



**CORONAVIRUS- COVID-19- RETAIL  
Generic Risk Assessment**

Date Conducted: 26.05.2020

**1. Hazard Management Details – General**

**Persons Covered:** Employees  Trainees  Contractors  Members of Public

**Locations Covered:** Coles Sewing Centre Ltd 90 Lower Parliament Street Nottingham NG1 1EH

**Name of Person(s) Conducting Assessment:** Neil Coles

**Relevant legislation**

*This list is not exhaustive*

Health and Safety at Work Etc. Act 1974  
 Management of Health and Safety at Work Regulations 1999 (as amended)  
 Manual Handling Operations Regulations 1992 (as amended)  
 Control of Substances Hazardous to Health Regulations 2002 (as amended)

Provision and Use of Work Equipment Regulations 1998  
 Lifting Operations and Lifting Equipment Regulations 1998  
 Personal Protective Equipment Regulations 1992  
 Workplace (Health, Safety, Welfare) Regulations 1992 (as amended)

**Assessment of Risk**

Definitions:  
 HAZARD - is anything which may cause harm, injury or ill health  
 LIKELIHOOD - is the chance/probability of an event occurring  
 SEVERITY - is the possible consequences

When evaluating the likelihood of an accident, a factor that will modify the likelihood category is exposure.

- VERY RARE - activity carried out once per year or less
- RARE - activity carried out a few times per year
- UNUSUAL - activity carried out once per month
- OCCASIONAL - activity carried out once per week
- FREQUENT - activity carried out daily
- CONTINUOUS - activity carried out constantly

The following method should be used on the attached Risk Assessment to assess the degree of risk resulting from the hazards identified, considering the control measures already in place. Any hazard with a risk factor greater than 8 requires control measures to be adopted where reasonably practicable.

Formula used to calculate the risk: **Likelihood (L) x Severity (S) = Degree of Risk (R)**

LIKELIHOOD (L)	
V.High	5
High	4
Medium	3
Low	2
V.Low	1

SEVERITY (S)		
Fatal	5	
Major Injury	4	normally irreversible injury or damage to health requiring extended recovery time off work
Minor Injury	3	a reversible injury needing several days off to recover
Very Minor Injury	2	would require first aid and may need the end of the shift off to recover
Negligible injury	1	may require up to very light first aid, e.g. plaster but can carry on working

DEGREE OF RISK (R)	
V.High	20 to 25
High	15 to 19
Medium	9 to 14
Low	5 to 8
V.Low	1 to 4

### Assessment Guidance Notice:

- 1- The purpose of this form is to identify hazards and devise/record action plan based on risk level
- 2- The risk assessment is to be carried out by a “Competent” person. It remains “Open” until completed
- 3- The significant findings of this assessment must be recorded
- 4- Those employees affected should be made aware of the assessment and the control measures that have been introduced
- 5- This assessment will be reviewed at least once per year, or sooner if any procedural changes are implemented.
- 6- The completed risk assessment is to be filed in your local HASAW folder

Any existing individual risk assessments to be incorporated to ensure any relevant risks from COVID-19 have been documented.  
Disability, young persons or new / expectant mothers to be reviewed by Business owner or line managers

It is the responsibility of each **Business owner AND location manager** to read, understand, implement and communicate the main findings of this Risk Assessment to all relevant staff under their control

This risk assessment on COVID-19 in Retail Branches indicates that the level of risk posed to employees is **"LOW"** this is based on the findings of the risk assessment. It is the responsibility of the manager to ensure these control measures are actioned, as to ensure the risks posed to employees are not increased.

### COVID-19 Manager Guidelines:

Business Owners and Managers have been provided with company guidelines which are in conjunction with this risk assessment and include any safe systems of work specified in this document.

Employees returning to work from furlough, will be subject to health questionnaires to confirm that employees are not “extremely clinically vulnerable” and therefore required to “shield”. In addition to this, employees who have existing medical conditions (in line with UK Government advice) who are deemed as being “vulnerable” will be individually risk assessed before returning to the workplace. Therefore, this assessment is based on the premise that employees in shops will not be at any greater risk of suffering severe effects from COVID-19

### Action Plan

Managers are to read this document carefully and action any control measure that is not already in place.  
At the end of this document there is an action plan. Business owners and Managers are required to complete this action plan to record and sign off each of the control measures which require further action. Each control measure requiring action will be signed and dated by the Business owner and manager only once these measures have been actioned.

**This risk assessment must be communicated to all personnel concerned.**

## Individual Shop Tasks Risk Assessments

This section covers the following typical tasks that a salesperson may carry out as part of their job role:

- Task 1: Employees entering/exiting (access/egress) into workplace
- Task 2: Customers entering/exiting (access/egress) into workplace
- Task 3: Serving Customers and Demonstrating products
- Task 4: Instore stock replenishment, merchandising and stock checks
- Task 5: Taking payments, giving refunds and banking monies
- Task 6: Assisting customers with loading of purchases
- Task 7: Dealing with telephone enquiries
- Task 8: Administration tasks
- Task 9: Dealing with visitors and contractors
- Task 10: Loading & unloading Deliveries
- Task 11: Click & Collect customer orders
- Task 12: Accepting in customer returns or repairs
- Task 13: Using staff communal areas (tea rooms, toilets, and non-shop-floor areas)
- Task 14: Work related travel
- Task 15: Training sessions or meetings
- Task 16: First aid provision, accident and other incidents
- Task 17: Keeping the workplace clean

Each task has been individually evaluated in terms of the “level of risk” after the controls specified have been implemented.

**Note to Managers- where a task arises that has not been specified in this document, please consult Neil Coles - Health & Safety Advisor for further advice via [neil@colessewingcentre.co.uk](mailto:neil@colessewingcentre.co.uk)**

### TASK 1: EMPLOYEES ENTERING/EXITING WORKPLACE (ACCESS/EGRESS)

Description of Hazard	Control Measures
Exposure to COVID-19 virus from others due to having come into close contact (within 2 metres for 15 minutes or more)	<ul style="list-style-type: none"> <li>• Management to plan, implement and control number of employees expected at start/end of day to allow for social distancing rules (2m clearance from persons) to be adhered to as outlined in the company managers guidelines document. Consideration to be given to staggering arrival and departure times where reasonably practicable based on store size.</li> <li>• Employees will work from home where possible.</li> <li>• All employees who have symptoms of COVID-19 themselves or if others in their households have symptoms are to follow the government action of self-isolation for 14 days and are not permitted to come into work. (See COVID-19 Manager guidelines document)</li> <li>• Employees to use hand sanitiser upon entering the building (sanitising stations &amp; signage located at all staff entrance/exit points). Once entered and alarms deactivated staff must wash hands as per NHS guidelines provided to all staff.</li> <li>• Key holders to deactivate alarm and where alarm system requires manual key codes, the control pad is to be fully sanitised afterwards with supplied disinfectant.</li> <li>• Always implement social distancing rules (2m clearance from persons) with other employees when entering/exiting work premises.</li> <li>• Employees are encouraged to follow government advice and avoid using public transport where possible and to implement social distancing where possible (2m clearance from persons and not to travel in groups of more than 2 unless it is immediate family)</li> <li>• Company to ensure all “clinically extremely vulnerable” persons as defined by UK Gov; <a href="#">Click here for guidance</a> , are shielding themselves and following their specific medical advice issued to them.</li> <li>• The company encourages staff to not leave the premises during breaks etc to reduce transmission risk.</li> </ul>
<b>Risk Evaluation after controls</b>	
<b>Degree of Risk = VERY LOW</b>	

<b>TASK 2: CUSTOMERS ENTERING/EXITING STORE</b>	
Description of Hazard	Control Measures
Exposure to COVID-19 virus from others due to having come into close contact (within 2 metres for 15 minutes or more)	<ul style="list-style-type: none"> <li>• Signage displayed outside of stores to advise customers of instore social distance rules, also not to enter if they have COVID-19 symptoms and the advice to customers to shop alone where possible.</li> <li>• Managers to define and limit how many customers can enter the store after considering total floor space and any busy congestion areas.</li> <li>• Managers to implement a queue management system to ensure numbers of customers do not exceed defined quota.</li> <li>• <b>Managers to ensure all entering customers are greeted by a nominated member of staff (the greeter) at the door and make aware of social distance rules instore.</b></li> <li>• <b>Hand sanitising stations to be located at store entrance point and incoming customers to be encouraged by greeter to use upon entry.</b></li> <li>• Limit number of entry and exit points into and out of store. Consider having separate entrance and exit points if possible.</li> <li>• Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.</li> <li>• The “COVID-19 Secure” poster as issued by UK Gov <a href="#">Click to download</a> to be displayed at entrances</li> <li>• Where customers are non-compliant of store rules, managers to use company guidelines (insert doc ref) to manage the situation safely &amp; effectively.</li> <li>• Managers to monitor and review regularly</li> </ul>
<b>Risk Evaluation after controls</b>	
<b>Degree of Risk = VERY LOW</b>	

<b>TASK 3: SERVING CUSTOMERS AND DEMONSTRATING PRODUCTS</b>
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Description of Hazard	Control Measures	
Exposure to COVID-19 virus from others due to having come into close contact (within 2 metres for 15 minutes or more)	<ul style="list-style-type: none"> <li>• Floor markings and signage to be provided instore to aid social distancing whilst moving around the store.</li> <li>• All till points to be spaced at least 2 metres apart, if necessary, use staff to manage the flow of customers to checkouts.</li> <li>• Erect physical barriers at all till points, counters are to be fitted with Perspex sneeze guard screens and have floor markings to aid social distancing rules, from which colleagues can provide advice/assistance to customers. These must be included in store cleaning programmes. All counters to have hand sanitiser available.</li> <li>• Management to ensure social distancing rules are always being observed by employees and customers</li> <li>• Facilitate regular handwashing breaks for all staff. Always follow good hand/respiratory NHS hygiene measures</li> <li>• Introduce frequent deep cleaning of work areas, with attention to multi contact points. For example, between shifts, staff change overs and/or during breaks.</li> <li>• Encourage use of sanitiser/paper towels to clean any shared equipment before and after each use.</li> <li>• Regular cleaning of multi-person contacts points including door handles, keypads and stock on display which may have been handled by customers.</li> <li>• Provide additional pop-up handwashing stations or facilities within the store.</li> <li>• Managers to issue daily reminders about hand washing and correct coughing etiquette using the following methods: Verbal/written communications, signage, posters via noticeboards and/or intranets</li> <li>• Regular and visible written/verbal communication of the government messages to be given to staff.</li> <li>• In store products for customers to handle, must be set up to enable social distancing rules are followed:</li> <li>• Signage instore to politely inform customers not to handle/touch products they are not purchasing.</li> <li>• Managers to encourage staff to demonstrate products instead of customers touching the item &amp; ensure items are cleaned after demonstration. Ensure hand sanitiser is available in these areas.</li> <li>• Remove or limit customer seating in store. If seating is provided, space out appropriately.</li> </ul>	
<b>Risk Evaluation after controls</b>		<b>Degree of Risk = LOW</b>

<b>TASK 4: INSTORE STOCK REPLENISHMENT, MERCHANDISING &amp; STOCK CHECKS</b>		
Description of Hazard	Control Measures	
Exposure to COVID-19 virus from others due to having come into close contact (within 2 metres for 15 minutes or more)	<ul style="list-style-type: none"> <li>• Always follow good NHS hand/respiratory hygiene measures. Sanitiser, hand soap and water and paper towers to be readily available.</li> <li>• Always implement social distancing rules</li> <li>• Managers to facilitate regular handwashing breaks for all staff.</li> <li>• Managers to implement frequent deep cleaning of work areas, with attention to multi contact points. For example, between shifts, staff change overs and/or during breaks.</li> <li>• Manager to encourage use of sanitiser spray/paper towels to clean all shared equipment before and after each use.</li> <li>• Have available sufficient disposable gloves, masks and/or visors for those colleagues who require them. If you supply re-useable visors ensure colleagues are reminded to clean them regularly during use, and before and after each use.</li> <li>• To limit congestion, consider carrying out these tasks outside of store opening hours. If tasks must be done in opening hours, area being worked in must be temporarily closed off whilst employees are working i.e. using a barrier or hazard tape to prevent access without compromising employee or customer safety.</li> </ul>	
<b>Risk Evaluation after controls</b>		<b>Degree of Risk = LOW</b>

<b>TASK 5: TAKING PAYMENTS, GIVING REFUNDS &amp; BANKING MONIES</b>
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Description of Hazard	Control Measures	
Exposure to COVID-19 virus from others due to having come into close contact (within 2 metres for 15 minutes or more)	<ul style="list-style-type: none"> <li>• Always implement social distancing rules</li> <li>• Only conduct financial transactions at the till points where hand sanitiser and sneeze guard barriers are in place. Avoid skin to skin contact with other persons.</li> <li>• Facilitate regular handwashing breaks for all staff. Always follow good NHS hand/respiratory hygiene measures</li> <li>• Encourage cashless purchases/refunds through appropriate instore signage.</li> <li>• EPDQ keypads –a member of staff must be available to regularly wipe these areas between each use.</li> <li>• Normal banking procedures to be followed, including paying in monies to bank branch, with employees ensuring regular handwashing upon re-entry of workplace and optional use of disposable gloves where necessary.</li> </ul>	
<b>Risk Evaluation after controls</b>		<b>Degree of Risk = LOW</b>

<b>TASK 6: ASSISTING CUSTOMERS WITH THE LOADING OF PURCHASES</b>		
Description of Hazard	Control Measures	
Exposure to COVID-19 virus from others due to having come into close contact (within 2 metres for 15 minutes or more)	<ul style="list-style-type: none"> <li>• Staff who have declared to the company that they are “Clinically Vulnerable” (as defined by government guidelines- <a href="#">link to gov advice</a>) - are not permitted to assist customers with loading of purchases, or to participate in any 2-person lifting tasks, due to potential lapse in social distance rule being needed in order to perform these tasks.</li> </ul>	
<b>Risk Evaluation after controls</b>		<b>Degree of Risk = N/A</b>

<b>TASK 7: DEALING WITH TELEPHONE ENQUIRIES</b>		
Description of Hazard	Control Measures	
Exposure to COVID-19 virus from others due to having come into close contact (within 2 metres for 15 minutes or more)	<ul style="list-style-type: none"> <li>• Manager to encourage use of sanitiser spray/paper towels to clean all shared equipment before and after each use.</li> <li>• Telephone calls to be taken/made where social distance rules can always be applied.</li> <li>• Facilitate regular handwashing breaks for all staff. Always follow good NHS hand/respiratory hygiene measures</li> </ul>	
<b>Risk Evaluation after controls</b>		<b>Degree of Risk = VERY LOW</b>

<b>TASK 8: ADMINISTRATION TASKS</b>	
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Description of Hazard	Control Measures	
Exposure to COVID-19 virus from others due to having come into close contact (within 2 metres for 15 minutes or more)	<ul style="list-style-type: none"> <li>• Always implement social distancing rules. Where possible, administration tasks should be completed off shop floor.</li> <li>• Employee to clean any shared items before use every time with sanitiser spray/paper towels such as keyboards, desk areas, mouse etc.</li> <li>• Managers to ensure that any shared pens are sanitised before and after each person's use.</li> <li>• Facilitate regular handwashing breaks for all staff. Always follow good NHS hand/respiratory hygiene measures</li> </ul>	
<b>Risk Evaluation after controls</b>		<b>Degree of Risk = VERY LOW</b>

<b>TASK 9: DEALING WITH VISITORS &amp; CONTRACTORS</b>		
Description of Hazard	Control Measures	
Exposure to COVID-19 virus from others due to having come into close contact (within 2 metres for 15 minutes or more)	<ul style="list-style-type: none"> <li>• Restrict all non-essential visitors. Where deemed essential by manager, manager to confirm that person(s) are symptom free from virus before allowing access to workplace. Also, to ensure that social distancing rules, hand/respiratory hygiene protocols are always observed.</li> <li>• All essential visitors/contractors to sign in. Managers to ensure that any shared pens are sanitised before and after each person's use.</li> <li>• Provision of hand washing &amp; welfare facilities to be made available to all contractors/visitors and will be cleaned regularly as per guidelines</li> <li>• Managers to monitor and review regularly.</li> </ul>	
<b>Risk Evaluation after controls</b>		<b>Degree of Risk = LOW</b>

<b>TASK 10: LOADING/UNLOADING DELIVERES</b>		
Description of Hazard	Control Measures	
Exposure to COVID-19 virus from others due to having come into close contact (within 2 metres for 15 minutes or more)	<ul style="list-style-type: none"> <li>• Social distancing rules must always be adhered to.</li> <li>• Where possible "non-contact" stock deliveries should be encouraged. Drivers should remain in their vehicles if the load will allow it and where Hughes personnel unloading, staff must wash their hands before unloading goods and materials.</li> <li>• Thorough cleaning of all contact points to be undertaken where delivery drivers access welfare facilities.</li> <li>• PPE including disposable gloves, face coverings and visors are supplied for employees requiring additional reassurance if required to assist with loading/unloading of deliveries. Staff are trained in the correct use of these items and staff are aware that PPE is not a substitute for good hand/respiratory hygiene.</li> <li>• Reusable PPE should be thoroughly cleaned after use and not shared between workers. These should be stored in suitable places, Single use PPE to be disposed of so that it cannot be reused and ensure that potential contamination is controlled</li> <li>• Do not approach delivery staff, allow packages to be left at an agreed drop off point</li> </ul>	
<b>Risk Evaluation after controls</b>		<b>Degree of Risk = LOW</b>

<b>TASK 11: CLICK AND COLLECT CUSTOMER ORDERS</b>	
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Description of Hazard	Control Measures in place
Exposure to COVID-19 virus from others due to having come into close contact (within 2 metres for 15 minutes or more)	<ul style="list-style-type: none"> <li>Customer order collection points should be set up to ensure the 2m separation either by floor markings or by limiting the number of customers that can wait at a time.</li> <li>Managers to control/stagger the collection times of customers where possible.</li> </ul>
<b>Risk Evaluation after controls</b>	
<b>Degree of Risk = LOW</b>	

<b>TASK 12: ACCEPTING IN CUSTOMER RETURNS OR REPAIRS</b>	
Description of Hazard	Control Measures in place
Exposure to COVID-19 virus from others due to having come into close contact (within 2 metres for 15 minutes or more)	<ul style="list-style-type: none"> <li>Stores to have a customer returns area that should be set up to ensure the 2m separation either by floor markings or by limiting the number of customers that can wait at a time.</li> <li>Employees to wear disposable gloves before handling returned stock and clean/sanitise product with supplied spray and paper towels before moving item to holding bay in back store/warehouse awaiting relevant collection or before being put back onto shop display</li> <li>Employees to wash hands thoroughly after transaction and product cleaning is complete</li> </ul>
<b>Risk Evaluation after controls</b>	
<b>Degree of Risk = LOW</b>	

<b>TASK 13: USING STAFF COMMUNAL AREAS (TEA ROOM, TOILETS &amp; NON-SHOP-FLOOR AREAS)</b>	
Description of Hazard	Control Measures
Exposure to COVID-19 virus from others due to having come into close contact (within 2 metres for 15 minutes or more)	<ul style="list-style-type: none"> <li>Managers to stagger break times to reduce pressure on the rest areas. Ensure that all staff are aware that social distance rules apply in communal areas.</li> <li>All rest areas and toilet facilities to have hand wash facilities and signage displaying reminders of social distance, hand/respiratory hygiene)</li> <li>Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.</li> <li>Sofas' are to be marked "do not use" as can't be easily sanitised.</li> <li>Customers are not permitted to use staff toilets.</li> <li>Staff can use safe outside areas for breaks</li> <li>Reconfigure seating and tables to optimise spacing and reduce face to face interactions.</li> <li>Employees are encouraged to remain on site during breaks, but where not possible employees are advised to maintain social distancing while off site. Staff must wash hands thoroughly for 20 seconds using soap and water upon their return to the workplace.</li> <li>Hot/cold drinks should be prepared by the person who is going to consume it. i.e. do not make drinks for others.</li> <li>Managers to regularly monitor and review.</li> </ul>
<b>Risk Evaluation after controls</b>	
<b>Degree of Risk = VERY LOW</b>	

<b>TASK 14:</b>	<b>WORK RELATED TRAVEL</b>
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Description of Hazard	Control Measures in place	
Exposure to COVID-19 virus from others due to having come into close contact (within 2 metres for 15 minutes or more)	<ul style="list-style-type: none"> <li>• <b>Employees will only be permitted to work at their normal home branch during the COVID-19 pandemic.</b></li> <li>• All non-essential work-related travel to be avoided where possible and remote options to be considered first.</li> </ul>	
<b>Risk Evaluation after controls</b>		<b>Degree of Risk = VERY LOW</b>

<b>TASK 15:</b>	<b>TRAINING SESSIONS OR MEETINGS</b>	
Description of Hazard	Control Measures	
Exposure to COVID-19 virus from others due to having come into close contact (within 2 metres for 15 minutes or more)	<ul style="list-style-type: none"> <li>• Use remote working tools to avoid in person meetings where possible</li> <li>• Hold meetings outdoors or in well ventilated rooms whenever possible &amp; ensure that social distancing, hand/respiratory hygiene rules are always observed</li> <li>• For areas where regular meetings take place, use floor markings to help people maintain social distance.</li> <li>• Ensure that only necessary participants should attend a meeting and must always maintain 2 metre separation.</li> <li>• No sharing of pens or other objects.</li> </ul>	
<b>Risk Evaluation after controls</b>		<b>Degree of Risk = LOW</b>

<b>TASK 16:</b>	<b>FIRST AID PROVISION, ACCIDENTS AND OTHER INCIDENTS</b>	
Description of Hazard	Control Measures	
Exposure to COVID-19 virus from others due to having come into close contact (within 2 metres for 15 minutes or more)	<ul style="list-style-type: none"> <li>• In an emergency for example, an accident, fire or break-in, people do not have to stay 2 metres apart if it would be unsafe.</li> <li>• Staff involved in the provision of assistance to others should pay attention to hand sanitation measures immediately afterwards.</li> <li>• All trained first aiders to receive regular updates on any changes in the way first aid is to be administered during the pandemic.</li> <li>• Managers to ensure suitable provision of safety critical staff, including fire marshals and first aiders are incorporated on daily rotas to ensure enough numbers of trained staff available.</li> </ul>	
<b>Risk Evaluation after controls</b>		<b>Degree of Risk = LOW</b>

<b>TASK 17:</b>	<b>KEEPING THE WORKPLACE CLEAN</b>	
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Description of Hazard	Control Measures	
Exposure to COVID-19 virus from others due to having come into close contact (within 2 metres for 15 minutes or more)	<ul style="list-style-type: none"> <li>• All stores to be deep cleaned as per cleaning guidelines (insert doc ref) before the re-opening of store.</li> <li>• Identify and regularly clean key touch points e.g. door handles, lift buttons, keypads, stair/escalator handrails.</li> <li>• Manager to ensure that staff are trained and follow the company cleaning guidelines and introduce a cleaning rota.</li> <li>• Company will auto replenish all cleaning supplies on a regular basis.</li> <li>• Manager to ensure that store has suitable stock of cleaning equipment and to liase with procurement manager- Dave Stokes for any issues with stock levels of cleaning supplies.</li> <li>• PPE including, disposable gloves, face covers, visors will be issued to all employees to provide additional protection, but any item of PPE is not a substitute for good hand/respiratory hygiene. Staff to receive training guidance on the correct use, removal and disposal of any such items.</li> <li>• Managers to monitor and review cleaning standards regularly.</li> <li>• Managers to ensure COSHH risk assessments are updated with any new cleaning supplies.</li> </ul>	
<b>Risk Evaluation after controls</b>		<b><i>Degree of Risk = LOW</i></b>

### Manager Action Plan

Control Measure Requiring Action	COMMENTS	Complete? Sign & Date
Signage for customers entering the building	To as not to enter if they have had coronavirus symptoms, and to sanitise their hands before entering. To observe social distancing of 2 metres and follow the one way system	
To ensure returned goods are handled with gloves and put to the return area for 72 hours	Return area to be established. Employees to wash hands thoroughly after handling	
Customer repair drop offs. To be treated as returned goods and handled with gloves.	To be put in the appropriate repair rack and not touched for 72 hours. Thorough handwashing after contact.	
Meet and greet and booking in system to be established	N Compass	
Staff to be issued a face visor and mask	Induction back	
2 x bubbles of staff to be organised	R & N	