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<< Company/Business Name>>COVID-19		Simple Risk Assessment		RA Ref No:
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Assessor	Job	Assessment Date	Review Dates	
A N Other	Shop Manager	July 2021		

Assessment Location	Horrods, High St, London
Persons at Risk	Retail Staff, Admin Staff, Delivery Personnel and Contractors

The risk assessment and controls/measures below have been completed to assess the risk to staff, customers and delivery personnel in respect of the premises, contamination of surfaces, and to maintain social distancing practices according to both the premises and tasks undertaken.

This risk assessment has been completed in accordance with the relevant guidance. Copies of the signed COVID-19 Secure Notice are on display at selected parts of the Location.

Factors Causing Spread of Virus	Existing Controls	Further Measures
Contact with infected persons	<p>All staff must provide evidence of COVID-19 health status before entering premises/location their responsibility to complete a COVID-19 CheckDeclaration.</p> <p>All staff travelling to work must wear a face covering.</p> <p>All customers will be required to wear a face covering before entering the shop and will be asked to maintain a social distance of 2metres from other shoppers.</p>	<p>The Assessor will check each staff member has completed the Declaration before they enter the premises and keep records of arrivals.</p> <p>A sign will be put up at the shop entrance to remind customers to maintain a distance of 2 metres between themselves and others and to wear a face covering.</p>
Overcrowding and congestion	<p>Number of customers will be limited to ensure social distancing throughout the shop (e.g. queueing areas).</p> <p>A member of staff will be responsible for monitoring how many customers are in the shop at any one time. When there are [4] additional customers will be asked to leave until an existing customer leaves the shop.</p>	<p>The maximum number of customers shopping together that can be admitted to the store is [2].</p> <p>For further details see Workplace Premises below.</p>

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Factors Causing Spread of Virus	Example
Proximity of Customers to Staff and other Customers	Social distancing measures in all parts of the shop where customers are present
Proximity of Staff to other Staff and Customers	Social distancing should be maintained in the shop and the workplace All staff interacting directly with customers should wear face masks. [The Company will ensure that staff are trained in the correct use of masks.]
Contaminated and potential contaminated surfaces	The premises have been thoroughly cleaned and disinfected, applying approved sanitiser to all surfaces.
Contamination and potential contamination of surfaces	Hand sanitiser will be provided in all areas of the workplace, as well as in the shop. All baskets and trolleys will be sanitised between each use.

Action Required
All measures to be reviewed in x weeks to ensure that staffing levels have been sufficient to manage customer numbers and customer flow in the respect of congestion points. Measures for cleaning trolleys and baskets to ensure the process is working efficiently.

Workplace Premises	Example
Entrance - Staff	Staff should arrive at the shop individually to the Premises and not in groups.

	Further Measures
Information, signs and markings will be distributed in all parts of the shop	Information, signs and markings will be distributed where practical at the entrance and throughout the premises/location to promote social distancing and hygiene. A one-way flow has been set up with floor markings and signs to manage customer traffic through the store. Queue management measures have been established for those parts of the store that are likely to get congested. For further details see Workplace Premises below.
Staffing levels of the shop	Staff rotas agreed to ensure staffing levels are sufficient to manage customer traffic and enabling safe distancing for staff.
Staff wearing face masks daily.	Further details of measures for working in the shop, backroom office, and storeroom are below in Workplace Premises and Workplace Tasks.
The premises will continue to be cleaned daily.	The premises will continue to be cleaned daily. Specific parts of the shop and office may need further cleaning during working hours – please see below.
At intervals during the working day the availability of hand sanitiser will be checked and replenished. Staff should report any shortage of hand sanitisers to the Assessor.	

	Actioned By	Date
Controls have been implemented to ensure	The Assessor	

	Further Measures
Staff admitted	The Assessor will control entry whilst checking staff have completed the COVID-19 Health Check Declaration.

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Workplace Premises		Further Measures
		Hand sanitisers are available by the entrance and all staff will be reminded to use this on entry and exit.
Entrance/Exit - Customers	<p>A single staff member will manage the entrance boundary and check the markings before shop opens.</p> <p>A staff member will be responsible for managing the flow of customers into the shop and will ensure customers enter and will remind customers to maintain 2 metres between them and other customers.</p> <p>Queue management measures will be implemented outside queues.</p> <p>Agreement with neighbours will be sought to avoid overlapping of queues.</p>	<p>Gloves should be used when handling the boundary props.</p> <p>Customers should be encouraged to shop alone and to use the hand sanitisers made available at the entrance on entering and leaving the premises.</p> <p>Once the maximum number of customers have entered the shop at 2m intervals a new customer(s) will only be admitted once a departing customer(s) has exited the premises by at least 2m.</p> <p>Sanitised shopping baskets and trolleys should be available at the entrance and marked as "clean".</p>
Shop walk through	Customers should be encouraged to follow a one-way walk through for products.	A staff member will be available to regularly remind customers of social distancing of 2 metres, to wear a face mask/covering and to keep to the marked pathway as customers move through the shop.
Shop counter	<p>A separate queuing area will be maintained for payment to avoid conflict with the one-way walk through.</p> <p>A screen separates the counter from the shop floor.</p>	<p>Only one member of staff will carry out the payment and check out service at the counter.</p> <p>All payment will be by debit/credit card.</p> <p>Counter will be cleaned at regular intervals throughout the working day.</p> <p>Gloves and face masks are available to staff working at the counter (and elsewhere in the shop as required by the staff).</p> <p>Used shopping baskets will be left at the counter to be removed and sanitised before returned to the entrance as "clean".</p>
Backroom Office	A maximum of only two staff will be allowed in the backroom at any one time to maintain social distancing.	<p>Staff should not congregate around any desks.</p> <p>There will be no sharing of desks/workstations, equipment or</p>

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Workplace Premises		Further Measures	
	A screen(s) has been s to ensure social distanc	workstations	phones. Communal equipment such as copiers will be cleaned immediately after use by the user. Hand sanitisers are available by the door.
Storeroom	With limited open space restricted to only one m for safety and manual h member of staff is requi	should be me unless second	Where 2 staff members are necessary, they should try to work side by side rather than face on, and consistent work partnerships should be established for any shared tasks. See Deliveries below.
Kitchen	Only one person can us Kitchen surfaces to be c will be agreed to ensure	ne. e.A rota	Tea/coffee and lunch breaks will be staggered to avoid possible overcrowding. Staff should wash and clear away all utensils they use when they have finished with these. Kettle handle and top, fridge and cupboard handles will be wiped clean immediately after use.
Toilets	No more than one pers one time. Anyone waiting should Toilet facilities surfaces be cleaned regularly.	s at any ties doors. andles to	All staff must maintain hygiene standards per government guidelines in hand washing. Hand dryers or disposable hand towels to be available, as well as hand sanitisers.
Corridor and access to rooms	Movement in the corrid including if someone is	the person,	
Action Required		Actioned By	Date
Congestion points, particularly the entrance and counter queue a		The Assessor	

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Workplace Tasks		Further Measures
Deliveries to Shop	Deliveries will not be signed for (to ensure continuity) and will only be received by staff. 2m social distancing should be maintained.	If delivery must be signed for the signor should use their own pen and wear gloves when handling the signature sheet. Gloves are available for handling deliveries if requested by staff. If more than one member of staff is required to move the delivery to the storeroom, gloves & masks must be used by both staff members. This pair of staff should also continue to work together for any tasks that require more than one person in the storeroom. Any lifting or carrying equipment such as a trolley must be cleaned at the start and end of every day, as well as after use.
Processing purchases	Counter/till staff will wear masks and process purchases.	
Packing purchases	Customer services for vouchers to customers.	
Stocking shelves and racks	As far as practical re-stock shelves working in pairs/teams.	
Regular cleaning duties	Parts of the premises will be cleaned each day: counter; kitchen; toilet.	
Accidents, security and other incidents	Incident and emergency procedures will be reviewed to ensure, where practical, that they can be maintained.	
No other tasks which involve necessary sharing and/or proximity have been identified	Staff are requested to be aware of such tasks they consider as a risk assessment.	
Action Required		<div>Actioned By</div> <div>Date</div>

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Assessor's Signature			
Approved by		Job Title	
Approver's Signature:			