation to wear face coverings on shop floor to be displayed where appropriate.</p> <p>Facilities employees are encouraged to wear face coverings whilst on shop floor.</p> <p>Employees in the restaurant are encouraged to wear face coverings whilst 'front of house' with customers.</p>	MEDIUM
<u>Transmission via surface contacts</u>	Covid 19 can be transmitted through unprotected contact with virus on surfaces.	HIGH	<p>Hand sanitation / hygiene measures will reduce the occurrence of virus on surfaces.</p> <p>Enhanced cleaning regime before, during and after trading.</p> <p>Anti bacterial spray, cloths and wipes available in all areas for enhanced interval cleaning.</p> <p>Suspension of all "hot desking" and shared workspaces.</p> <p>Equipment is not to be shared and is cleaned following each task.</p> <p>Store deliveries and collection procedures revised.</p> <p>Goods on display to be wiped, or treated, as part of daily routines wherever practicable.</p> <p>Trolleys and baskets wiped with anti bacterial spray after each use.</p>	MEDIUM
<u>Handling goods and remerchandising</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 remerchandising alongside customers and other employees.	MEDIUM	<p>Delivery of merchandise transfers from the DC, and merchandising to shop floor, will take place outside of trading hours or in quieter periods.</p> <p>Delivery cages will be brought into store and left at designated locations.</p> <p>PPE including gloves provided to all employees when unpacking and merchandising goods.</p> <p>Revised process in place for customer collections.</p> <p>Revised process in place for customer deliveries.</p> <p>Employees advised to increase hand washing / sanitising regimes including 'after every task'.</p>	LOW

Identified Risk:		Initial Risk Level	Mitigation and control measures:	Mitigated Risk level
<b>Restaurants</b>	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 stations provided at lift and toilet entrances. Customers and staff are requested to keep use of lifts to a minimum and in small numbers preferably household groups.</p> <p>One way system will stay in operation for stairway access to first floor shop &amp; restaurant areas.</p> <p>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 -face masks and are encouraged to wear them whilst serving. Food preparation employees provided with disposable gloves. All restaurant employees trained for standard food hygiene regulation purposes. Employee lunches - hot and cold food orders need to be placed by 10am each morning. Ground floor staff room provided for employees on breaks, Hand sanitiser, wipes, etc provided. Increased cleaning regime for lifts, handrails, restaurant tables and chairs and toilets.</p>	MEDIUM
<b>Business to business contacts</b>	Covid 19 can be transmitted by person to person contact.	MEDIUM	<p>The reduction of person to person contact will mitigate this risk. Voice or video calls to replace face to face meetings wherever practicable.</p>	LOW
<b>Out of store customer visits</b>	<p>Covid 19 can be transmitted by person to person contact.</p> <p>Out of store visits allows for loss of control of the working environment.</p>	HIGH	<p>Increased use of solutions to service issues which do not require a customer visit e.g. 'allowances to keep'.</p> <p>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.</p>	MEDIUM
<b>Workplace travel</b>	<p>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.</p>	HIGH	<p>Where travel by car is required e.g. between stores, employees should keep the number of occupants to a minimum.</p> <p>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.</p>	LOW
<b>Break times &amp; Common areas</b>	<p>Covid 19 can be transmitted by person to person contact. Employee to employee contact (see relevant section). Risk of surface contact (see relevant section).</p>	HIGH	<p>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 &amp; other advisory signs placed in break areas to remind employees of procedures.</p> <p>Employees who bring own food and drink to workplace to 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.</p>	MEDIUM

Identified Risk:		Initial Risk Level	Mitigation and control measures:	Mitigated Risk level
<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.  Sharing of equipment is discouraged 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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