

RETAIL RISK ASSESSMENT - COVID 19

JOE BROWNS LIMITED

Kandy Works, Brown Lane East, Holbeck, Leeds, LS11 0BT

Title: Coronavirus	Date of assessment: 19/07/2021
Risk Assessment Reference: TH003	People involved in making this assessment: Andrew Smith, Tracey Hepton, Alison Rycroft

Hazard: Looking after vulnerable individuals

Control measures:
From April 12th 2021 the advice to shield has ended, clinically extremely vulnerable people must continue to follow the rules that are in place for everyone and can return to work.
These individuals are no longer advised that they do not attend the workplace and should return to work and will be required to take steps the Company have implemented to reduce the risk of exposure to COVID-19 in the workplace to keep them safe at work

Hazard: Maintaining social distancing upon arrival at work to reduce potential spread of the virus

Control measures:
Staggered shift pattern to avoid multiple staff arriving at the same time
Clocking in systems must be sanitised prior to and after use
All Back of House areas marked out with 2m distancing spacing floor signage, 'keep left' and 'give way' signage and wall posters used where needed

Hazard: Telephone orders and reducing the potential spread of the virus

Control measures:
When processing telephone orders the telephone must be sanitised and placed down on the counter for the customer to take up themselves after the sales assistant has spoken with the staff member at head office
After the call has ended the customer should place the phone back down on the counter so the staff member can again sanitise it before placing it back to be used again

Hazard: Maintaining social distancing around store areas to reduce potential spread of the virus

Control measures:
Face coverings must still be worn by staff in the store at all times unless sat eating in designated areas or working in the management office at the desk
Office corridor areas marked out with 2m distancing floor signage with wall posters acting as reminders and mirrors to help in areas where viewing is difficult
Office, staffroom and Back of House storage areas limited to one person occupancy to avoid unnecessary contact
Office tidied up with any unnecessary items discarded safely and gangways cleared where possible
Stockroom limited to two people occupancy whilst maintaining social distancing to avoid unnecessary contact
Employees required to maintain social distancing at all times whilst working on Shop floor and Stockroom areas
More space made between furniture to allow social distancing throughout and routes for customers to navigate around one another
Regular cleaning rota introduced for all main touch points around shop floor and back of house area. Such as door key pads and push bars etc
Where possible, doors to remain open to reduce touch points
Stairways limited to one employee use at all times - clearly indicated with signage
Give way signs clearly denote where corridors are more narrow and where corners restrict view

Hazard: Keeping all touch points clean to reduce potential spread of the virus

Control measures:
Staff to continue to wear protective face coverings whilst in store on shift
Clocking in machine to be wiped down before and after every use using company provided cleaning products specific for use
Cleaning rota implemented for all areas of the store to keep all touch points sanitised
Sanitisation stations created and clearly signed all round the store
Staff are instructed not to share equipment where possible, to reduce potential transfer. Any swapped equipment must be sanitised correctly prior to exchange
Till areas cleaned prior to any staff swapping use
Store telephone to be sanitised before and after each use

Hazard: People showing symptoms of Coronavirus in the store

Control measures:
A clear policy is in place for employees showing signs of the virus to call the store contact number ahead of making a journey into work
All those with symptoms are required to isolate for 7 days and their families advised to isolate for 10 days.

Thermometer available in the store. All individuals are instructed to take their temperature upon arrival in the building and to report any incidences above 37.5 degrees to their line manager

Temperature spot checks will be conducted by managers throughout each day

Hazard: General building cleanliness and hygiene

Control measures:

Cleaning rota implemented with tasks allocated daily, by the same individual to minimise risk. All touchpoints are regularly disinfected during this time

Sanitisation stations have been installed around the building for employee and customer use. These are clearly signposted and easily accessible

All employees are instructed to clean their area of work regularly each shift

Employee belongings are removed at the end of each day wherever possible and stored in lockers throughout shifts

Crockery and glasses provided by the store have been removed to avoid chance of contamination

Individuals must only use their own eating and drinking equipment and store in lockers when not in use

No deliveries into the building apart from those required in the normal course of business.

Hazard: Safe use of kitchen and canteen area

Control measures:

Only 1 person allowed in the kitchen/canteen at any one time. This is clearly signposted

Kettles and cooking equipment to be cleaned and sanitised after every use

Sanitisation equipment is available and staff are actively encouraged to clean equipment before and after use

Hazard: Safe use of washroom facilities

Control measures:

Signage has been installed in the toilets to remind people one person occupancy at any time

Unnecessary items stored in washroom area removed and stored elsewhere

Hand sanitisers are present in the toilet

Employees are encouraged to close the toilet seats when they flush to stop the unnecessary spread of germs.

Employees are clearly reminded to wash their hands with soap for at least 20 seconds

Hazard: Safe use of Office

Control measures:

Only one person occupancy allowed in the office at any point

If private area needed for HR meeting or other like, alternative space will be made where 2m safe distancing must be observed

Employees are encouraged to only engage in necessary meetings and to make all meetings as quick as possible

Meetings to be replaced with video calls wherever possible, appreciating some meetings are needed due to the nature of our business.

Office to have sanitisation equipment which employees are actively encouraged to use as they enter and leave the room

Hazard: Safe use of upstairs stockroom

Control measures:

Upstairs stockroom to be limited to two people occupancy where 2m safe distancing must be observed

Any deliveries to be tidied away immediately and accurately to ensure time needed in stockroom minimalised

Upstairs Stockroom to have sanitisation equipment which employees are actively encouraged to use as they enter and leave the room

Hazard: Safe use of fitting Room Facilities

Control measures:

A staff member will control the area while ever the store is open to ensure the below steps are followed

All fitting rooms in use to limit congestion in the fitting room area and reduced waiting time for the service

One way system implemented using rope divider system to maintain safe distances between customers

Once vacated fitting rooms to be thoroughly sanitised prior to next use with all touch point such as hooks and handles to be wiped

Necessary sanitisation equipment to be kept within the fitting room area to use as needed

Unwanted stock after been taken into the fitting rooms should be sanitised and allowed to dry appropriately prior to returning to the shopfloor

POS will be used to alert customers to maximum amount of customers allowed to queue. Currently 3

Hazard: Safe control of customer returns

Control measures:
Customer returns must be sanitised and allowed to dry prior to returning to the shopfloor
Staff member to sanitise after dealing with returned product
Returned stock to reintroduced to Upstairs Stockroom or Shopfloor once sanitiser has dried appropriately

Hazard: External visitors and customers
Control measures:
Entrance to the store controlled via instruction from host shopping centre. Meadowhall to have Red Signage when store is at capacity. Capacity currently 20 customers.
Entrance via left side of the door way to ensure each visitor can be counted and maximum number of people in store at once observed and controlled
Signage and floor markers used throughout the store to help encourage social distancing
Multiple sanitisation stations set up around the store allowing customers and staff to independently sanitise during their visit
Visitors may use sanitisation stations on entering the store and encouraged to do so when exiting the store
Face coverings available at the front of the store for anyone not wearing one who may wish to do so
Sneeze screens added to till area to limit unnecessary contact and contamination risks
Till touch points to be sanitised after every use and in between each transaction prior to customers approaching the area
Contactless transactions preferred and encouraged for all transactions with sign posts visible throughout the store
Unnecessary visitors limited where possible in the short term, to be formally reviewed as time progresses.

Hazard: Keeping employees aware of the measures and the impact they can make
Control measures:
A code of practice has been created, explaining all the interventions and how employees can help minimise the spread of the virus. All employees to confirm receipt and that it has been read and understood
We have invited feedback and the document will be updated regularly with new and improved measures for employee safety.
Signage is present all round the offices, informing employees of the role they play in helping maintain a safe environment

Documents associated with this risk assessment: Ongoing action list / Retail Code of practice	
Review date: Weekly at morning board meetings	Reviewers: