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| Coronavirus Risk Assessment for Shops and Branches |
| This template risk assessment is intended to help you document the risk control measures you have introduced within the workplace to control the spread of coronavirus (COVID-19). It is not a Business Continuity Plan.You must modify this risk assessment to ensure it reflects your business activities and the specific risks and controls you have in place.  |
| **Location/Dept:**  | **Date Assessed:**  | **Assessed by:** |
| **Task/Activity:** Working in shops and branches during coronavirus |  | **Reference Number:** |
|  | **Risk rating before implementing control measures** |  | **Risk rating after implementing control measures**  |  |
| **Activity/ Task** | **Hazard/Risk** | **Persons at Risk** | **Likelihood (1-5)** | **Severity (1-5)** | **Risk/Priority** | **Controls Measures in Place** | **Likelihood (1-5)** | **Severity (1-5)** | **Risk/Priority** | **Additional Controls Measures Required** |
| Working in the shop/branch | Coronavirus | Employees Members of the public Contractors | 5 | 5 | 25 | Emergency Action Plan (EAP) in place and communicated to all employees and visitors, including what symptoms to look out for and what action to take. EAP to be displayed in visible areas around the workplace.All employees instructed to follow government guidance on self-isolating and adhere to advice given.The business will display a QR code at the entrance. Visitors will be asked to provide their name and contact details or scan into the premise using the NHS Test and Trace app. Where eligible, employees are strongly recommended to take part in the government’s testing programme for COVID-19 and ensure that the results are communicated to senior management. If the test results reveal that the individual has contracted COVID-19, action will be taken as prescribed in the Emergency Action Plan and a decision will be made on when they can return to work.The business is taking part in the government testing program and will test asymptomatic employees twice weekly. A separate risk assessment has been completed for the testing area / workers will receive home testing kits and will be expected to inform the business of their results. Employees will be given time away from the workplace to receive a COVID vaccine when they have been invited to attend. Where eligible, employees are strongly recommended to take part in the government’s vaccination programme for COVID-19 to prevent the spread of the virus and help to protect everyone within the workplace.  Employees that have been vaccinated must continue to practice social distancing measures, including the wearing of face coverings where required, until further notice from the government is provided.Steps have been taken to avoid people needing to unduly raise their voices to each other. Ellis Whittam’s Return to Work Form to be completed when an employee returns from self-isolating or has been diagnosed with COVID-19.Employees encouraged to download NHS COVID-19 app on personal phones and follow instructions received when it is available. Employees instructed to download NHS COVID-19 app on their business phone, use during working hours and follow instructions received when it is available. Once symptomatic, all surfaces that the person has come into contact with must be cleaned, including:* All surfaces and objects which are visibly contaminated with body fluids; and
* All potentially contaminated high-contact areas such as toilets, door handles, telephones, etc.

Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with bodily fluids do not need to be specially cleaned and disinfected.If a person becomes ill in a shared space, these should be cleaned using disposable cloths and household detergents, according to current recommended workplace legislation and practice. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>Control measures will be revised and updated on a regular basis.  |
| Working in the shop/branch | Contact with persons who may have been exposed to coronavirus – foreign travel | EmployeesContractorsVisitors | 5 | 5 | 25 | Employees who are suspected to have coronavirus are to quarantine themselves in accordance with the government guidance.Employees instructed to follow government guidance on foreign travel.Other persons who may have been exposed to coronavirus have been instructed by the government guidance to quarantine themselves.  |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>Control measures will be revised and updated on a regular basis.  |
| Cash handling | Coronavirus | Employees | 5 | 5 | 25 | Card payments to be encouraged. All staff who handle cash to wash hands regularly and instructed not to touch their face until they have washed their hands.Contactless refunds will be given where possible. |  | 5 |  |  |
| Working in the shop/branch | Contact with persons who may have been exposed to coronavirus | EmployeesContractorsVisitors | 5 | 5 | 25 | Installation of bollards/tape, physical barriers orscreens (where possible).The max number of people who can enter the premises and maintain a social distance at one time is: XPlexiglass barriers installed at regular contact points (where feasible) and cleaned and disinfected regularly in line with standard cleaning procedures.Employees regulate entry to the front of house area.Information poster on COVID-19 to be displayed at entrance. Protective coverings will be placed on large items that may require customer testing or use, for example furniture, beds or seats. Frequent cleaning of these coverings will be completed between uses, using usual cleaning products.Clear use and cleaning guidance for toilets is provided to ensure they are kept clean and social distancing is achieved as much as possible. ‘Staying COVID-19’ poster displayed at the entrance. Undertake Ellis Whittam’s COVID-19 Daily Management Checklist.Undertake Ellis Whittam’s COVID-19 Daily Cleaning Checklist.Employees working side-by-side or facing away rather than face-to-face.COVID-19 posters warning customers, contractors and visitors who are showing symptoms not to enter.Communication and training materials will be provided for employees prior to returning to site, especially around new procedures for arrival at work.Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with bodily fluids do not need to be specially cleaned and disinfected.Anyone who can work from home will be asked to do so. Where this cannot be done, the minimum amount of people will be asked to work on site. Employees who fall into the vulnerable, clinically vulnerable and clinically extremely vulnerable categories will be assessed and provisions made accordingly.  |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>Control measures will be revised and updated on a regular basis.  |
| Working in the shop/branch | Contact with persons who may have been exposed to coronavirus – changing rooms  | EmployeesContractorsVisitors | 5 | 5 | 25 | * The following control measures will be implemented to reduce the risk of transmission in changing rooms:
* Adopting a limited entry approach, where entry is managed by a member of staff;
* Avoiding the creation of bottlenecks and considering using one-in one-out, except where customers require specific assistance, including customers with children or those with disabilities;
* Limiting use of cubicles to one person at a time, except where customers require specific assistance;
* Keeping multi-occupancy fitting rooms closed.
* Leaving a gap of several minutes between one customer leaving a cubicle and the next customer entering. For stores with two or more cubicles, this could be achieved by alternating cubicle usage;
* Where possible, leaving doors or curtains open in vacant fitting rooms to increase fresh air flow into cubicles that have recently been occupied, before the next customer enters;
* Making hand sanitiser available on entry and exit;
* Using social distancing marking in areas where queues normally form;
* Setting clear use and cleaning guidance, where fitting rooms are cleaned frequently or between every use;
* Using normal cleaning products, paying attention to frequently hand-touched surfaces, and considering the use of disposable cloths or paper roll to clean all hard surfaces’
* Implementing procedures to manage clothes that have been tried on to minimise contact between customers and staff;
* Carrying out any activity which involves close contact between customers and colleagues, for example fitting assistance, in line with the [guidance on keeping workers and clients safe during COVID-19 in close contact services](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services); and
* Keeping the facilities well ventilated.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>Control measures will be revised and updated on a regular basis. |
| Working in the shop/branch | Contact with persons who may have been exposed to coronavirus | EmployeesContractorsVisitors | 5 | 5 | 25 | The business will aim to maintain two-metre social distancing wherever possible, including while arriving at and departing from work, while in work, and when travelling between sites. Where this is not possible, a distance of one metre + (one metre with risk mitigation) shall be maintained.In an emergency, for example an accident or fire, people do not have to stay two metres apart if it would be unsafe.People involved in the provision of assistance to others will pay particular attention to sanitation measures immediately afterwards, including washing hands.Where social distancing guidelines cannot be followed in full in relation to a particular activity, it will be considered whether that activity needs to continue for the business to operate and, if so, we will take all the mitigating actions possible to reduce the risk of transmission between employees. Further mitigating actions include:* Increasing the frequency of handwashing and surface cleaning;
* Keeping the activity time involved as short as possible;
* Using screens or barriers to separate people from each other;
* Using back-to-back or side-to-side working (rather than face-to-face) whenever possible; and
* Reducing the number of people each person has contact with by using ‘fixed teams or partnering’ (so each person works with only a few others).

Items that have been returned, donated or brought in for repair will be stored in a container or separate room for 48 hours, or cleaned with usual cleaning products, before displaying them on the shop floor. Frequent cleaning will be completed of objects and surfaces that are touched regularly, including self-checkouts, trolleys, coffee machines, betting machines or staff handheld devices, and the business will make sure there are adequate disposal arrangements for cleaning products.The business will set up ‘no contact’ return procedures where customers take returned goods to a designated area.The business will suspend or reduce customer services that cannot be undertaken without contravening social distancing guidelines.Staggered arrival and departure times will be implemented to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.Additional parking facilities such as bike racks to help people walk, run and cycle to work where possible will be provided.Passengers in corporate vehicles will be limited and will include leaving seats empty.We will aim to reduce congestion, for example by having more entry points to the workplace.The business will provide storage for workers’ clothes and bags.The business will use markings and introduce one-way flow at entry and exit points.The business will provide handwashing facilities, or hand sanitiser where not possible, at entry and exit points and not use touch-based security devices such as keypads.The business will provide alternatives to touch-based security devices such as keypads.The business will limit the customer handling of merchandise, for example through different display methods, new signage or rotation, or cleaning of high-touch stock with usual cleaning products.The business will put in place pick-up and drop-off collection points where possible, rather than passing goods hand-to-hand.The business will provide alternatives for entry/exit points where appropriate, for example deactivating turnstiles requiring pass checks in favour of showing a pass to security personnel at a distance.The businesses will service or adjust ventilation systems, for example so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.Where systems serve multiple buildings, or we are unsure, advice will be sought from the heating ventilation and air conditioning (HVAC) engineers or advisers.The business will open windows and doors frequently to encourage ventilation, where possible.The business will encourage customers to shop alone where possible, unless they need specific assistance.1. We will also remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.
2. The business will ensure that any changes to entries, exits and queue management take into account reasonable adjustments for those who need them, including disabled shoppers.

The business will work with neighbouring businesses and local authorities to provide additional parking or facilities such as bike racks, where possible, to help customers avoid using public transport.1. The business will manage outside queues to ensure that they do not cause a risk to individuals, other businesses or additional security risks. This may include queuing systems, having staff direct customers and protecting queues from traffic by routing them behind permanent physical structures such as street furniture, bike racks, bollards or putting up barriers.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>Control measures will be revised and updated on a regular basis.  |
| Working around the site | Contact with persons suffering from coronavirus – moving around buildings and worksites | Employees Members of the public Contractors | 5 | 5 | 25 | The business will look to reduce contact with others by: * Reducing movement by discouraging non-essential trips within buildings and sites, for example restricting access to some areas, encouraging the use of radios or telephones, where permitted, and cleaning them between use;
* Restricting access between different areas of a building or site;
* Reducing job and location rotation;
* Introducing more one-way flow through buildings;
* Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging the use of stairs wherever possible;
* Making sure that people with disabilities are able to access lifts; and
* Regulating the use of high-traffic areas, including corridors, lifts turnstiles and walkways, to maintain social distancing.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>Control measures will be revised and updated on a regular basis.  |
| Working around the site | Poor hygiene and welfare conditions leading to staff discomfort or illness | Employees Members of the public Contractors | 5 | 5 | 25 | Toilets to have a regular supply of hot and cold water complete with soap and towels. Hand sanitiser available (where required).Kitchen area to have a safe supply of mains cold water. Hand-contact points cleaned every hour.Toilets and kitchen area to be regularly cleaned. Management to implement controls to prevent overcrowding and ensure two metres between all persons. Where this is not possible, a distance of one metre + (one metre with risk mitigation) shall be maintained. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>Control measures will be revised and updated on a regular basis.  |
| Working in the office area | Contact with persons suffering from coronavirus – workstations | Employees | 5 | 5 | 25 | The business will look to reduce contact with others by: * Reviewing layouts and processes to allow people to work further apart from each other;
* Using floor tape or paint to mark areas to help workers keep to a two-metre distance;
* Only where it is not possible to move workstations further apart, arranging for people to work side-by-side or facing away from each other rather than face-to-face;
* Only where it is not possible to move workstations further apart, using screens to separate people from each other;
* Managing occupancy levels to enable social distancing; and
* Avoiding the use of hot desks and spaces and, where not possible (for example, call centres or training facilities), cleaning and sanitising workstations between different occupants, including shared equipment.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>Control measures will be revised and updated on a regular basis.  |
| Working in the office area | Contact with persons suffering from coronavirus – workstations | Employees | 5 | 5 | 25 | Anyone who can work from home will be asked to do so and will be provided with the necessary equipment.The business will look to reduce contact with others by: * Using remote working tools to avoid in-person meetings;
* Allowing only necessary participants to attend meetings and maintaining two-metre (or one metre +) separation throughout;
* Avoiding transmission during meetings, for example by avoiding sharing pens and other objects;
* Providing hand sanitiser in meeting rooms;
* Holding meetings outdoors or in well-ventilated rooms whenever possible; and
* For areas where regular meetings take place, using floor signage to help people maintain social distancing.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>Control measures will be revised and updated on a regular basis.  |
| Working in the back of house area | Disposal of waste that may be contaminated by a coronavirus sufferer/member of the public, i.e. public waste bins, personal protective equipment (PPE), etc. | Employees | 5 | 5 | 25 | All waste that has been in contact with the relevant person, including used tissues, and masks if used, should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied and disposed of as hazardous waste in line with normal infection prevention control policies and procedures. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>Control measures will be revised and updated on a regular basis.  |
| Working in the back of house area | Contact with persons suffering from coronavirus – common areas | EmployeesContractorsVisitors | 5 | 5 | 25 | The business will look to reduce contact with others by: * Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example receptions, staircases;
* Staggering break times to reduce pressure on break rooms or canteens;
* Using safe outside areas for breaks;
* Creating additional space by using other parts of the workplace or building that have been freed up by remote working;
* Installing screens to protect employees in receptions or similar areas;
* Providing packaged meals or similar to avoid fully opening staff canteens;
* Encouraging workers to bring their own food;
* Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions;
* Encouraging employees to remain on-site and, when not possible, maintain social distancing while off-site;
* Regulating the use of locker rooms, changing areas and other facility areas to reduce concurrent usage; and
* Encouraging storage of personal items and clothing in personal storage spaces, for example lockers and during shifts.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>Control measures will be revised and updated on a regular basis.  |
| Working around the site | Contact with persons suffering from coronavirus – common areas | Employees Members of the public Contractors | 5 | 5 | 25 | 1. The business will be minimising contact by:
* Defining the number of customers that can reasonably follow social distancing within the store and any outdoor selling areas, taking into account total floorspace as well as likely pinch points and busy areas;
* Limiting the number of customers in the store overall and in any particular congestion areas, for example doorways between outside and inside spaces;
* Suspending or reducing customer services that cannot be undertaken without contravening social distancing guidelines;
* Encouraging customers to shop alone where possible, unless they need specific assistance;
* Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines;
* Considering how people walk through the store and how this could be adjusted to reduce congestion and contact between customers, for example queue management or one-way flow, where possible;
* Ensuring any changes to entries, exits and queue management take into account reasonable adjustments for those who need them, including disabled shoppers;
* Using outside premises for queuing where available and safe, for example some car parks;
* Working with the local authority or landlord to take into account the impact of our processes on public spaces such as high streets and public car parks; and
* Having clearly designated positions from which colleagues can provide advice or assistance to customers whilst maintaining social distance.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>Control measures will be revised and updated on a regular basis.  |
| Working in the shop/branch | Contact with persons suffering from coronavirus – wearing of PPE | Employees Members of the public Contractors | 5 | 5 | 25 | Existing PPE worn in a work activity to protect against non-COVID-19 risks should continue to be worn.All visitors, including contractors and customers, will be required to wear a face covering when entering the premises unless medically exempt or exempt under the regulations. Anyone who refuses to follow this will be requested to leave the premises unless there is an acceptable reason why they cannot wear one. Social distancing and personal hygiene measures will be followed by employees who are around anyone that is not wearing a face covering.When using a face covering, employees will be encouraged to:* Wash their hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
* When wearing a face covering, avoid touching their face or face covering, as it could contaminate them with germs from their hands.
* Change their face covering if it becomes damp or if they have touched it.
* Continue to wash their hands regularly.
* Change and wash face coverings daily.
* If the material is washable, wash in line with manufacturer’s instructions. If it is not washable, dispose of it carefully in your usual waste.
* Practise social distancing wherever possible.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>Control measures will be revised and updated on a regular basis.  |
| Working in the shop/branch | Contact with persons suffering from coronavirus – shift patterns and travel to work | Employees Members of the public Contractors | 5 | 5 | 25 | The business will:* As far as possible, where employees are split into teams or shift groups, fix these teams or shift groups so that, where contact is unavoidable, this happens between the same people.
* Minimise non-essential travel.
* Minimise the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation where possible and avoiding sitting face-to-face.
* Clean shared vehicles between shifts or on handover.
* Where workers are required to stay away from their home, centrally log the stay and make sure any overnight accommodation meets social distancing guidelines.
 |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>Control measures will be revised and updated on a regular basis.  |
| Working in the shop/branch | Contracting and spreading of infection | Employees Members of the public Contractors | 5 | 5 | 25 | Basic infection controls should be followed as recommended by the government:* Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.
* Put used tissues in the bin straightaway.
* Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available.
* Try to avoid close contact with people who are unwell.
* Clean and disinfect frequently-touched objects and surfaces.
* Do not touch your eyes, nose or mouth if your hands are not clean.

Persons worried about symptoms should use the NHS 111, only call if they cannot get help online, and NOT go to their GP or other healthcare centre. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>Control measures will be revised and updated on a regular basis.  |
| Working in the back of house and front of house areas | Contact with persons suffering from coronavirus – contact with objects that come into the workplace and vehicles at the worksite | EmployeesMembers of the publicVisitors | 5 | 5 | 25 | The business will introduce: * Cleaning procedures for goods and merchandise entering the site;
* Cleaning procedures for vehicles;
* Greater handwashing and handwashing facilities for workers handling goods and merchandise and provide hand sanitiser where this is not practical;
* Regular cleaning of vehicles that workers may take home; and
* Restrictions on non-business deliveries, for example personal deliveries to workers.

Items that have been returned, donated or brought in for repair will be stored in a container or separate room for 48 hours or cleaned before putting back on display. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>Control measures will be revised and updated on a regular basis.  |
| Working in the office/warehouse | Contact with delivery drivers / contactors to site | Employees Members of the public Contractors | 5 | 5 | 25 | All contractors / delivery drivers / suppliers expected to complete the Contractor Checklist found on the Ellis Whittam Coronavirus Advice Hub.Contractors only allowed on site if the work cannot be completed at another time. Contractors and delivery drivers instructed to keep two metres away from all other persons at all times. Where this is not possible, a distance of one metre + (one metre with risk mitigation) shall be maintained.Contractors and delivery drivers provided with handwashing facilities.Contractors and delivery drivers supervised at all times.  |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>Control measures will be revised and updated on a regular basis.  |

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| Risk/Priority Indicator Key |

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| **Likelihood** |  | **RISK / PRIORITY INDICATOR MATRIX** |
| 1. Improbable / very unlikely |  | LIKELIHOOD | 5 | 5 | 10 | 15 | 20 | 25 |
| 2. Unlikely |  | 4 | 4 | 8 | 12 | 16 | 20 |
| 3. Even chance / may happen |  | 3 | 3 | 6 | 9 | 12 | 15 |
| 4. Likely |  | 2 | 2 | 4 | 6 | 8 | 10 |
| 5. Almost certain / imminent |  | 1 | 1 | 2 | 3 | 4 | 5 |
|  |  |  | 1 | 2 | 3 | 4 | 5 |
| **Severity (Consequence)** |  | SEVERITY (CONSEQUENCE) |
| 1. Negligible (delay only) |  |  |  |  |  |  |  |  |
| 2. Slight (minor injury / damage / interruption) |  | **Summary** | **Suggested Timeframe** |
| 3. Moderate (lost time injury, illness, damage, lost business) |  | 12-25 | High | As soon as possible |
| 4. High (major injury / damage, lost time business interruption, disablement) |  | 6-11 | Medium | Within the next three to six months |
| 5. Very High (fatality / business closure) |  | 1-5 | Low | Whenever viable to do so |

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| Review Record  |

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| **Date of Review**  | **Confirmed by** | **Comments** |
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I have read the risk assessment and understand and accept its contents form part of my job role. I will keep myself informed of any changes.

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| **Employee Name (Print)** | **Employee Signature** | **Date** |
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