

# RISK ASSESSMENT

Assessment Title:

Site/Location	[REDACTED]	Work Area <i>e.g. Goods-in, Yard, etc.</i>	Store	Reference Number <i>Previous RA reference #</i>	
Date	Tuesday, 12 May 2020				
Reason for Assessment	New Task Assessment	<input type="checkbox"/>		Is a Permit To Work required?	N/A
	Significant Change	<input checked="" type="checkbox"/>		If so, state type i.e.	
	Periodic Review (minimum 2 years)	<input type="checkbox"/>		<ul style="list-style-type: none"> <li>• General</li> <li>• Hot Work</li> <li>• Working at Heights</li> <li>• Electrical Safety</li> </ul>	<ul style="list-style-type: none"> <li>• Lone Working</li> <li>• Confined Spaces</li> <li>• Machinery/Equipment</li> <li>• Other</li> </ul>
	Central / Divisional Directive	<input type="checkbox"/>			
	Review Following Accident/Incident*	<input type="checkbox"/>			
*Accident / Incident details being Reviewed	Exposure To Suspected/Diagnosed Coronavirus				
Task Description <i>Describe the task; provide a "story" that outlines the workplace, equipment and processes that is to be conducted by the individual.</i>	<p>An assessment of how the retail store can best work safely during coronavirus (COVID-19) and how we can control the risks associated with running the business during this time.</p> <p>This risk assessment is to be used in conjunction with the Store Opening Pack information Store Managers have been provided with.</p> <p>This assessment has been created in preparation of reopening stores after forced government closure.</p>				

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## 1. WHAT MIGHT BE THE TYPES OF HAZARD? Every Hazard identified **MUST** be addressed in the assessment

<b>Other applicable Risk Assessments</b> <i>Refer to the locations Master List and reference any related assessments or relevant manufacturers documentation in this box:</i>		
<b>A.</b> Slips, Trips & Falls <input type="checkbox"/> <b>B.</b> Falls from Height <input type="checkbox"/> <b>C.</b> Manual Handling (specific MH RA required) <input type="checkbox"/> <b>D.</b> Hit by moving vehicle <input type="checkbox"/> <b>E.</b> Trapped by object <input type="checkbox"/> <b>F.</b> Collision with object <input type="checkbox"/> <b>G.</b> Struck by moving object <input type="checkbox"/>	<b>H.</b> Struck by falling object <input type="checkbox"/> <b>I.</b> Contact with machinery / entanglement <input type="checkbox"/> <b>J.</b> Sharp objects <input type="checkbox"/> <b>K.</b> Violence <input type="checkbox"/> <b>L.</b> Noise (specific Noise RA required) <input type="checkbox"/> <b>M.</b> Extreme temperatures (Hot and Cold) <input type="checkbox"/> <b>N.</b> Smoke or Dust <input type="checkbox"/>	<b>O.</b> Hazardous Substances (specific COSHH RA required) <input type="checkbox"/> <b>P.</b> Vibration <input type="checkbox"/> <b>Q.</b> Fire & Explosion (specific RA required) <input type="checkbox"/> <b>R.</b> Electricity <input type="checkbox"/> <b>S.</b> Suffocation <input type="checkbox"/> <b>T.</b> Animal attack <input type="checkbox"/> <b>U.</b> Other <input checked="" type="checkbox"/>

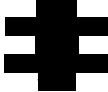

*Please add additional rows above if needed*

## 2. WHO MIGHT BE AFFECTED?

<input checked="" type="checkbox"/> Employees <input checked="" type="checkbox"/> Contractors <input type="checkbox"/> Agency Workers <input checked="" type="checkbox"/> Customers		<input checked="" type="checkbox"/> Visitors <input checked="" type="checkbox"/> Public <input checked="" type="checkbox"/> Vulnerable People <input type="checkbox"/> Other	<p><b>Comments if Other, Multiple Groups or Vulnerable People</b></p> <p><b>Clinically extremely vulnerable people and clinically vulnerable people</b></p> <p><b>Clinically extremely vulnerable people will have received a letter telling them they are in this group, or will have been told by their GP. Guidance on who is in this group can be found here:</b>  <a href="https://www.gov.uk/government/publications/guidance-on-shielding-andprotecting-extremely-vulnerable-persons-from-covid-19/guidance-onshielding-and-protecting-extremely-vulnerable-persons-from-covid-19">https://www.gov.uk/government/publications/guidance-on-shielding-andprotecting-extremely-vulnerable-persons-from-covid-19/guidance-onshielding-and-protecting-extremely-vulnerable-persons-from-covid-19</a></p> <p><b>Clinically vulnerable people include those aged 70 or over and those with some underlying health conditions, all members of this group are listed in the 'clinically vulnerable' section here:</b>  <a href="https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others/full-guidance-on-staying-at-home-and-awayfrom-others">https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others/full-guidance-on-staying-at-home-and-awayfrom-others</a></p>
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## 3. CHARLIES STORES LTD HEALTH & SAFETY RISK TASK ASSESSMENT AND ACTION PLAN

3.1 SPECIFIC HAZARDS <i>Description of hazard, where it exists, what could be its effect &amp; potential harm? (Adopt the X, Y, Z approach and when rating the risk remember it is the reasonably foreseeable worst case injury that should be reflected)</i>	3.2 EXISTING CONTROLS <i>From the above 'existing common controls', list the common control numbers that are relevant to the Hazard and comment on their effectiveness.</i>	3.3 RISK RATING (Likelihood x Severity)			3.4 ADDITIONAL CONTROLS <i>Describe if required to reduce the Risk Rating, and then revise the Risk Rating after these additional controls are taken into account. If no additional controls are required, enter a statement of the following 'it is considered that the remaining residual risk from this Hazard is adequately controlled' OR 'the residual risk from this Hazard cannot be totally eliminated'</i>	3.5 <i>Person Responsible for action</i>	3.6 <i>Agreed completion Date</i>	3.7 <i>Completed (Y or N)**</i>	3.8 <i>Date Closed</i>	3.9 <i>Residual Risk</i>		
		L	S	R						L	S	R
Having close contact with people (colleagues and customers) which could lead to spreading of Corona Virus. A threat across the store but particularly heightened at pinch points with high footfall.	Maintain 2m distance between all people whenever possible.  Screens put in place on tills  Layout of staff room changed to allow for social distancing.  Increased staggering of breaks to limit number of individuals in communal areas.  Introduce one-way flow at entry and exit points, and where possible on other major walkways. Put down markers.  Put down markers showing 2m distancing on major walkways, at entry and exit, at tills and at the outside queuing area.  Queue management system in place at tills  Put tape around workstations to demonstrate 2m distance  Barcode books in place at tills to prevent till staff having to reach around to scan large items  Create zoned area in service led departments that marks 2m distance and that can be used for answering employee's questions or showing them a product.	2	3	6	<b>Markers across all shop floor showing 2m distance for customers and staff to adhere to</b>  <b>Three tills to be used only across three lanes</b>  <b>Howards to be used by half departments for their breaks including toilet facilities</b>  <b>Controlled by rota and set times/days. Howards to be used for half store team</b>  <b>Store has separate entrance/exit points. All entry points to each department show entrance or exit</b>  <b>Food hall redesigned to allow clear passage of customers to tills with member of team controlling set by rota</b>  <b>Customer toilets closed completely to customers and staff.</b>  <b>Clothing desk taken away</b>  <b>Rota fixed with each department having to use either canteen or Howards</b>  <b>Controls put in place on bridge to entrance to divide direction people are walking</b>				2	3	6	
												**If a risk control measure is not introduced, the reason(s) must be given for not implementing the recommendation in Section 5 Management Review and Declaration below.

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Increased contactless card transaction to £45.  
Will not accept cash, card transactions only  
and where possible encourage contactless.

Where required, use limited number of tills to  
ensure all employees can keep 2m apart.

Signage around store and regular tannoy  
announcements reminding employees and  
customers about social distancing.

Queueing system in place outside store,  
entrance manned at all times and limited  
customers allowed into store at any one time.  
To be continually monitored by management  
with special attention paid to pinch points like  
the tills..

Suspension of employees assisting customers  
with carrying items. Instead for heavy lifting  
we will allow 2 customers to shop together.  
Or, where completely unavoidable lifting must  
be done by two employees whilst customer  
maintains distance.



Discourage employees from moving around  
the store unnecessarily. Encourage use of  
phones instead (must be cleaned between  
uses)

Closure of parts of the store where social  
distancing isn't feasible e.g. stopping  
customer access to narrow corridors



When social distancing not possible keep the  
activity, time involved as short as possible.

Where possible manager rotas so that people  
work in "fixed teams" to limit number of people  
each person has contact with

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<p>Cross contamination of Covid-19 from customers and colleagues cross touching the same objects</p>	<p>Hand sanitising facilities available at entrance and exit of store for employees and customers</p> <p>Sanitising station to be put in place at store entrance trolley bays for customers to wipe down trolleys and baskets</p> <p>If phones are shared, they are to be wiped down after every use. Individual phones to be wiped down at end of day.</p> <p>High touch objects, such as door handles, shopping trolleys and counter tops must be done with increased frequency.</p> <p>Fittings rooms are closed</p> <p>Trying on of footwear prohibited</p> <p>Stock from store returns to be put in specified warehouse location for 48 hours before being put back into stock for selling.</p> <p>Increased cleaning schedule to be put in place with frequent cleaning of work areas and equipment between uses, using usual cleaning products.</p> <p>Reduced store trading hours to allow for additional cleaning procedures</p> <p>Card payments only and contactless encouraged.</p> <p>Till staff not to bag customer purchases.</p> <p>Barcode books in place at tills to prevent till staff having to reach around to scan large items</p> <p>Where possible till to only be used by 1 employee a day to minimise cross contact.</p> <p>Where a workstation has high employee use place clingfilm over key board that is regularly replaced</p>	2	3	6	<p><b>Table inn foyer for use by staff customers containing hand sanitiser, cleaning spray, blue roll and lidded bin</b></p> <p><b>Store open 830 till 5 every day. Sunday hours remain the same. 5 till 530 for cleaning down purposes</b></p>					2	3	6
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	<p>Workstations must comply with empty desk policy – there are to be no personal possessions and no work items left out. Surfaces must be clear to allow for easy cleaning.</p> <p>Specific guidance about cleaning after suspected Covid-19 case is detailed in the Store Opening pack.</p>											
<p>Poor personal hygiene leading to the spread of Corona Virus</p>	<p>Signs in place to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.</p> <p>Employees allowed more frequent hand-washing breaks.</p> <p>Tannoy announcements and signage to remind people of the importance.</p> <p>Hand sanitiser available at entry and exit and at all work stations.</p> <p>Use paper towels as an alternative to hand dryers in handwashing facilities</p>	2	3	6	<p><b>Tannoy announcements every hour with script</b></p> <p><b>Howards and upstairs canteen to be used to separate employees has much as possible</b></p>					2	3	6

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<p>Employees or customers not having sufficient knowledge about risks or processes in place to mitigate them. Which leads to people breaking guidance and spreading Corona Virus.</p>	<p>All employees to receive training and copy of risk assessment, which must be signed and returned.</p> <p>Feedback from employees on suggested measures and changes encouraged</p> <p>Latest guidelines displayed in store and in staff areas.</p> <p>Clear signage in store and particularly at the entrance about social distancing and importance of good respiratory hygiene.</p> <p>Signage at entrance detailing symptoms of corona virus and asking customers not to enter if they have them.</p> <p>Regular tannoy announcements reminding people:</p> <ul style="list-style-type: none"> <li>○ Remain 2m apart</li> <li>○ Be respectful of staff</li> <li>○ We are only accepting card payments and they should pay by contactless if possible</li> <li>○ Only two person per family is allowed into the store at any one time</li> </ul>	2	3	6	<p><b>Will be completed on first day of opening</b></p> <p><b>Staff informed that situation/condition/controls/layouts under constant review and that team can/must feedback any concerns/issues/suggestions</b></p>						
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#### 4. CHARLIES STORES LTD HEALTH & SAFETY RISK ASSESSMENT: CONSULTATION & APPROVAL

*This risk assessment has been reviewed by relevant people involved in the task/activity*

<b>Colleague Consultation</b> <i>The following colleagues were consulted to facilitate a team approach to this risk assessment (E.G. First Line Manager, Safety Rep, Colleagues who do the job)</i>	<b>Names</b>	<b>Job Title/Position</b>
	<div style="background-color: black; width: 100px; height: 15px;"></div>	<b>Managing Director</b>
	<div style="background-color: black; width: 100px; height: 15px;"></div>	<b>Health &amp; Safety Manager</b>
	<div style="background-color: black; width: 100px; height: 15px;"></div>	<b>Assistant Store Manager</b>



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<b>Lead Assessor</b>	██████████	<b>Title / Position</b>	<b>Store Manager</b>
<b>Signature</b>	██████████	<b>Review by Date</b>	<b>Monday, 25 May 2020</b>

**Assessor Comments**



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## APPENDIX: CHARLIES STORES LTD HEALTH & SAFETY TASK RISK ASSESSMENT: RISK RATING ESTIMATOR

For reference when calculating risk ratings in section 3 of the task risk assessment

Note: - Likelihood and Severity should be based on a practical and reasonable outcome		Highly unlikely	Unlikely	Possible	Likely	Highly likely	
<b>(S) SEVERITY</b>	5.	<b>Extreme Harm</b> (Fatality)	5	10	15	20	25
	4.	<b>Major Harm</b> Permanent disablement or long-term sick leave	4	8	12	16	20
	3.	<b>Harmful</b> (Broken Limb or Non-permanent incapacity) Weeks or months off sick, hospitalisation, RIDDOR	3	6	9	12	15
	2.	<b>Slightly Harmful</b> any injury that requires first aid 1-3 days off sick	2	4	6	8	10
	1.	<b>Minor Harm</b> Cuts, abrasions and minor skin or eye irritations, etc. No lost time (sick leave not required)	1	2	3	4	5
<b>(L) LIKELIHOOD</b>		1.	2.	3.	4.	5.	
<b>RISK LEVEL CATEGORY</b>	<b>SCORE</b>	<b>ACTIONS TO BE TAKEN</b>					
<b>Negligible (N)</b>	1	Negligible risk refers to a level of risk usually presumed to be below 1 in a million per annum of seriously adverse consequences occurring.					
<b>Tolerable (T)</b>	2-4	Tolerable means that the risk and score has been reduced to the lowest level that is "reasonably practicable" i.e. in accordance with statutory obligations. No additional controls are required; consideration may be given to a more cost-effective solution or improvement that imposes no additional cost burden. Monitoring is required to ensure that the controls are maintained.					
<b>Moderate (M)</b>	5-12	Where practicable all efforts must be made to reduce the risk to demonstrate as low as reasonably practicable, particularly at higher scores. The cost of prevention should be carefully evaluated. Risk reduction measures should be implemented with a defined time period.					
<b>Substantial (S)</b>	15-16	If the residual risk cannot be reduced lower, then the assessment must demonstrate that ALARP has been met. Considerable resources may have to be allocated to reduce the risk. Where the risk involves work in progress urgent action (including considering prohibition) should be taken.					
<b>Intolerable (I)</b>	20-25	Work must not be started or continued until the risk has been reduced if it is not possible to reduce the risk even with unlimited resources, work has to remain prohibited.					