

RETAIL RISK ASSESSMENT - COVID 19

JOE BROWNS LIMITED

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

Title: Coronavirus	Date of assessment: 1st June 2020
Risk Assessment Reference: TH004	People involved in making this assessment:

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 patterns to avoid multiple staff arriving at the same time - same teams to remain together where possible to reduce contamination potential
Shift patterns adjusted to allow more days off within the week and more time away from any potential threat
Manual clocking in system is in place to avoid contact with any surface
All back of house areas marked out with 2m distancing floor signage, 'keep left' and 'give way' signage along with wall posters used where needed
The store will have a keep right policy

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

Control measures:

Office, staffroom and back of house storage areas are limited to two-person occupancy to avoid unnecessary contact
Office tidied up, with any unnecessary items discarded safely, along with the gangways cleared where possible
Stockroom limited to two people occupancy whilst maintaining 2m distancing to avoid unnecessary contact. One person can be on a break behind the Perspex screen and one person in stockroom area
Employees are required to remain 2m apart at all times whilst working on the shop floor and in the stockroom
A one way system will be enforced where possible around the store, with a clear area for queuing customers with 2m distancing clearly labelled
Regular cleaning introduced via rota for all main touch points around the shop floor and back of house area, such as door keypads and push bars etc
Where possible, doors to remain open to reduce touch points
Give way signs clearly denote where corridors are narrower and where corners restrict view

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

Control measures:

Clocking in machine is 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 will be cleaned prior to any staff swaps
Individual staff to be issued with sanitisation products, which are to be used independently from the cleaning rota supplies, to reduce the risk of contamination
Two people will be 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, requiring them to call the store 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
An IR Thermometer is available in store. All individuals are instructed to take their temperature upon arrival in the store and to report any incidences above 38 degrees to the duty 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 store for employee and customer use. These are clearly signposted and easily accessible
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 one 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
Single use paper towels to be used when drying hands and crockery

Hazard: Safe use of washroom facilities

Control measures: No washrooms in York store

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, 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 stockroom

Control measures:

Any deliveries to be tidied away immediately and accurately to ensure time needed in stockroom is minimalised.
Separate area created to segregate customer returns to allow 72 hours decontamination.
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 72-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 be reintroduced to stockroom once 72 hours segregation has ended
Customer returns area to have sanitisation equipment which employees are actively encouraged to use as they enter and leave the area

Hazard: External visitors and customers
Control measures:
Store to have staff member at doorway controlling customer numbers at all times to the maximum number advised by centre
Entrance via right side of the doorway to ensure each visitor can be counted and the maximum number of people in store at once is observed and controlled
One-way system in place where possible
Queuing area for tills separated from flow of footfall traffic with 2m safe distancing being observed
Signage and floor markers used throughout the store to ensure 2m distancing is observed
Multiple sanitation stations set up around the store allowing customers and staff to independently sanitise during their visit
Visitors encouraged to use sanitation stations on entering and exiting the store
Sneeze screens added to the 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 to use the 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

Hazard: Keeping employees aware of the measures and the impact they can make
Control measures:
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, the document will be updated regularly with new and improved measures for employee safety
Signage is present all round the store, 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: