

Covid-19 Risk Assessment: One Stop Stores Ltd – Retail.



Scope		Commentary
Areas Included / Not Included	Included: All activities within One Stop Retail operations	Our approach to managing risk throughout the COVID19 response is aligned with our organisational commitment that "Nothing is more important than the safety of our customers and colleagues". Our focus has been to align with the developing guidelines from Public Health England, the devolved governments and the Department for Business, Energy & Industrial Strategy (BEIS). The control measures in place will be subject to ongoing assurance activities and are supported by detailed Instruction, Information, Training and Supervision. Our controls centre around the principles of maintaining Social Distancing and good hygiene standards for our customers and colleagues. In line with our safety management system and our duty as an employer, the aim has been to reduce workplace risk to the lowest reasonably practicable level. We have achieved this by implementing preventative measures to minimise any potential residual risk based on the scientific guidance and advice available as the situation develops. Colleague representatives have been consulted on this risk assessment.
Format	Convenience	
Last Updated	23.10.20	

Activity	Hazard	People at Risk	Controls	Relevant Training / Supporting Information	Assurance
Routine activity in stores in customer facing areas	Survival and presence of the virus on surfaces and hand touch points transmitting to hands of colleagues and customers	Colleagues, customers	<ul style="list-style-type: none"> Trolleys and basket handles cleaned regularly Store colleagues continue with Clean as you Go, ensuring checkouts, in store beverages and service counters are cleaned regularly using diluted approved cleaning chemical and blue roll Store colleagues are responsible for cleaning the Perspex screens at checkouts Stores issued with allocations of alcohol hand gel, hand soap, approved cleaning wipes, approved cleaning chemical and blue roll Stores set up trolley/basket cleaning stations at store entrances – point of sale provided for display Contract Cleaners include focus on 'touch points' Posters displayed regarding hand washing and toilet hygiene Point of sale packs provided to guide stores on signage to display Guidance provided on social distancing measures to be achieved Visits by Regional and Head Office teams limited to business-critical issues only Signage displayed reminding colleagues and customers that if they have Covid-19 symptoms they should not enter the store Store Controls audits, Safe and Legal audits paused (starting again week 12) 	<ul style="list-style-type: none"> Additional Cleaning Schedule (v6) Cleaning Station Signage Covid-19 Customer Signage Social Distancing Guidelines In Store Beverage Guidance Hygiene Equipment Checklist 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit commencing from week 12
Checkout operations	Checkout payment handling and close proximity to customers and colleagues unable to maintain the 2 m social distancing guidance	Colleagues, customers	<ul style="list-style-type: none"> Perspex hygiene screens fitted to checkouts/service points Hygiene divider screens fitted between colleagues working in high footfall fortress (predominantly enclosed) post office sites Positioning guidance given to stores Social distancing guidance provided including: <ul style="list-style-type: none"> Floor tape and 'footprint' stickers to identify 2m gaps across the shop floor, at checkouts and for queues (internal and external) One-way systems introduced around the stores Store opening hours amended to allow for replenishment/cleaning without customers present Limiting the number of customers allowed in the store up to a maximum amount (based on store size) Aisles closed off if required 	<ul style="list-style-type: none"> Counter Hygiene Screens Post Office Hygiene Divider Specification Maximum Customer Guidance Social Distancing Guidelines Manning the Door Guidance Reduced Trading Hours Briefing Aisle Closed Signage Disposable Masks and Gloves Guidance Face Visors Briefing Document Face Covering Additional Update Hygiene Equipment Checklist Mandatory face coverings guidance England and Wales October 2020 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit commencing from week 12

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			<ul style="list-style-type: none"> Face visors supplied for colleagues working in areas where close proximity to the customer is unavoidable. In Wales, face visors are required to also be accompanied by a suitable face covering that covers the mouth and nose. Guidance supplied on how to wear and clean them Additional consumables – Disposable face masks and gloves Point of sale packs provided to guide stores on what posters etc. to be used in the store Washable face coverings provided for colleagues as part of mandatory face covering guidance 		
	Checkout payment handling	Colleagues, customers	<ul style="list-style-type: none"> WHO Guidance indicates that there is limited evidence to confirm or disprove whether Covid-19 can be transmitted through coins or banknotes Customers encouraged to use contactless payments where possible Increase of the contactless limit to move from £30 to £45 Optional till receipts for transactions under £40 	<ul style="list-style-type: none"> WHO guidance of limited spread of virus on money 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit commencing from week 12
Increased levels of absent colleagues due to Covid-19	Insufficient number of colleagues to maintain safe working	Colleagues, customers	<ul style="list-style-type: none"> Recruitment of temporary colleagues – amended recruitment introduced SSC/Regional colleagues, where not business critical or vulnerable, diverted to work instore Managers authorised to close store if not able to support with sufficient number of colleagues – in line with existing Lone Working policy Restrict the number of people within the store to levels suitable for the number of colleagues available 	<ul style="list-style-type: none"> Training Temporary Colleagues – Click and Learn Modules Lone Working policy 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit commencing from week 12
	Insufficient managers to safely operate the store	Colleagues, customers	<ul style="list-style-type: none"> Training already in place for colleagues stepping into manager roles 	<ul style="list-style-type: none"> Health and Safety for Store and Shift Mangers Training – Click and Learn Modules 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit commencing from week 12
	Not recording training when using the new/revised training material	Colleagues, customers	<ul style="list-style-type: none"> All new and amended training material is completed online through the Click and Learn platform which allows for individual access and date stamps on completion of modules or hard copy training record cards are completed and retained in store Training has a learning validation in the form of a question set 	<ul style="list-style-type: none"> Training for Temporary Colleagues – Click and Learn Modules 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit commencing from week 12
Managing increased demand from customers	Congestion in aisles – colleagues unable to safely fill shelves Unable to maintain the 2m social distancing guidance	Colleagues, customers	<ul style="list-style-type: none"> Limited customers on the shop floor due to social distancing guidelines Customers directed to follow the one-way flow by colleagues positioned on the shop floor Store opening hours amended to allow for replenishment without customers present Changes to opening hours displayed at the front of stores Colleagues able to close an aisle if required POS supporting the key message of 2m social distancing guidance 	<ul style="list-style-type: none"> Social Distancing Guidelines Manning the Door Guidance Aisle Closed Signage Reduced Trading Hours Briefing Covid-19 Customer Signage 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit commencing from week 12
	Vulnerable persons in stores Elderly or infirm customers unable to queue	Colleagues, customers	<ul style="list-style-type: none"> Number of customers in store at any one time limited Vulnerable colleagues encouraged to self-isolate for 12weeks Signage at the front of the store reminding anyone with symptoms not to enter Colleagues are able to assist customers as necessary 	<ul style="list-style-type: none"> Social Distancing Guidelines 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit commencing from week 12
Store Deliveries – temporary bulk stocks	Manual handling risk of colleagues moving stock from pallets to stock trolleys and cages	Colleagues, customers	<ul style="list-style-type: none"> Temporary: Additional bulk product lines sought from third party supplier. Deliveries made by on pallets to a safe place externally. Once delivery driver has deposited the pallets to required position. Store Colleagues responsible for transfer of goods from the pallets onto stock trolleys and roll cages and bring into store. Where 	<ul style="list-style-type: none"> Manual Handling Training undertaken by all Colleagues Bulk Deliveries Briefing 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit commencing from week 12

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			limited store colleagues on site as point of delivery store to be closed whilst this is undertaken.		
Violence towards colleagues	Increased level of incidents of verbal/physical assaults - linked to colleagues challenging customers to wear face coverings, customers queuing and availability of products	Colleagues, customers	<ul style="list-style-type: none"> Colleagues are advised not to challenge customers not wearing a face covering. Treating colleagues with respect signage provided at key points throughout store Bulk buying limits placed on high demand lines, point of sale on the shop floor displayed - since removed following better availability Store opening hours amended to allow for replenishment without customers present Face visors available for all colleagues supporting on manning the door. In England and Wales, face visors are required to also be accompanied by a suitable face covering that covers the mouth and nose. 	<ul style="list-style-type: none"> Mandatory face coverings guidance October 2020 Covid-19 Customer Signage Social Distancing Guidelines Reduced Trading Hours Briefing Hygiene Equipment Checklist 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit commencing from week 12
Cleaning and hygiene consumables/equipment and processes	Unable to maintain levels of cleanliness required for individuals and equipment	Colleagues, customers	<ul style="list-style-type: none"> Introduced: <ul style="list-style-type: none"> Removal of non-essential store tasks to allow colleagues to spend more time cleaning and looking after customers Guidance issued regarding procedure for cleaning trolleys and cleaning stations set up at the front of stores for customers to clean trolley and basket handles Store colleagues continue with Clean as you Go, ensuring checkouts, in store beverages and service counters are cleaned regularly using diluted approved cleaning chemical and blue roll Store colleagues are responsible for cleaning the Perspex screens at checkouts Weekly Cleaning check with contract cleaners re-introduced from 28.04.20 Point of sale packs provided to guide stores on what posters etc. to be used in the store i.e. cleaning station All stores issued with allocations of alcohol hand gel, hand soap, wipes, approved cleaning chemical and blue roll Posters displayed for colleagues regarding hand washing and toilet hygiene 	<ul style="list-style-type: none"> Reduced Store Tasks Brief Additional Cleaning Schedule (v6) Cleaning Station Signage Covid-19 Customer Signage In Store Beverage Guidance Counter Hygiene Screens Hygiene Equipment Checklist 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit commencing from week 12
	New chemicals not CoSHH assessed and instruction information in place	Colleagues, customers	<ul style="list-style-type: none"> Sourcing alternative suppliers/chemicals if Ecolab products not available CoSHH assessments will be completed and new/amended cleaning guidance produced prior to sending in any new chemicals into stores Chemicals for customer use are suitable for use without PPE 	<ul style="list-style-type: none"> Managed centrally by Procurement Team and Safety Team 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit commencing from week 12
	Disposal of contaminated cleaning products or face coverings after use	Colleagues, customers	<ul style="list-style-type: none"> Contaminated wipes, blue roll etc. to be bagged and placed in usual waste or into a lidded bin. 	<ul style="list-style-type: none"> Cleaning Station Signage 	
	Cleaning and hygiene supplies not available e.g. Alcohol hand gel/approved cleaning wipes re-directed to the NHS or supplier unable to maintain supply	Colleagues, customers	<ul style="list-style-type: none"> Alternative suppliers or consumables being sought if current suppliers unable to maintain demand CoSHH assessments will be completed and new/amended cleaning cards produced prior to sending in any new chemicals into stores 	<ul style="list-style-type: none"> Managed centrally by Procurement Team and Safety Team 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit commencing from week 12
	Potential allergic reaction to wipes and Alcohol hand gels	Colleagues, customers	<ul style="list-style-type: none"> Approved alcohol hand gels and wipes are always without allergenic/sensitising properties CoSHH Information held for all products used 	<ul style="list-style-type: none"> Managed centrally by Procurement Team and Safety Team 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit commencing from week 12

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Home News Delivery	Unable to maintain adequate levels of cleanliness, social distancing measures for safe operation	Colleagues, customers	<ul style="list-style-type: none"> Temporary: Service suspended 24th March 2020. HND colleagues over school leaving age redeployed to support the store team and subject to same training package as temporary recruits. Colleagues under school leaving age instructed to stay at home. Service to recommence from 6th September 2020. Covid information incorporated into Risk Assessment and training. Under 16s to only return to work with consent from parents / guardian. 	<ul style="list-style-type: none"> HND Briefing HND Update 14th July 2020 HND Manager training module HND Colleague training module HND colleague delivering safely leaflet 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit commencing from week 12
Wearing of face covering and face masks	<p>Wearing of the face mask incorrectly</p> <p>Cross contamination</p> <p>Disposal of used face masks which are potentially contaminated</p>	Colleagues	<ul style="list-style-type: none"> Face coverings must be worn by all colleagues whilst on the shop floor Face coverings only need to be worn in back areas where 2m social distancing can't be maintained Face covering do not need to worn when the store is closed Face coverings do not need to be worn when working behind a screen unless not working alone and 2m social distancing can't be maintained – except in Wales where face coverings must be worn when working behind a screen Face visors can be worn but only with another form of suitable face covering that covers mouth and nose Guidance issued on how to dispose of a used face mask by being placed in a waste bag or lidded bin Colleagues are permitted to wear disposable masks, face coverings such as scarves, re-usable textile/cloth coverings Colleagues are provided with face coverings have been. However, colleagues can choose to wear their own. Face masks have been provided and should be worn where the 2m social distancing guidance cannot be applied i.e. during deliveries and for queue marshalling. Guidance issued on the correct wearing of a face mask and a WHO (World Health Organisation) video link shared to support the correct methodology to wear Guidance issued to change every shift or after a break and not to touch the face Exemptions to the rules for wearing face coverings include: <ul style="list-style-type: none"> Colleagues or customers with health conditions who cannot put on, wear or remove a face covering because of any physical or mental illness or impairment or disability or without severe distress. If colleagues or customers need to take medication or to eat or drink where reasonably necessary. For customers with a hearing impairment and those who lip-read, colleagues should remove face coverings, as necessary, to provide advice, information or assistance. If colleagues or customers need to remove it to avoid harm or injury, either to themselves or others – for example to get somebody's attention about a danger (excluding Scotland) 	<ul style="list-style-type: none"> WHO video guide on when and how to put on face mask https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own Masks and Gloves Guidance Face Visors Briefing Document Face Covering Additional Update Mandatory face coverings October 2020 Hygiene Equipment Checklist 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit commencing from week 12
Wearing of face masks and face coverings – customers, contractors and visitors	Not wearing a face mask or face covering and spreading covid-19 to others.	Customers, colleagues, visitors, contractors	<ul style="list-style-type: none"> Customers are required to wear a face covering whilst in the stores and petrol filling station kiosks provided by themselves. A supply of face coverings is available near the front of the store for customers to purchase Point of sale will be displayed for customers and colleagues. The above is applicable to all contractors and visitors during store opening hours. Exemptions to the rules for wearing face coverings include: <ul style="list-style-type: none"> Children under 11 Colleagues or customers with health conditions who cannot put on, wear or remove a face covering because of any 	<ul style="list-style-type: none"> Point of sale on display in our stores. G4S Covid-19: Essential Worker Briefing, September 2020 	<ul style="list-style-type: none"> NA

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			<p>physical or mental illness or impairment or disability or without severe distress.</p> <ul style="list-style-type: none"> ○ Temporary removal for Think-25 checks for age restricted sales – whereby colleagues may politely ask customers to remove face coverings to carry out the Think-25 check. ○ If colleagues or customers need to take medication or to eat or drink where reasonably necessary. ○ For customers with a hearing impairment and those who lip-read, colleagues should remove face coverings, as necessary, to provide advice, information or assistance. ○ Those customers wearing a Sunflower lanyard, indicating a hidden disability. These customers may also carry a Sunflower exemption card, confirming that they do not need to wear a face covering. ○ If colleagues or customers need to remove it to avoid harm or injury, either to themselves or others – for example to get somebody's attention about a danger (Excluding Scotland) ○ G4s staff are exempt from wearing face coverings as part of the Exemption Guidance and Regulations 		
Colleague Toilets	Survival of the virus on touch points	Colleagues	<ul style="list-style-type: none"> • Hand soap and hot water available in toilets • Method of hand drying available – hand dryer and/or paper towels provide 	<ul style="list-style-type: none"> • Hygiene Equipment Checklist 	<ul style="list-style-type: none"> • GPS assurance of systems • Safe and legal audit commencing from week 12
Colleagues undertaking activities back of house	Unable to maintain the 2m social distancing guidance from other colleagues	Colleagues, visiting drivers	<ul style="list-style-type: none"> • For details regarding the use of face coverings, please refer to Wearing of face masks and face coverings above • Colleagues reminded to maintain the 2m social distancing guidance where possible when working in the warehouse and to ensure that hands are frequently washed • Interaction with delivering drivers is minimal and meets the guidelines for 2m social distancing 	<ul style="list-style-type: none"> • Masks and Gloves Guidance • Social Distancing Guidelines • Hygiene Equipment Checklist 	<ul style="list-style-type: none"> • GPS assurance of systems • Safe and legal audit commencing from week 12
PPM activity by maintenance colleagues	Reduction in frequency of maintenance visits for PPM activities	Colleagues, customers, contractors	<ul style="list-style-type: none"> • All PPM's and statutory maintenance have been maintained 		Verisae records of all statutory inspections and PPM
Visitors and contractors	<p>Spread of Covid-19 through presence and survival of the virus on hand touch points and not being able to maintain 2m social distancing guidelines</p> <p>Lack of awareness of the social distancing measures in place</p>	Colleagues, visitors, contractors	<ul style="list-style-type: none"> • Visits by external suppliers and Head Office reduced to only business critical personnel • Communication of One Stop policy relating to anyone showing signs of infection or has been in contact with infected household members should refrain from working • Note added to Verisae sign in screen for all maintenance contractors to ensure that the social distancing measures in place for each building are adhered to • For details regarding the use of face coverings, please refer to Wearing of face masks and face coverings above 	<ul style="list-style-type: none"> • Covid-19 Customer Signage • Social Distancing Guidelines • Hygiene Equipment Checklist 	<ul style="list-style-type: none"> • GPS assurance of systems • Safe and legal audit commencing from week 12