

**RISK ASSESSMENT**

|                              |   |                               |                  |
|------------------------------|---|-------------------------------|------------------|
| <b>Subject of Assessment</b> | Coronavirus (COVID-19) Retail Centres   |                               |                  |
| <b>Task/Activity</b>         | Managing the risk of Coronavirus (COVID-19) exposure whilst undertaking all work activities |                               |                  |
| <b>Assessor</b>              | H Coleman/Jon Dennis  | <b>Location of Assessment</b> | Retail Locations |

| <b>Risk Rating Matrix (RR)</b>  | <b>Likelihood (L)</b>                   |                                     |                         |
|---|---|-------------------------------------|-------------------------|
| <b>Consequence (C)</b>  | Certain or near certain to occur (High) | Reasonably likely to occur (Medium) | Unlikely to occur (Low) |
| Fatality; major injury or illness causing long term disability (High) | <b>HIGH (H)</b>                         | <b>HIGH (H)</b>                     | <b>MEDIUM (M)</b>       |
| Injury or illness causing short term disability (Medium)              | <b>HIGH (H)</b>                         | <b>MEDIUM (M)</b>                   | <b>LOW (L)</b>          |
| Other injury or illness (Low)   | <b>MEDIUM (M)</b>                       | <b>LOW (L)</b>                      | <b>LOW (L)</b>          |

| Ref | Hazards<br>(Unsafe Condition)                                | Who is at risk?<br>(and how)  | Controls in place  | L | C | RR | Adequately controlled? |
|-----|--|---|--|---|---|----|------------------------|
| 1   | <b>COVID-19</b><br>(Someone infected entering the workplace) | <b>Employees &amp; Visitors</b><br>(A visitor or employee enters the workplace and passes the virus onto employees) | <ul style="list-style-type: none"> <li>Individual showing symptoms will be asked to leave and denied further entry until after following the government guidelines on self-isolation.</li> <li>COVID-19 information posters are placed in designated locations within the workplace (toilets, notice boards etc.) for all employees &amp; visitors.</li> <li>Best practice Hygiene requirements (handwashing etc.) are being enforced and included in all inductions and reinductions. Employees have been instructed to wash their hands frequently for at least 20 seconds duration. No handshaking. When washing hands hand dryers should not be used.</li> <li>External workers/contractors are restricted to those deemed essential.</li> </ul> | M | M | M  | Yes                    |

| Ref | Hazards<br>(Unsafe Condition)                             | Who is at risk?<br>(and how)  | Controls in place  | L | C | RR | Adequately controlled? |
|-----|---|---|--|---|---|----|------------------------|
| 2   | <b>COVID-19</b><br>(Someone becomes ill in the workplace) | <b>Employees &amp; Visitors</b><br>(Contract COVID-19 in workplace) | <ul style="list-style-type: none"> <li>UK Government guidance to be followed</li> <li>Persons showing signs of COVID-19 infection will be moved from the workplace, away from other staff and sent home and advised to follow NHS Guidance online.</li> <li>If the person is a contractor their organisation will be informed.</li> <li>The workplace will be decontaminated following governmental guidance.</li> <li>Best practice Hygiene requirements (handwashing etc.) are being enforced. Employees have been instructed to wash their hands frequently for at least 20 seconds duration. No handshaking. Where possible do not use hand dryers after washing hands.</li> </ul> | M | M | M  | Yes                    |

| Ref | Hazards<br>(Unsafe Condition)                       | Who is at risk?<br>(and how)  | Controls in place  | L | C | RR | Adequately controlled? |
|-----|---|---|--|---|---|----|------------------------|
| 3   | <p><b>COVID-19</b><br/>(Contaminated Workplace)</p> | <p><b>Employees &amp; visitors</b><br/>(Contract COVID-19 in workplace)</p> | <ul style="list-style-type: none"> <li>• UK Government guidance is being followed.</li> <li>• Reception area controls – limited numbers of customers 2-meter distancing rules in place where possible.</li> <li>• 2 meters marking zones will be indicated where possible.</li> <li>• Vehicle sanitation prior to use and on returning to the customer.</li> <li>• Where possible customers are advised to wait in their vehicle until instructed by a member of staff.</li> <li>• Additional hand sanitisers have been provided in the workplace and including customer waiting areas.</li> <li>• Extra hygiene requirement (handwashing etc.) in place. Multi-use handtowels are not permitted, disposable hand towels to be used to dry hands, limited use of hand dryers where possible.</li> <li>• Employees are encouraged to implement increased cleaning regime. Equipment such as keyboards, work surfaces etc. to be regularly cleaned.</li> <li>• The wearing of face coverings is not mandatory, however are available to wear as a personal choice.</li> <li>• Card payments are encouraged, and cash transactions are limited.</li> <li>• Touch point items such as door handles, kitchen equipment etc to have frequent cleaning regime</li> <li>• Provision for remote deliveries, with designated drop off points in reception where possible.</li> <li>• Multi use tools cleaned after every use.</li> </ul> | M | M | M  | Yes                    |

| Ref | Hazards<br>(Unsafe Condition)                        | Who is at risk?<br>(and how)   | Controls in place   | L | C | RR | Adequately controlled? |
|-----|--|--|---|---|---|----|------------------------|
| 4   | <b>COVID-19</b><br>(proximity, workplace gatherings) | <b>Employees &amp; visitors</b><br>(A person catches COVID-19 due to working closely with an infected person)                      | <ul style="list-style-type: none"> <li>- UK Government guidance to be followed.</li> <li>- A social distancing policy has been implemented.</li> <li>- All employees have been asked to work from home where possible.</li> <li>- Only business critical face to face meetings to be undertaken on agreement with all involved. Following government guidelines on social distancing.</li> <li>- Customer meetings to be undertaken remotely by phone or video where possible.</li> <li>- Where possible customers are advised to wait in their vehicle until instructed by a staff member.</li> <li>- No handshaking or attendance at large meetings.</li> <li>- Multi use computers/Tablets to be regularly cleaned.</li> <li>- Welfare facility usage to be monitored and restricted, government social distancing guidelines to be followed.</li> </ul> | M | M | M  | Yes                    |
| 5   | <b>COVID-19</b><br>(Vulnerable employees)            | <b>Employees with underlying health conditions. Reduced immunity, pregnancy, over 70, etc.</b><br>(Contract COVID-19 in workplace) | <ul style="list-style-type: none"> <li>• UK Government guidance to be followed</li> <li>• Employees have been instructed to self-isolate if they have had either a high temperature (37.8 centigrade or greater) or a continuous dry cough in the last 14 days.</li> <li>• Any vulnerable employees will be offered the ability to work from home where possible.</li> <li>• Where home working is not possible arrangements are made to isolate employee at work if symptom free.</li> <li>• Pregnant workers may be asked to commence maternity leave early if practicable.</li> <li>• The company will arrange for meetings with clients/customers to be completed by video or audio conferencing where possible.</li> </ul>   | M | M | M  | Yes                    |

| Ref | Hazards<br>(Unsafe Condition)   | Who is at risk?<br>(and how)   | Controls in place  | L | C | RR | Adequately controlled? |
|-----|---|--|--|---|---|----|------------------------|
| 6   | <b>COVID-19</b><br>(Employees who have contracted COVID-19)                   | <b>Employees, visitors, members of the Public, Family members</b><br>(Contract COVID-19 in workplace)  | <ul style="list-style-type: none"> <li>If NHS 111/online or a GP determines an employee has contracted COVID-19 they will be treated in accordance with normal company sickness policy.</li> <li>Colleagues who have had contact with a symptomatic employee will be made aware of the symptoms and advised to follow NHS Online Guidance.</li> <li>The workplace will be decontaminated following governmental guidance.</li> </ul>   | M | M | M  | Yes                    |
| 7   | <b>COVID-19</b><br>(Symptomatic or exposed employees remaining in workplace.) | <b>Employees, members of the Public, Family members</b> (Employees who are symptomatic or have been in contact with someone with COVID-19 but continue to work despite being unwell) | <ul style="list-style-type: none"> <li>UK Government guidance to be followed</li> <li>Employees are advised to follow NHS Guidance online.</li> <li>Symptomatic employees will be instructed to go home.</li> <li>Colleagues who have had contact with a symptomatic employee will be made aware of the symptoms and advised to contact NHS Guidance online.</li> <li>As a last resort, if ignored or unfollowed the company reserves the right to instigate its own internal disciplinary procedures and in accordance with the employees' contract.</li> </ul> | M | M | M  | Yes                    |
| 8   | <b>COVID-19</b><br>(Self-Isolation and wellbeing)                             | <b>Employees</b><br>(Employees not aware of the need to or how self-isolate. Wellbeing/Loneliness issues from self-isolation)  | <ul style="list-style-type: none"> <li>A homeworkers general assessment – will be completed</li> <li>Managers are to ensure that all employees now required to work from home have the necessary equipment to do their jobs safely.</li> <li>Managers &amp; Colleagues are advised to keep in regular contact with home workers with regular individual, team calls</li> <li>This information has been passed onto all employees.</li> <li>Provision and access to Lifeworks</li> </ul>  | M | M | M  | Yes                    |

| Hazard Ref | Additional control | Assigned to | Date Completed | L | C | RR |
|------------|--------------------|-------------|----------------|---|---|----|
|            |                    |             |                |   |   |    |

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|                           |   |                  |           |
|---------------------------|---|------------------|-----------|
| <b>Date of Assessment</b> | 14.05.20  | <b>Signature</b> | H Coleman |
| <b>Review date</b>        | <b>Currently daily, to ensure Government Guidance is being followed</b> |                  |           |