COVID-19 Risk Assessment (Shops)

Control Measures				Actions	Overall Risk
1.1: Managing Risk 1.2: Sharing your risk assessment	11	0	0		Controlled
2.1: Manage contacts 2.2: Providing and explaining available guidance 2.3: ventilation 2.4: customer toilets	34	0	0		Controlled
3.0: Who should go to work 3.1: Protecting people who are at higher risk 3.2: People who need to self-isolate 3.3: Equality in the workplace	15	0	0		Controlled
4.0: Social distancing at work 4.1: Coming to work and leaving work 4.2: Moving around buildings and stores 4.3: Moving around buildings and stores 4.4: Meetings 4.5: Common areas 4.6: Accidents, security and other incidents	37	0	0		Controlled
5.1: Before reopening 5.2: Keeping the workplace clean 5.3: Hygiene - handwashing, sanitation facilities & toilets 5.4: Customer fitting rooms 5.5: Handling goods, merchandise and other materials, and onsite vehicles	21	3	0		Controlled
6.0: Personal Protective Equipment (PPE) 6.1: Face coverings	2	0	0		Controlled
7.1: Shift patterns and working groups 7.2: Outbreaks in the workplace 7.2: Work related travel 7.3: Communications and training	15	0	0		Controlled
8.0: Inbound and Outbound Goods	4	0	0		Controlled
Risk Assessor: Stephen Watson Group Health, Safety and Environment Manager	Date: 14 August 2020				
Address: Willow Road, Lenton, Nottingham NG7 2WS					

These control measures are based on the 'Working safely during COVID-19 in shops and branches - Guidance for employers, employees and the self-employed' last updated 13th August 2020 by HM Government.

1.1 Managing Risk	
Objective: To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority	
Ensuring both workers and customers who feel unwell stay at home and do not attend the premises.	Staff with symptoms are not permitted to work in our stores, and are sent home immediately. They are not allowed to return to our stores until the appropriate self-isolation period has elapsed. Staff are briefed on this before returning to work. Signage is displayed outside our stores telling customers not to enter the store if they are displaying any symptoms.
In every workplace, increasing the frequency of hand washing and surface cleaning.	All staff have been briefed on the importance of regular and thorough handwashing, signage is in place in all stores and managers are reinforcing the importance of this control measure. All stores are following a routine, regular and thorough cleaning schedule which focuses on frequently touched items and surfaces, including pin terminals, tills, door handles and in-store order points.
Businesses and workplaces should make every reasonable effort to ensure their employees can work safely. This may be working from home, or within the workplace if COVID-19 Secure guidelines are followed closely. When in the workplace, everyone should make every reasonable effort to comply with the social distancing guidelines set out by the government (2m, or 1m with risk mitigation where 2m is not viable). Clinically extremely vulnerable individuals, who were previously advised to shield at home, can go to the workplace as long as it is COVID-secure, but should carry on working from home wherever possible.	Our store staff are unable to perform their roles from home. This Risk Assessment and the Social Distancing Plan (SDP) for all stores requires that all staff and customers must remain 2m apart wherever possible in-store.
Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity can be redesigned to maintain a 2m distance or 1m with risk mitigations where 2m is not viable.	This Risk Assessment and the Social Distancing Plan (SDP) for all stores requires that all staff and customers must remain 2m apart wherever possible in-store.
Further mitigating actions include: – further increasing the frequency of hand washing 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 – 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)	This Risk Assessment and the Social Distancing Plan (SDP) for all stores requires that all staff and customers must remain 2m apart wherever possible in-store. Notwithstanding this: (i) staff are required to regularly and thoroughly wash or sanitise their hands; (ii) all stores are following a routine, regular and thorough cleaning schedule which focuses on frequently touched items and surfaces, including pin terminals, tills, door handles and in-store order points; and (iii) screens have been installed around till areas in all stores for the safety of staff and customers.
Where the social distancing guidelines cannot be followed in full, even through redesigning a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.	As above.

You should ensure that steps are taken to avoid people needing to unduly raise their voices to each other. This includes, but is not limited to, refraining from playing music or broadcasts that may encourage shouting, including if played at a volume that makes normal conversation difficult. This is because of the potential for increased risk of transmission, particularly from aerosol transmission. We will develop further guidance, based on scientific evidence, to enable these activities as soon as possible.	Due to the nature of our stores, this is not considered to be a risk. Hobby activities are currently suspended in-store.
Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.	Not applicable.

1.2 Sharing the results of your risk assessment	
Objective: To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority	
You should share the results of your risk assessment with your workforce.	The control measures detailed in the SDP for all stores have been shared with staff through the return-to-work briefing of all staff. This Risk Assessment has been published on the company's retail intranet site.
If possible you should consider publishing the results on your website (and we would expect all employers with over 50 workers to do so)	The results of the risk assessment have been published on the company website.
You should display the **Staying COVID-19 Secure in 2020** document in your workplace.	The notices are on display in the backrooms of all stores.

2.1 Manage contacts	
Objective: To minimise the contact resulting from visits to stores or outlets	
Calculating the maximum number of customers that can reasonably follow social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) within the store and any outdoor selling areas. Take into account total floorspace as well as likely pinch points and busy areas.	All stores have a maximum occupancy limit signposted at the front of the store and enforced by our store staff to enable social distancing in store. Signage is displayed in all stores reminding both workers and customers to maintain social distancing.
Limiting the number of customers in the store, overall and in any particular congestion areas, for example doorways between outside and inside spaces.	As above.
Encouraging customers to use hand sanitiser or handwashing facilities as they enter the premises to reduce the risk of transmission by touching products while browsing.	Hand sanitizer is available at all exit and entry points in store.

Encouraging customers to avoid handling products whilst browsing, if at all possible.	Hobby activities are currently suspended in our stores. Store staff are briefed to remind customers to avoid handling products when browsing, should this be necessary.
Suspending or reducing customer services that cannot be undertaken without contravening social distancing guidelines. This may include re-thinking how assistance is provided, for example, using fixed pairs of colleagues to lift heavy objects rather than a single colleague lifting with a customer.	As above.
Encouraging customers to shop alone where possible, unless they need specific assistance.	Store staff are briefed to remind customers that they should shop alone if possible.
Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.	Store staff are briefed to remind customers of the need to supervise children
Looking at how people walk through the shop and how you could adjust this to reduce congestion and contact between customers, for example, queue management or one-way flow, where possible.	Stores will use floor markings and one way flows in-store as appropriate based on the store layout. Stores are using floor tape around the till area to help staff keep 2m apart from customers at all times.
Ensuring any changes to entrances, exits and queue management take into account reasonable adjustments for those who need them, including disabled shoppers. For example, maintaining pedestrian and parking access for disabled customers.	Disabled access will be fully considered prior to making any adjustments to stores.
Working 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.	Based on anticipated customer numbers, this is not considered a significant issue.
Using outside premises for queuing where available and safe, for example some car parks.	Stores are using floor marking/tape outside the shop to denote where people should stand when queuing to enter the store.
Managing outside queues to ensure they do not cause a risk to individuals, other businesses or additional security risks, for example by introducing 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.	As above.
Working with your local authority or landlord to take into account the impact of your processes, including queues, on public spaces such as high streets and public car parks.	Local authorities/councils shall be consulted as required on the impact of our store operations on the local area.
Shopping centres should take responsibility for regulating the number of customers in the centre and the queuing process in communal areas on behalf of their retail.	Not applicable.

Having clearly designated positions from which colleagues can provide advice or assistance to customers whilst maintaining social distance.	The SDP for all stores requires that all staff and customers must remain 2m apart wherever possible in-store. Stores are using floor tape around the till area to help staff keep 2m apart from customers at all times. Notwithstanding the above, screens have been installed around till areas in all stores for the safety of staff and customers.
Working with neighbouring businesses and local authorities to consider how to spread the number of people arriving throughout the day for example by staggering opening hours; this will help reduce demand on public transport at key times and avoid overcrowding.	Based on anticipated customer numbers, this is not considered a significant risk to the areas in which our stores are located.
Avoid sharing vehicles except within a family, for example on test drives. If it is not possible, keep the number of people in the vehicle to a minimum and as distanced within the vehicle space as possible, and use other safety measures such as ensuring good ventilation.	All staff have been briefed on the safest way to travel to work in order to minimise risk to themselves and others.
Customer restaurants and cafes should refer to guidance on keeping workers and customers safe during COVID-19 in restaurants, pubs, bars and takeaway services.	Not applicable.

2.2 Providing and explaining available guidance
Objective: To make sure people understand what they need to do to maintain safety

Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage and visual aids.	All stores are using posters outside and inside the store to remind customers and staff of the control measures in place. This includes social distancing and hygiene. In addition, our websites and social media pages have explained to customers that social distancing measures are in place across our stores: https://www.warhammer-community.com/2020/04/21/lockdown-updategw-homepage-post-2/
Informing customers that they should be prepared to remove face coverings safely if asked to do so by police officers and staff for the purposes of identification.	Customers will be informed of this should this be necessary under any circumstance.
Providing written or spoken communication of the latest guidelines to both workers and customers inside and outside the store. Consider the particular needs of those with protected characteristics, such as those who are visually impaired.	All stores are using posters outside and inside the store to remind customers and staff of the control measures in place. This includes social distancing and hygiene. In addition, our websites and social media pages have explained to customers that social distancing measures are in place across our stores: https://www.warhammer-community.com/2020/04/21/lockdown-updategw-homepage-post-2/

Creating social distancing champions to demonstrate social distancing guidelines to customers, if helpful.	All store staff are expected to be champions of social distancing when working in our stores, applying and enforcing the control measures in place.
Ensuring latest guidelines are visible in selling and non-selling areas.	The SDP for all stores is based on latest government guidelines and all in-store posters and information are based on the control measures detailed in the SDP.
Ensuring information provided to visitors, such as advice on the location or size of queues, does not compromise their safety.	Based on anticipated customer numbers, this is not considered a significant issue.

2.3 Ventilation	
Objective: To use ventilation to mitigate the transmission risk of COVID-19.	
Increasing the existing ventilation rate by adjusting the fan speed.	Stores shall be adequately ventilated at all times using fresh air conditioning or windows.
Operating the ventilation system when there are people in the building.	As above.
Monitoring and managing filters in accordance to manufacturer instructions.	Air conditioning systems will be maintained as appropriate.
Keeping doors and windows open if possible.	Doors and windows will be opened where possible.
Using ceiling fans or desk fans to improve air circulation, provided there is good ventilation.	Stores shall be adequately ventilated at all times using fresh air conditioning or windows.

2.4 Customer Toilets	
Objective: To ensure that toilets are kept open and to ensure/promote good hygiene, social distancing, and cleanliness in toilet facilities	
Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency and to 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.	Posters including all of this information are in place throughout all stores.
Consider the use of social distancing marking in areas where queues normally form, and the adoption of a limited entry approach, with one in, one out (whilst avoiding the creation of additional bottlenecks).	Based on anticipated customer numbers, this is not considered a significant issue.
To enable good hand hygiene consider making hand sanitiser available on entry to toilets where safe and practical, and ensure suitable handwashing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand driers) are available.	Hand sanitizer is available in store. Running water, soap and suitable options for hand drying are provided in all in-store toilets.

Setting clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage. Use normal cleaning products, paying attention to frequently hand touched surfaces, and consider use of disposable cloths or paper roll to clean all hard surfaces.	All managers must ensure that good hygiene, tidiness and cleanliness standards in toilets are maintained at all times.
Keeping the facilities well ventilated, for example by fixing doors open where appropriate.	Stores shall be adequately ventilated at all times using fresh air conditioning or windows.
Special care should be taken for cleaning of portable toilets and larger toilet blocks.	Not applicable.
Putting up a visible cleaning schedule can keep it up to date and visible.	All managers must ensure that good hygiene, tidiness and cleanliness standards in toilets are maintained at all times.
Providing more waste facilities and more frequent rubbish collection.	As above.

3.0 Who should go to work	
Objective: Employers should ensure workplaces are safe whilst also enabling working from home.	
Considering the maximum number of people who can be safely accommodated on site.	All stores have a maximum occupancy limit signposted at the front of the store and enforced by our store staff to enable social distancing in store.
Planning for a phased return to work for people safely and effectively.	Due to the limited number of store staff, a phased return is not considered necessary.
Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.	Our store staff are unable to perform their roles from home. With regard to staff who are unable to work due to personal circumstances, staff and managers have been provided with guidance via the company's retail intranet and by email with regards maintaining staff well-being, including consideration of staff members welfare, mental and physical health. This has been, and will continue to be, supplemented via regular communication from the People Team.
Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.	As above.
Providing equipment for people to work from home safely and effectively, for example, remote access to work systems.	Our store staff are unable to perform their roles from home.

3.1 Protecting people who are at higher risk **Objective: To support those who are at higher risk of infection and/or an adverse outcome if infected.**	
Providing support for workers around mental health and wellbeing. This could include advice or telephone support	Staff and managers have been provided with guidance via the company's retail intranet and by email with regards maintaining staff well-being, including consideration of staff members welfare, mental and physical health. All staff have free access to a confidential external staff assistance helpline.
See current guidance for advice on who is in the clinically extremely vulnerable and clinically vulnerable groups.	Prior to each member of staff returning to work they are assessed with regards their vulnerability to the effects of COVID-19. All staff who are clinically extremely vulnerable are not being asked to return to work. All staff who are clinically vulnerable are being dealt with on a case by case basis.
Discussing safest possible roles for clinically extremely vulnerable workers who are returning to the workplace.	As above.

3.2 People who need to self-isolate **Objective: : To make sure individuals who are advised to stay at home under existing government guidance to stop infection spreading do not physically come to work. This includes individuals who have symptoms of COVID-19, those who live in a household or are in a support bubble with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace service**	
Enabling workers to work from home while self-isolating if appropriate.	Our store staff are unable to perform their roles from home, therefore staff who are self-isolating are unable to work from home.
See current guidance for employees and employers relating to statutory sick pay due to COVID-19.	All staff who have to self isolate are currently receiving full pay.
See current guidance for people who have symptoms and those who live with others who have symptoms.	All staff with symptoms, those who live with or who are in a support bubble with someone who has symptoms, and those advised to self isolate as part of the government's test and trace service, are not permitted to work in our stores, and are sent home immediately. They are not allowed to return to our stores until the appropriate self-isolation period has elapsed.

3.3 Equality in the workplace **Objective: To treat everyone in your workplace equally**	
Understanding and taking into account the particular circumstances of those with different protected characteristics	Managers take into account the particular circumstances of their staff members who have protected characteristics, and have the support of the People Team should they need additional advice or guidance.

Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.	Managers will involve and communicate appropriately with any staff members whose protected characteristics may present them with a different degree of risk. Managers have the support of the People Team and the HSE Team should they need additional advice or guidance.
Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.	Consideration will be made to any requests for changes in measures or adjustments to take into account our duties under the equalities legislation. Where possible changes will be made to suit the needs of the individual or groups
Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers	Reasonable adjustments would be made for any disabled workers who could be disadvantaged due to any new measures or processes implemented as part of COVID-19 protection. Due to new or expectant mothers currently being classed as clinically vulnerable, their situation would be assessed on a case by case basis.
Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.	Where possible reasonable adjustments would be made for any workers who have other responsibilities or commitments.

4.0 Social Distancing at work **Objective: To maintain 2m social distancing wherever possible, including while arriving at and departing from work, while in work, and when travelling between sites.**

You must maintain social distancing in the workplace wherever possible.	The SDP for all stores requires that all staff and customers must remain 2m apart wherever possible in-store. Notwithstanding this: (i) staff are required to regularly and thoroughly wash or sanitise their hands; (ii) all stores are following a routine, regular and thorough cleaning schedule which focuses on frequently touched items and surfaces, including pin terminals, tills, door handles and in-store order points; and (iii) screens have been installed around till areas in all stores for the safety of staff and customers.

Where the social distancing guidelines cannot be followed in full in relation to a particular activity, businesses should consider whether that activity can be redesigned to maintain a 2m distance or 1m with risk mitigations where 2m is not viable. Mitigating actions include: - Further increasing the frequency of hand washing 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 faceto-face) whenever possible. - 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).	As above.
Where the social distancing guidelines cannot be followed in full, even through redesigning a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between staff.	As above.
Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms, canteens and similar settings. These are often the most challenging areas to maintain social distancing and workers should be specifically reminded.	As above.

4.1 Coming to work and leaving work	
Objective: To maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival	
Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.	Due to the limited number of store staff, staggering arrival and departure times is not currently considered necessary.
Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work where possible.	Due to the limited number of store staff, the existing facilities are deemed to be adequate.
Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.	Not applicable.
Reducing congestion, for example, by having more entry points to the workplace in larger stores.	Due to the limited number of store staff, congestion is not considered to be a significant issue.
Using markings and introducing one-way flow at entry and exit points.	Stores will use floor markings and one way flows in-store as appropriate based on the store layout.
Providing handwashing facilities, or hand sanitiser where not possible, at entry and exit points	Hand sanitiser is available at all entry and exit points in store.

Maintaining use of security access devices, such as keypads or passes, and adjusting processes at entry/exit points to reduce risk of transmission. For example, cleaning pass readers regularly and asking staff to hold their passes above pass readers rather than touching them.	Not applicable.
See government guidance on travelling to and from work.	All staff have been briefed on the safest way to travel to work in order to minimise risk to themselves and others.

4.2 Moving around building and stores **Objective: To maintain social distancing wherever possible, while people travel through the workplace**	
Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios, telephones or other electronic devices where permitted, and cleaning them between use.	All staff will be carrying out specific, essential tasks for the operation of our stores. There will be no non-essential trips undertaken.
Introducing more one-way flow through buildings. Providing floor markings and signage should remind both workers and customers to follow to social distancing wherever possible.	Stores will use floor markings and one way flows in-store as appropriate based on the store layout. Signage is displayed in all stores reminding both staff and customers to maintain social distancing.
Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.	Not applicable.
Making sure that people with disabilities are able to access lifts.	Not applicable.
Managing use of high traffic areas including corridors, lifts, turnstiles and walkways to maintain social distancing.	All stores have a maximum occupancy limit signposted at the front of the store and enforced by our store staff to enable social distancing in store. Stores will use floor markings and one way flows in-store as appropriate based on the store layout. Signage is displayed in all stores reminding both staff and customers to maintain social distancing.

4.3 Workplaces and workstations **Objective: To maintain social distancing between individuals when they are at their workstations**	
Reviewing layouts and processes to allow people to work further apart from each other.	All layouts and processes shall allow 2m distancing.

Using floor tape or paint to mark areas to help people comply with social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).	Stores will use floor markings and one way flows in-store as appropriate based on the store layout. Stores are using floor tape around the till area to help staff keep 2m apart from customers at all times.
Avoiding people working face-to-face. For example, by working side-by-side or facing away from each other.	Store staff are not required to work face-to-face.
Using screens to create a physical barrier between people.	The SDP for all stores requires that all staff and customers must remain 2m apart wherever possible in-store. Notwithstanding the above, screens have been installed around till areas in all stores for the safety of staff and customers.
Using a consistent pairing system if people have to work in close proximity. For example, maintenance activities that cannot be redesigned.	Our retail staff will not be required to work in close proximity. Notwithstanding this, designated teams will be used where appropriate based on staffing levels.
Minimising contacts around transactions, for example, considering using contactless payments, where possible.	Our stores are encouraging contactless payments and refunds. Where cash must be taken, a dish shall be used for collection of cash, which shall be disinfected after each cash transaction. Our staff are also required to wash or sanitise their hands immediately after each transaction.
Rethinking demonstrations and promotions to minimise direct contact and to maintain social distancing.	Hobby activities are currently suspended in our stores.

4.4 Meetings **Objective: To reduce transmission due to face-to-face meetings and maintain social distancing in meetings**	
Using remote working tools to avoid in-person meetings.	Regular face to face meetings are not taking place in stores.
Only absolutely necessary participants should physically attend meetings and should maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).	Regular face to face meetings are not taking place in stores. Where ad-hoc face to face meetings are required, meetings are held in person maintaining 2 meter separation at all times.
Avoiding transmission during meetings, for example, avoid sharing pens and other objects.	Regular face to face meetings are not taking place in stores. Where ad-hoc face to face meetings are required, items will not be shared.

Providing hand sanitiser in meeting rooms.	Hand sanitiser is available in all stores.
Holding meetings outdoors or in well-ventilated rooms whenever possible.	Regular face to face meetings are not taking place in stores. Where ad-hoc face to face meetings are required, they will always be carried out with all members remaining distanced by at least 2m. Meetings will, wherever possible, take place in a space ventilated either via fresh-air fed air-conditioning or by an open window.
For areas where regular meetings take place, using floor signage to help people maintain social distancing.	Regular face to face meetings are not taking place in stores. Where ad-hoc face to face meetings are required, signage is in place to remind people to maintain social distancing.

4.5 Common Areas	
Objective: To maintain social distancing while using common areas	
Staggering break times to reduce pressure on the staff break rooms or places to eat and ensuring social distancing is maintained in staff break rooms.	Due to the limited number of store staff, staggering of break times occurs naturally.
Using safe outside areas for breaks.	Staff may use outside areas for breaks, but this is weather dependent.
Creating additional space by using other parts of the worksite or building that have been freed up by remote working.	Due to the size of our stores, additional space cannot be created.
Installing screens to protect workers serving customers at till points.	Screens have been installed around till areas in all stores for the safety of staff and customers.
Providing packaged meals or similar to avoid opening staff canteens.	Not applicable.
Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.	Due to limited numbers of store staff, this is not considered necessary.
Encouraging workers to remain on-site and, when not possible, maintaining social distancing while off-site.	Due to limited numbers of store staff, this is not considered to be a significant issue.
Considering use of social distance marking for other common areas such as toilets, showers, lockers and changing rooms and in any other areas where queues typically form.	Due to limited numbers of store staff, this is not considered to be a significant issue.

4.6 Accidents, security and other incidents	
Objective: To prioritise safety during incidents	
Reviewing your incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.	All staff have been briefed to prioritise safety during any incident, over social distancing, but that procedures must reflect social distancing measures to the extent possible.
Considering whether you have enough appropriately trained staff to keep people safe. For example, having dedicated staff to encourage social distancing or to manage security.	Based on anticipated customer numbers, this is not considered a significant issue.
Considering the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations.	Based on anticipated customer numbers, this is not considered a significant issue.
For organisations who conduct physical searches of people, considering how to ensure safety of those conducting searches while maintaining security standards.	Not applicable.
Following government guidance on managing security risks.	Based on the nature of operations, this is not considered a significant issue.

5.1 Cleaning the workplace (before reopening)	
Objective: To make sure any site or location that has been closed or partially operated is clean and ready to restart, including; - **An assessment for all sites, or parts of sites, that have been closed, before restarting work** - **Cleaning procedures and providing hand sanitiser, before restarting work**	
Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.	Stores shall be adequately ventilated at all times using fresh air conditioning or windows.
Most air conditioning systems do not need adjustment, however where systems serve multiple buildings or you are unsure, advice should be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.	As above.

5.2 Keeping the workplace clean	
Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces	
Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.	Stores shall be deep cleaned and disinfected before opening. All stores are following a routine, regular and thorough cleaning schedule which focuses on frequently touched items and surfaces, including pin terminals, tills, door handles and in-store order points.

Frequent cleaning objects and surfaces that are touched regularly, including self-checkouts, trolleys, coffee machines, betting machines or staff handheld devices, and making sure there are adequate disposal arrangements for cleaning products.	As above. Existing arrangements for waste disposal are currently adequate but will remain under review.
Clearing workspaces and removing waste and belongings from the work area at the end of a shift.	All staff have been briefed to clean down the till area and to remove waste and personal possessions at the end of each day.
If you are cleaning after a known or suspected case of COVID-19 then refer to the specific guidance.	Staff have been briefed to refer any known or suspected case to senior management immediately. The Senior Manager will then handle the situation with regard to staff safety and store cleaning. Any cleaning carried out following a known or suspected case of COVID-19 would be carried out in line with government guidance.
Providing extra non recycling bins for workers and customers to dispose of single use face coverings and PPE. You should refer to guidance for information on how to dispose of personal or business waste, including face coverings and PPE.	Appropriate bins are provided for safe disposal of face coverings.

5.3 Hygiene - handwashing, sanitation facilities and toilets **Objective: To help everyone keep good hygiene through the working day**	
Using signs and posters to build awareness of good handwashing technique, the need to increase hand washing frequency, avoid touching your face and the need to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.	Posters including all of this information are in place throughout all stores in public and non-public areas.
Providing regular reminders and signage to maintain personal hygiene standards.	All managers have been told to provide regular reminders to their staff regarding hygiene. Signage is also in place throughout all stores to remind staff and customers.
Providing hand sanitiser in multiple locations in addition to washrooms.	Hand sanitiser is available in all stores.
Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.	All managers must ensure that good hygiene, tidiness and cleanliness standards in toilets are maintained at all times. Store toilets only accommodate one person at a time due to their size.
Enhancing cleaning for busy areas.	All stores are following a routine, regular and thorough cleaning schedule which focuses on frequently touched items and surfaces, including pin terminals, tills, door handles and in-store order points.
Providing more waste facilities and more frequent rubbish collection.	Existing arrangements for waste disposal are currently adequate but will remain under review.

Providing hand drying facilities - either paper towels or electrical dryers	Electrical dryers or paper towels are in use across all stores.

5.4 Customer fitting rooms

Objective: To minimise the risk of transmission through customer fitting rooms

Fitting rooms should be closed wherever possible given the challenges in operating them safely.	Not applicable.
Where fitting rooms are essential, for example to support key workers buying critical protective clothing, they should be cleaned very frequently, typically between each use.	Not applicable.
Creating procedures to manage clothes that have been tried on, for example delaying their return to the shop floor	Not applicable.
Limiting contact between customers and colleagues during fitting, for example by suspending fitting assistance.	Not applicable.

5.5 Handling goods, merchandise and other materials, and onsite vehicles

Objective: To reduce transmission through contact with objects in the store.

Encouraging increased handwashing and introducing more handwashing facilities for workers and customers or providing hand sanitiser where this is not practical.	All staff have been briefed on the importance of regular and thorough handwashing, signage is in place in all stores and managers are reinforcing the importance of this control measure. Hand sanitiser is available in all stores.
Limiting customer handling of merchandise, for example, through different display methods, new signage or rotation, or cleaning of high-touch stock with your usual cleaning products.	Open copies of products have been removed from stores. Store staff are briefed to remind customers to avoid handling products when browsing, should this be necessary.
Putting in place picking-up and dropping-off collection points where possible, rather than passing goods hand-to-hand.	Due to the nature of our stores, this is not considered to be appropriate.
Staggering collection times for customers collecting items, with a queuing system in place to ensure compliance with social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).	Based on anticipated customer numbers, staggering of collection times is not considered necessary.
Setting up 'no contact' return procedures where customers take return goods to a designated area.	All staff have been briefed on a Covid Returns Policy, explaining staff how should handle any return of products.

Encouraging contactless refunds, where possible.	Our stores are encouraging contactless payments and refunds. Where cash must be handled, a dish shall be used, which shall be disinfected after each cash transaction. Our staff are also required to wash or sanitise their hands immediately after each transaction.
Storing items that have been returned, donated, brought in for repair or extensively handled, for example tried on shoes or clothes, in a container or separate room for 72 hours, or cleaning such items with usual cleaning products, before displaying them on the shop floor. Materials used for cleaning can be disposed of normally.	All staff have been briefed on a Covid Returns Policy, explaining staff how should handle any return of products.
Providing guidance to how workers can safely assist customers with handling large item purchases.	Not applicable.
Considering placing protective coverings on large items that may require customer testing or use, for example, furniture, beds or seats. Ensuring frequent cleaning of these coverings between uses, using usual cleaning products.	Not applicable.
Cleaning touchpoints after each customer use or handover. For some examples, such as rental equipment, and test drive and rental vehicles, interior and exterior touchpoints should be considered.	Not applicable.

6.0 Personal Protective Equipment (PPE) and face coverings	
Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19. Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly .	With the exception of face coverings (detailed below), no extra PPE is being encouraged.

6.1 Face Coverings	
Face coverings are mandatory on public transport and for customers in shops. Businesses should take reasonable steps to encourage customer compliance, for example through in store communications or notices at the entrance.	Face coverings are available for all staff, but are not mandatory and are not considered a control measure. Staff are instructed that whilst wearing a face covering they must continue to follow all other controls measures described in the SDP.

Employers should support their workers in using face coverings safely if they choose to wear one. Where businesses recommend the use of face coverings, they must be used safely. This means telling workers: • Wash your 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 your face or face covering, as you could contaminate them with germs from your hands. • Change your face covering if it becomes damp or if you've touched it. • Continue to wash your hands regularly. • Change and wash your face covering daily. • If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste. • Practise social distancing wherever possible.	Staff will be briefed on the correct and safe use of face coverings.

7.1 Shift patterns and working groups
Objective: To change the way work is organised to create distinct groups and reduce the number of contacts each worker has

As far as possible, where people are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.	Designated teams will be used where appropriate based on staffing levels.
Identifying areas where people directly pass things to each other, for example, office supplies, and finding ways to remove direct contact, such as through the use of drop-off points or transfer zones.	Staff are required to avoid sharing of equipment wherever possible. Direct contact between staff and customers at till areas will be minimised.
You should assist the test and trace service by keeping a temporary record of your staff shift patterns for 21 days and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.	Appropriate records are maintained in line with the data collection and management requirements.

7.1 Outbreaks in the workplace
Objective: To provide guidance in an event of a COVID-19 outbreak in the workplace.

As part of your risk assessment, you should ensure you have an up to date plan in case there is a COVID-19 outbreak. This plan should nominate a single point of contact (SPOC) where possible who should lead on contacting local Public Health teams.	All staff are briefed that any confirmed case must be reported to senior management immediately, who will report the situation to the designated Health & Safety COVID-19 manager. This individual will act as the SPOC with the relevant authorities.
If there is more than one case of COVID-19 associated with your workplace, you should contact your local PHE health protection team to report the suspected outbreak.	As above.

If the local PHE health protection team declares an outbreak, you will be asked to record details of symptomatic staff and assist with identifying contacts. You should therefore ensure all employment records are up to date. You will be provided with information about the outbreak management process, which will help you to implement control measures, assist with communications to staff, and reinforce prevention messages.	Appropriate records are maintained in line with the data collection and management requirements.

7.2.1 Work-related travel (Cars, accommodation and visits)

Objective: To avoid unnecessary work travel and keep people safe when they do need to travel between locations.

Walking or cycling where possible. Where not possible, you can use public transport or drive. You must wear a face covering when using public transport.	All staff have been briefed on the safest way to travel to work in order to minimise risk to themselves and others.
Minimising the number of people outside of your household or support bubble travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face	Not applicable.
Cleaning shared vehicles between shifts or on handover.	Not applicable
Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.	Not applicable.

7.2.2 Work-related travel (Deliveries to Other Sites)

Objective: To help workers delivering to other sites such as factories, logistics sites or customers' premises to maintain social distancing and hygiene practices

Putting in place procedures to minimise person-to-person contact during deliveries to other sites.	Not applicable.
Maintaining consistent pairing where two-person deliveries are required.	Not applicable.
Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents.	Not applicable.

7.3.1 Communication and Training (Returning to Work)

Objective: To make sure all workers understand COVID-19 related safety procedures

Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.	All staff receive an initial briefing carried out by an appropriate manager detailing all relevant control measures under the SDP, this briefing also emphasizes that if staff have any concerns or ideas for improvement they can contact a senior manager. All staff have to acknowledge understanding of the SDP, and this acknowledgement is recorded.
Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.	As above.
Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.	As above.

7.3.2 Communication and Training (Ongoing communications and signage)

Objective: To make sure all workers are kept up to date with how safety measures are being implemented or updated

Ongoing engagement with workers, including through trades unions or employee representative groups to monitor and understand any unforeseen impacts of changes to working environments.	All staff shall receive regular briefings carried out by an appropriate manager, again detailing all relevant control measures under the SDP, and emphasizing that if staff have any concerns or ideas for improvement they can contact a senior manager.
Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19).	A staff well-being page has been set-up on the dedicated COVID-19 page on the company's retail intranet. This addresses the importance of mental health. Regular communications from the People Team to all staff frequently refer to the importance of well-being, and provide practical advice on how to maintain well-being during this pandemic.
Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language and those with protected characteristics such as visual impairments	All briefings are carried out in small groups with staff members to allow the manager to assess whether or not the message has been understood. All staff have the opportunity to raise questions or provide feedback. All staff have to acknowledge understanding of their return to work briefing, and this acknowledgement is recorded.

Using visual communications, for example, whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.	Based on the nature of our stores, this is not considered necessary.
Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.	Posters are on display in all stores detailing all relevant control measures to customers. A procedure is in place for receiving deliveries to stores in a manner consistent with the control measures detailed in the SDP.

8.0 Inbound and outbound goods

Objective: To maintain social distancing and avoid surface transmission when goods enter and leave the site, especially in high volume situations, for example, distribution centres or despatch areas.

Revising pick-up and drop-off collection points, procedures, signage and markings	Based on the nature of our stores, this is not considered to be appropriate.
Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.	Not applicable.
Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.	Based on the nature of our store operations, this is not considered to be an issue.
Where possible and safe, having single workers load or unload vehicles.	Not applicable.
Where possible, using the same pairs of people for loads where more than one is needed.	Not applicable.
Enabling drivers to access welfare facilities when required, consistent with other guidance.	Drivers are able to use the welfare facilities, if required, to the same extent as they were pre-COVID. All drivers are required to follow all social distancing measures in place at all times.
Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.	Based on the nature of our stores, this is not considered to be appropriate.