

GENERAL RISK ASSESSMENT

Monica Vinader Ltd
Location: UK Retail Sites

Title: COVID 19 - Retail Reopening	Date of Assessment: 05/06/2020	Risk Assessor: Laura Kousoulou
Risk Assessment Reference: COVID-19 RR	People involved in making this assessment: Laura Kousoulou, Mia Bannister	
Task/ Process: Store Environment During Coronavirus Pandemic	People at Risk: Employees, Contractors, Members of the Public	

Hazard: Uninformed Staff Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government guidelines of 'Covid Secure' working could compromise our arrangements and jeopardise the health of others.

Control Measures:

1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance
2. The company will engage with representatives of the Retail teams to ensure concerns can be raised and addressed promptly
3. The company will provide an end of day survey, as well as ensuring open and honest feedback on safety measures to ensure any concerns raised are addressed as quickly as possible
4. Team members will be required to sign documentation confirming they have read and understood the procedures and measures as communicated. Persistent failure to follow measures will result in disciplinary action
5. NHS and Public Health warning posters displayed throughout the premises, alongside company specific guidance on procedures and measures that must be followed
6. Every team member will be fully briefed before returning to work to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place. This will be shared via videocall, via email and will be reinforced via frequent email and digital messaging
7. We have consulted with our partners and host stores where applicable, and have provided all relevant information to them about our safety measures. Team members are instructed to adhere to any additional instructions given by partners and host stores, providing they do not contradict with government advice or safety
8. Team members will be required to confirm they are not experiencing any Covid-19 symptoms, and that they have had their temperature checked and returned a normal reading before starting their shift
9. Irresponsible conduct outside of work may result in disciplinary action

Hazard: Food & Drink Preparation Areas Potential risk or transfer of virus through cross contamination

Control Measures:

1. Staff instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared
2. Ensure that when spills of food or liquids occur, they are cleaned straight away and work surfaces are left in a clean and sanitised condition
3. Removal of any shared utensils, crockery or reusable drinking vessels. Team members instructed to use their own utensils, crockery and reusable drinking vessels to prevent cross contamination
4. Staff will be instructed to keep their hands out of and not to touch food and waste bins or receptacles as they may contain contaminated products, food or tissues
5. Wash or sanitise their hands thoroughly for at least 20 seconds before and after using these facilities

6. Microwaves, kettles and other shared kitchen equipment must be cleaned before and after use
7. Put half eaten food products in a clean, sanitised, sealed wrapper, bag or container, if they are to be stored in the communal refrigerator
8. Single use paper tissues are provided for cleaning, washing and drying purposes
9. Employees encouraged to bring their own prepared food and drinks for lunches and breaks
10. Employees encouraged to make their own hot and cold drinks during the day
11. Team members will be required to take staggered lunch breaks
12. Communal areas will be marked with signage or tape where applicable, to allow for social distancing
13. All customer facing beverage or food will be removed. Drinks stations will no longer be available for customer use
14. Team members must not share food or beverages

Hazard: Communal facilities, entrance, toilets, stairs. etc. Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminate by coronavirus and create a risk to health.

Control Measures:

1. Communal areas and workspaces, are cleaned more frequently than before and the cleaning routine is to a higher specification
2. Sanitising agents are provided and regularly topped-up at all hand washing stations. NHS and Public Health hand washing advice posters displayed in appropriate areas
3. Staff instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds
4. Staff made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces and objects which are visibly contaminated with bodily fluids must not be touched, but reported to an appropriate person
5. Staff instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens
6. Team members must adhere to all instructions set out by partners or host stores in using communal bathroom facilities

Hazard: Waste Ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).

Control Measures:

1. Waste bins are provided throughout the work environment
2. Staff instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues
3. Staff instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, preferably bagged, or pocketed and taken home
4. All waste bins and receptacles must be emptied daily and removed from store
5. Staff are required to have consideration for contracted cleaning staff with regards to discarded tissues, food, etc. to prevent cleaning staff being accidentally contaminated
6. All waste bags must be double bagged before removing from site

Hazard: Workstations, IT and shared equipment Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.

Control Measures:

1. Staff are instructed to ensure that their workstations, IT and telephony equipment, such as keyboards, screens, phones and headsets are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners that do not damage equipment are provided
2. Team members will be assigned an iPad and till point to use throughout the day. Team members should not share equipment wherever possible. Where equipment is shared it must be cleaned and sanitised before and after use
3. Telephone equipment is deep cleaned at the end of each working day
4. Staff instructed not to share personal mobile phones with others to prevent accidental cross contamination
5. Use of equipment such as engraving machine, monogramming machine and shared laptops should be minimised. When using such equipment, all touch points must be sanitised before and after use
6. Staff will be given writing implements which they must keep on their person and not share with anyone else, including customers, visitors or team members

Hazard: Close contact Staff working on the premises may be at risk of exposure to other members of staff, customers or visitors who are carrying coronavirus, knowingly or unknowingly.

Control Measures:

1. Staff instructed to avoid close face-to-face contact or touching other employees, customers or visitors and to always adhere to the 2m rule
2. Physical contact, such as handshakes, hugs, pat on the back, etc. is to be avoided
3. Doors and windows must remain open at all times it is safe to do so, to encourage air flow throughout the premises
4. At the till point of the store, where 2m distancing may be difficult perspex screens will be provided to reduce the risk of exposure to the virus
5. Face coverings and perspex masks will be provided for all employees. Employees will be encouraged to wear face coverings and perspex masks to reduce the risk of unintentionally spreading the virus to others
6. Customers or visitors who will not adhere to social distancing guidelines will be asked to leave the premises
7. Visitors (excluding customers) will be minimised. Only essential and critical maintenance works will be carried out, delivery frequency will be reduced
8. Any external visitors spending more than 5 minutes on site must provide their name for a contact log until such time a government contact tracing app is deployed
9. Customers will be encouraged to shop alone. Customers shopping with children will be responsible for ensuring their children adhere to social distancing measures
10. The number of people, including staff, customers and visitors will be limited and clearly communicated via signage at the entrance to the store
11. All customers and visitors will be instructed to sanitise hands on entering premises
12. Directional signage will be placed on the floor and other suitable areas to denote 2m rule and remind of social distancing
13. Back of house areas have restricted capacity in order to maintain social distancing. Team members must always knock before entry to ensure no one else is inside
14. There should be no physical contact between team members, customers or visitors. Any items or paperwork must be set down and should not be passed hand to hand

Hazard: Vulnerable employees Vulnerable employees with existing health conditions are at a higher risk of contracting Covid-19, which may have a significant increased adverse effect on their health and wellbeing.

Control Measures:

1. In accordance with Government policy staff who are in the vulnerable and high-risk categories are not allowed on the premises. They are either working from home or are furloughed
2. Staff with family members in at risk categories have been instructed to inform their management team. Decisions on home working or furlough in accordance with Government policy are taken on a case by case basis

Hazard: Cleaning and hygiene Inadequate cleaning & hygiene standards pose a risk of spreading infection by way of cross contamination from surfaces contaminated with the coronavirus.

Control Measures:

1. Cleaning regimes have significantly increased specifically the frequency of cleaning of hard surfaces (floors, handrails, door handles, building equipment buttons, switches, etc.)
2. Suitable disinfectant cleaning products are used by the contracted cleaning staff
3. A colour coded cleaning system is used by cleaning staff, to prevent cross contamination of surfaces
4. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the building where hand washing facilities are available
5. Staff are required to report anything contaminated or spilt that requires cleaning
6. Staff members are required to complete a cleaning regime after serving each customer, including sanitising items tried on and payment keypads
7. To minimise contamination, all customer seating areas will be removed or made unavailable

Hazard: Personal hygiene Poor personal hygiene standards pose a risk of passing or contracting the infection.

Control Measures:

1. The importance of good personal hygiene has been explained to all staff. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean
2. Staff instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and gels are provided
3. Staff instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container
4. Staff instructed that disposable tissues, should be used when coughing and or sneezing. Used tissues to be bagged and put into a bin or pocketed and taken home for safe disposal
5. Employees should take care to ensure that alcohol sanitiser does not come into contact with their eyes. If contact with eyes occurs, they should rinse with water for several minutes and seek medical advice if needed

Hazard: Employed Staff Staff attending work may be unable to follow social distancing guidelines, increasing their risk of contracting Covid-19

Control Measures:

1. All team members will be required to complete a 'Pre-Return to Work Declaration' to confirm they are able to return to work safely
2. Employees are required to wear face coverings when using public transport in line with Government guidance
3. Where possible, storage for bicycles will be provided on site
4. Staff will be encouraged to walk, cycle or drive all or most of their journey to minimise the use of public transport
5. Start and finish times will be phased to reduce large gatherings and allow for social distancing
6. Staff should not visit other locations or their normal working location unless they are attending work
7. The number of staff working on site will be reduced to ensure that social distancing can be maintained and to reduce risk of spreading the virus

Hazard: Stress (Work Related)

Control Measures:

1. Employees can raise concerns confidentially to their line manager, HR or other appropriate Head Office team member
2. Employees will be required to fill in a daily survey where they can raise any concerns or provide feedback on their working conditions
3. Employees have access to a 24/7 confidential Employee Assistance Program

Hazard: Violence, threatening behaviour Visitors, team members and customers may be unwilling to follow policies and guidelines resulting in violence or threatening behaviour

Control Measures:

1. Panic buttons are available in all locations and must be tested frequently
2. Staff members can refuse service to any member of the public who does not follow social distancing guidelines
3. Training will be provided on how to guide customers on social distancing, and how to politely remind them of the procedures and measures that must be followed.
4. Team members must remove themselves from any obvious danger, such as people not following social distancing

Hazard: Suspected Infections There is a risk that other infections (such as a cold) may be consistent with Covid-19 symptoms, as well as employees present Covid-19 symptoms at work. There is a risk of cross-contamination and transmission to other people.

Control Measures:

1. All team members are required to complete a temperature check on arrival to work, or if they suspect any other symptoms during their working day. If a high temperature is registered, a further 3 readings should be taken to confirm the symptom
2. Any team member displaying any symptoms of Covid-19 prior to attending work must call their line manager to report these symptoms. They must not travel to work and must follow government guidelines
3. Any team member displaying any symptoms of Covid-19 during their working day must report this to their line manager immediately. Decisions on refraining from working will be made accordingly where there is a risk
4. Any team member suspected of having Covid-19 whilst at work, should isolate themselves from other team members as far as is reasonably possible

- 5. Employees who are currently self-isolating due to having tested positive for COVID 19, experiencing symptoms or have a family member who have tested positive or have symptoms are not to return to work and inform their line manager and HR
- 6. Employees are advised to isolate in accordance with Government guidelines
- 7. Employees must follow all guidance from NHS Track and Trace teams, including instructions to self-isolate. If an employee has been directed to self-isolate, they must inform their line manager and HR immediately
- 8. If a confirmed case occurs, the site will be immediately closed and a deep clean will be completed before any employees return to work
- 9. Employees are required to use any contact tracing applications or programs mandated by the government

Hazard: Handling Goods Contact with items that may be contaminated presents a risk to staff and customers	
Control Measures:	
1. Cash payments will be accepted but contactless and card payments will be encouraged. Team members handling cash must wear gloves and wash/sanitise their hands after handling cash	
2. Delivery frequency will be reduced, and any items delivered will be isolated for 72 hours before significant handling and processing	
3. Items being returned or repaired will be assessed using a contactless approach. Items brought into the premises must be isolated for 72 hours before significant handling and processing	
4. Gloves must be worn when handling merchandise at the following points: packaging items for purchase, moving items before 72-hour isolation, handling incoming items (after 72-hour isolation). After items have been handled using gloves, these must be disposed of securely and hands washed	
5. Items available in store will be sanitised using UVC and/or alcohol after being touched	

Documents Associated with this Risk Assessment:	
Review Date: 29/06/2020	Reviewer: Laura Kousoulou