

## RETAIL RISK ASSESSMENT - COVID 19

JOE BROWNS LIMITED

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

<b>Title:</b> Coronavirus	<b>Date of assessment:</b> 20/08/2020
<b>Risk Assessment Reference:</b> TH003	<b>People involved in making this assessment:</b> Andrew Smith, Tracey Hepton, Alison Rycroft

### Hazard: Looking after vulnerable individuals

#### Control measures:

A list has been created of those employees in receipt of the 12 week NHS letter and other individuals who have been identified as needing to shield.  
These individuals are to remain on furlough for the foreseeable future to keep them away from any potential threat

### 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 - same teams to remain together where possible to reduce contamination potential  
Shift pattern adjusted to allow more days off within the week and more time away from any potential threat  
Manual Clocking in systems in place to avoid contact with any surface  
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:

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 2m distancing to avoid unnecessary contact  
Employees required to maintain 2m apart at all times whilst working on Shop floor and Stockroom areas  
One way system enforced where possible around the store with a clear area for queuing staff with 2m distancing labelled  
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 wear protective face coverings whilst operating on the shop floor and dealing with customers to coincide with government COVID-19 guidelines of safe use of face coverings in public areas  
Clocking in machine not in use, manual clocking in info to be recorded by management team, to remove need for touch entry  
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  
Individual staff will be allocated to tills to reduced sharing workspaces  
Till areas cleaned prior to any staff swapping use  
Individual staff to be issued with sanitisation products to use independently from cleaning rota reduce risk of contamination  
One person responsible for taking phone calls throughout the day to reduce unnecessary contact

### 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 office 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 14 days.  
Thermometer are available in the store. All individuals are instructed to take their temperature upon arrival in the building and to report any incidences above 38 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  
Free treats and snacks for staff room have been cancelled in the short term  
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  
Separate area created to segregate customer returns to allow 72 hours decontamination  
Upstairs Stockroom to have sanitisation equipment which employees are actively encouraged to use as they enter and leave the room

**Hazard: Safe control of customer returns**

**Control measures:**

Use of three unused fitting rooms to be used to separate returns over a 48 hour period  
Returned stock moved daily to allow constant rotation of returns and clarity on time spent segregated  
Rubber gloves used to rotate and log stock to ensure contact with external contamination is reduced where possible  
Returned stock to reintroduced to Upstairs Stockroom once segregation has ended  
Customer returns area to have sanitisation equipment which employees are actively encouraged to use as they enter and leave the area

<b>Hazard: External visitors and customers</b>
<b>Control measures:</b>
Entrance to the store controlled via instruction from host shopping centre. Meadowhall to have Red/Green access when store has available space or is at capacity.
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
One way system in place where possible
Queuing area for tills separated from flow of footfall traffic and 2m safe distance observed
Signage and floor markers used throughout the store to ensure 2m distancing is observed
Multiple sanitisation stations set up around the store allowing customers and staff to independently sanitise during their visit
Visitors encouraged to use sanitisation stations on entering and exiting the store
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 t use area
Card only transactions taken with contactless payments encouraged for all transactions
Unnecessary visitors limited where possible in the short term, to be formally reviewed as time progresses.

<b>Hazard: Keeping employees aware of the measures and the impact they can make</b>
<b>Control measures:</b>
A code of practice has been pulled together, 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

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