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<< Company/Business Name >> COVID-19 Return to Work Shop Example Risk Assessment RA Ref No: _____

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 evaluate the risk to staff, customers and delivery personnel in respect of the Coronavirus and to eliminate/reduce the potential for infection on the premises, contamination of surfaces, and to maintain social distancing practices according to both the premises and tasks undertaken by personnel and customers as they enter and move through the shop.

This risk assessment has been completed in accordance with the relevant guidance on managing the risk of COVID-19. 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 Declaration.</p> <p>All staff travelling to work must wear face covering.</p> <p>All customers will be required to maintain a social distance of 2metres when entering the shop and within the shop (including 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 maintain social distancing throughout the shop (including in queueing areas).</p> <p>A member of staff will be responsible for controlling how many customers are in the shop at any one time. When there are [4] additional customers will not be allowed to enter the shop until an existing customer leaves.</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	Further Measures
Proximity of Customers to Staff and other Customers	Social distancing measures in all parts of the shop where	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.
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 masks are available for all staff.]	Staff rotas agreed to ensure staffing levels are sufficient to manage customer traffic and enabling safe distancing for staff. Further details of measures for working in the shop, backroom office, and storeroom are below in Workplace Premises and Workplace Tasks.
Contaminated and potential contaminated surfaces	The premises have been thoroughly cleaned and applying approved sanitiser to all surfaces.	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.
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.	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.

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

Workplace Premises	Further Measures
Entrance - Staff	Staff should arrive at the shop individually to the Premises. 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 directing the flow of customers into the shop and will ensure customers enter from the designated entrance and will remind customers to maintain a distance of 2 metres between them and other customers.</p> <p>Queue management markings will be used to manage the flow of customers outside the shop.</p> <p>Agreement with neighbouring premises will be made 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 use a one-way walk through for handling 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.</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 members will be present at any one time to maintain social distancing. Only one person will be responsible for handling the backroom office.	<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 set up to ensure social distancing.	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 member for safety and manual handling member of staff is required.	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 use the kitchen. Kitchen surfaces to be cleaned after use. A rota will be agreed to ensure cleaning.	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 person in the toilet at any one time. Anyone waiting should stand outside. Toilet facilities surfaces including handles to be cleaned regularly.	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 corridor to be controlled including if someone is waiting.	

Action Required	Actioned By	Date
Congestion points, particularly the entrance and counter queue area.	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 signed for by staff. 2m social distancing should be maintained.	Legal requirements must be followed. This is practical.	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 processing purchases.	Handing	
Packing purchases	Customer services for vouchers to customers.	to be offered	
Stocking shelves and racks	As far as practical re-stock working in pairs/teams.	without	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.
Regular cleaning duties	Parts of the premises will be cleaned each day: counter; kitchen; toilet.	throughout the	A daily rota will be put in place so that this responsibility is shared by all staff.
Accidents, security and other incidents	Incident and emergency procedures should be reviewed to ensure, where practical, that they can be maintained.	reviewed to ensure that they can be	
No other tasks which involve necessary sharing and/or proximity have been identified	Staff are requested to be aware of such tasks they consider and conduct a risk assessment.	to identify any risk	

Action Required	Actioned By	Date

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

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