

**MORLEYS STORES
HEALTH & SAFETY RISK ASSESSMENT**

| | |
|--|-------------------------|
| ACTIVITY: Covid 19 Stores re-opening 12/04/2021 | LOCATION: |
| CORE ASSESSOR: | DATE: 01/04/2021 |
| <p><i>This Risk Assessment deals with the management of the provision of Health, Safety, & Wellbeing for colleagues working across the business during, the “Delay”, “Research”, and “Mitigation” phases of the Covid-19 Pandemic.</i></p> | |

| What are the hazards? | Who might be harmed and how? | Current Control Measures | Further Actions required | Action by whom? | Action by when? | Done |
|---|---|---|--|--|------------------------|-------------|
| <u>SPECIFIC</u> | | | | | | |
| <i>This section of the risk assessment deals with matters directly related to the COVID-19 Coronavirus and outlines special measures required to prevent the spread of the virus.</i> | | | | | | |
| GOV UK 5 Steps Government Compliance Poster | Colleagues working on site. Visitors Contractors. | All stores to print and display the GOV UK 5 steps of compliance and adhere to the legislation; https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely | Print and display the poster. | SMS | 12/4 | |
| The spread of Covid-19 Coronavirus | Colleagues working on site. Visitors Contractors. | <p>Hand Washing</p> <ul style="list-style-type: none"> • Hand washing facilities with soap and hot water in place. • Stringent hand washing regime. • Paper towels/hand dyers for drying of hands • See hand washing guidance. https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ <p>Gel sanitisers in any area where washing facilities not readily available.</p> <p>Hand Sanitiser Stations set up and clearly identified for customers and colleagues</p> | <p>Colleagues to be reminded on a regular basis to wash their hands for 20 seconds with warm water and soap, and the importance of proper drying. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it, and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - https://www.gov.uk/coronavirus</p> <p>Zone leaders and security to monitor and refill stations throughout the course of the day</p> | Cleaners to top-up hand wash and paper towel | Daily | |
| | | | | Zone Leaders and LP | | |

| What are the hazards? | Who might be harmed and how? | Current Control Measures | Further Actions required | Action by whom? | Action by when? | Done |
|-----------------------|------------------------------|---|--|--|--|------|
| | | <p>Cleaning Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.</p> <p>Social Distancing Social Distancing - Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults</p> <p>Review work schedules including start & finish times/ shift patterns, A controlled number of workers on site at any one time.</p> <p>Monitor locker rooms/staff toilets to ensure social distancing.</p> | <p>Each area will have a cleaning kit available colleagues are required to clean all till points, desks work areas regularly. Rigorous checks will be carried out by line managers/ supervisors to ensure that the necessary procedures are being followed. Store Cleaners protocols adjusted to focus on doors, handles, handrails and general surfaces throughout store where customers and staff may routinely touch</p> <p>Colleagues to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it.</p> <p>Management checks to ensure this is adhered to.</p> <p>All colleagues to complete Social Distancing E-Academy prior to starting back to work</p> <p>Review layout plans, zones leaders and staff schedules daily to ensure optimum effectiveness is achieved and any learnings put into practice</p> <p>Redesigning processes to ensure social distancing in place. Stagger start/finish/break times.</p> <p>Restricted entry</p> | <p>Zone Leaders</p> <p>All Staff Members/</p> <p>Cleaners</p> <p>Reception Tannoy system/ Zone Leaders</p> | <p>12/4</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> | |

| What are the hazards? | Who might be harmed and how? | Current Control Measures | Further Actions required | Action by whom? | Action by when? | Done |
|-----------------------|------------------------------|---|--|---------------------|--------------------------|------|
| | | <p>Where required electronic communications to be used instead of face to face meetings</p> <p><u>Use of 'Sneeze Screens' at till points</u> Where available "Sneeze Screens" will be utilised at till points to act as a protective physical barrier in order to minimise the transfer of infectious molecules between customer and colleague.</p> <p><u>Wearing of Gloves</u> Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Where required colleagues will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p> <p><u>Wearing of face masks</u> Compulsory for all customers and staff to ensure the most robust control of droplet contamination on surfaces and multi-use areas. Mirror customer requirements to increase sense of security, protecting others and to reduce anxiety of colleagues and customers</p> | <p>Managers/ supervisors to ensure "Sneeze screens" clean and correctly located to maximise effectiveness</p> <p>Colleagues to be reminded that wearing of gloves is not a substitute for good hand washing.</p> <p>All staff have been allocated re-usable masks, spare PPE Face masks and gloves to be available at staff entry doors and managers/admin office for control of replacements throughout the day if required.</p> <p>Manager is responsible to keep adequate supply of PPE, including face masks and visors.</p> | <p>LP</p> <p>SM</p> | <p>ASAP</p> <p>Daily</p> | |
| Fitting Rooms | | <p>Where fitting rooms are used they should be cleaned very frequently, typically between each use.</p> <p>Limit contact with customers, do not provide fitting assistance.</p> | | SM | Daily | |

| What are the hazards? | Who might be harmed and how? | Current Control Measures | Further Actions required | Action by whom? | Action by when? | Done |
|--|--|--|--|------------------------|------------------------|-------------|
| “No Contact” Returns Procedure | | Set up a “No Contact” returns designated area. Encourage contactless refunds where possible. Store items which have been extensively handled (clothes/shoes) in this area for 72 hours. All other items once cleaned with the usual cleaning products can be returned to the shop floor. | | SM | 12/4 | |
| Suspected case of Covid-19 Coronavirus whilst working on site | | <p><u>Temperature checks</u> All staff including cleaners, concession and visitors will have a temperature check on entry to the store</p> <p>If a colleague, including colleagues working on concession departments, develops a high temperature, a loss of taste/smell or a persistent cough whilst at work, they should:</p> <ul style="list-style-type: none"> • Go home immediately • Avoid touching anything • Cough or sneeze into a tissue and put it in a bin, or if they do not have a tissue, cough and sneeze into the crook of their elbow • Follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed <p>If any other person whilst on site develops a high temperature or a persistent cough whilst at work, they should be advised to leave the building immediately and follow the above advice.</p> <p><u>Lateral flow test</u></p> <p>Conduct lateral flow tests twice weekly on all staff who have consented and record data in compliance with Government Standard Operating Procedures.</p> | <p>Anyone showing a raised temperature will be sent home immediately</p> <p>Management/ supervisor will identify any other persons who have been in contact with the suspected infected person, and take advice on further actions</p> | LP | Daily | |
| Psychological/ Colleague wellbeing. (Personal) | All colleagues – may result in anxiety or fear | Teams to establish strong relationships, maintain communication, and operate in a supportive way. | Encourage colleagues who are in vulnerable groups themselves or caring for others to speak with their managers to discuss their support needs. | SM/ Zone Leaders | 12/4 | |

| What are the hazards? | Who might be harmed and how? | Current Control Measures | Further Actions required | Action by whom? | Action by when? | Done |
|--|-------------------------------------|--|---|--|---|-------------|
| <i>impacts of the developing pandemic)</i> | | <p><i>Regular information sharing and communication.</i></p> <p><i>All colleagues connected to Morsay</i></p> <p><i>Provision of colleague counselling</i></p> | <p><i>Encourage team to use Morsay group</i></p> <p><i>Managers to highlight any well-being issues to HR for further support and guidance</i></p> | | | |
| Canteen – exposure to infection | <i>All colleagues</i> | <p><i>Team members should be encouraged to remain on site once they have entered, and not to visit local shops.</i></p> <p><i>Dedicated eating area.</i></p> <p><i>Break times staggered to reduce contact.</i></p> <p><i>Hand cleaning facilities available.</i></p> <p><i>Hand sanitiser available.</i></p> <p><i>Team members should bring in pre-prepared meals and refillable drink bottles from home.</i></p> <p><i>Colleagues should sit a minimum of 2 metres apart from each other whilst eating and avoid all physical contact.</i></p> <p><i>Tables should be cleaned between each use.</i></p> <p><i>All rubbish should be placed directly into the bin and not left for others to clear away.</i></p> <p><i>All areas used for eating must be thoroughly cleaned and the end of each shift, including tables, chairs, door handles, and vending machines.</i></p> | <p><i>All cutlery, crockery must be washed immediately and stored in locker for own use only. Counters Kettles and fridge doors to be wiped down after each use by colleague</i></p> <p><i>Relay canteen if necessary</i></p> | <p>Staff Members/ Cleaners/ LP</p> <p>LP</p> <p>Zone Leader</p> | <p>Daily</p> <p>1/4</p> <p>Daily</p> | |

| What are the hazards? | Who might be harmed and how? | Current Control Measures | Further Actions required | Action by whom? | Action by when? | Done |
|------------------------------|---|---|---|------------------------|------------------------|-------------|
| Store Layout | Colleagues and Customers if social distancing guidelines are not adhered to | <p>Store Layout Store split into Zones and each zones has a leader to ensure compliance.</p> <p>Customers are counted in and monitored to prevent over crowding</p> <p>Floor markers and other signage positioned throughout the store to guide customers and staff and remind them of distancing</p> <p>Store messages every 30 minutes to remind customers and staff of the protocols</p> <p>Back of House Layout including Offices All work areas to be relayed to two metres apart, zones where this cannot be achieved must have controlled entry and exit ensuring only 1 person in the space at any given time.</p> <p>Desks to be repositioned and staggered to ensure 2 metres are adhered to at all times</p> | <p>Zone leader takes ownership to ensure compliance.</p> <p>Zone leader can easily communicate with the door monitor to prevent customer entry if any zone becomes compromised</p> | Zone Leaders /LP | Daily | |
| Staff Scheduling | All Colleagues | <p>Schedules to be set up to limit the number of colleagues each person comes in contact with</p> <p>Schedules logged to provide audit trail for contact tracing if needed</p> <p>Vulnerable or shielding employees are not requested to work until it is safe to do so</p> <p>Part-time work and temporary amendments to contracts must be considered to support returning employees with caring responsibilities</p> <p>Consider travel arrangements including mode of transport and distance for all returning employees</p> | <p>Manager must give clear communication daily on store activities to prevent cross contamination of work areas for example only 1 person to use till point per shift.</p> <p>Hard copies stored for future reference</p> | SM/Zone Leaders | Daily | |

| What are the hazards? | Who might be harmed and how? | Current Control Measures | Further Actions required | Action by whom? | Action by when? | Done |
|------------------------------|-------------------------------------|--|--|------------------------|------------------------|-------------|
| | | | | | | |
| First Aid | <i>First Aiders</i> | <i>Visors, masks, gloves and aprons must be worn before attending to a first aid incident. Temp check the individual you are attending and ask if they are showing any Covid symptoms before assisting</i> | <i>Reminders of action placed on all first aid boxes First aiders to sign to say they understand increased PPE requirements If someone is showing signs of Covid ask if they can safely move to the isolation room if not phone 999 or 111 depending on injury</i> | LPM | ongoing | |

| | |
|--|--|
| <u>Name:</u> (Assessor) | <u>Signature:</u> (Assessor) |
| <u>Name:</u> (Health & Safety) | <u>Signature:</u> (Health & Safety) |
| <u>Suggested date of review:</u> <i>To be reviewed in conjunction with information supplied by HM Government, and other partner agencies</i> | |