# Risk assessment for implementing COVID-19-Secure in a small retail business

This template has been developed to help businesses implement the government “COVID-19 secure guidelines”. It is aimed at smaller, lower risk retail businesses who don’t have dedicated health and safety advice. Currently the guidance consists of 5 key points contained within ‘[Get Brits safely back to work](https://www.gov.uk/government/news/new-guidance-launched-to-help-get-brits-safely-back-to-work)’ and [workplace guides](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)

Nothing in this document should add or take away from the guidance. It has taken the key risks related to retail but it is not exhaustive. You don’t have to use this template to complete your risk assessment and if you have under 5 employees you are not obliged to write down your risk assessment. We have created this to help businesses go through the risk assessment process and document their findings. It can be freely copied and used but it is best completed on the computer as the boxes expand. We take no responsibility for your risk assessment, but we hope this is helpful in getting back to work safely.

Next steps;

* Think about your procedure for dealing with actual cases of COVID-19 sickness.
* Look at the questions and control measures in the boxes and decide what you are going to do - the basic risk assessment. If it is not practical to implement a particular measure make a note of this and the reason why.
* Double check the guidance- what specific measures apply to your workplace type.
* Implement all the measures and check they work.

Save or upload risk assessment to website, print out notice, sign and display.

If you would like to discuss any of the aspects of this risk assessment, please contact [eh@eastleigh.gov.uk](mailto:eh@eastleigh.gov.uk)

## Company name:       Assessment carried out by:

## Date of next review:       Date assessment was carried out:

| COVID 19 | |
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| Possible Controls | What will you do? |

| What are your arrangements for ‘clinically **extremely** vulnerable individuals’ who have been strongly advised not work outside the home? |  |
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| What are your arrangements for ‘clinically vulnerable individuals’ who need to take extra care (work at home, safest on-site role possible etc)? |  |
| What are your arrangements if employees tell you that they have COVID-19 symptoms? |  |
| What will you do if an employee informs you that members of his/her household are displaying symptoms of COVID-19? |  |
| What are your arrangements for sending people home if an employee is displaying symptoms of COVID-19 at work? |  |
| What are your arrangements for asking customers not to enter your premises if they are suffering from the symptoms of COVID-19 |  |
| How will all of these arrangements be communicated? E.g. training, signage etc. |  |

| **Staff** | |
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| **Possible Controls** | **What will you do?** |
| You should take all reasonable steps to help as many people as possible work from home by:   * discussing home working arrangements * ensuring they have the right equipment, for example remote access to work systems, ICT etc. * including them in all necessary communications * looking after their physical and mental wellbeing – e.g. regular meetings between staff and line managers on line or on phone. |  |
| If it is not possible for employees to work from home:   * What’s the minimum number of employees required on site to operate safely and effectively? * Can you split workers into shift groups or teams who only work with that shift group/team? * Make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible). This applies to **all** parts of the business (e.g. staff rooms, toilets etc). * Reviewing layouts to allow workers to work further apart from each other. * Using floor tape or paint to mark areas to help people keep to a 2m distance. * Avoiding people working face-to-face. For example, by working side-by-side or facing away from each other. * Using screens to create a physical barrier between people. * Workstations should be assigned to an individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people. * Minimising contacts around transactions, for example, considering using contactless payments. * Keeping the activity time involved as short as possible. * Putting in place procedures to minimise person-to-person contact during deliveries to other sites. * Maintaining consistent pairing where two-person deliveries are required. * Minimising contact during payments and exchange of documentation, for example by using electronic payment methods and electronically signed and exchanged documents. * Don’t hand goods directly to customer – leave on counter and step back so they can step forward and pick up. * Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work. |  |
| Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate. |  |

| **Customers** | |
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| **Possible Controls** | **What will you do?** |
| * Defining the number of customers that can reasonably follow 2m social distancing within the store and any outdoor selling areas. * Limiting the number of customers in the store, overall and in any particular congestion areas. * Suspending or reducing customer services that cannot be undertaken without contravening social distancing guidelines. This may include re-thinking how assistance is provided. * Encouraging customers to shop alone where possible, unless they need specific assistance. * Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines. * 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. * Using outside premises for queuing where available and safe, for example some car parks. * Ensuring any changes to entries, exit and queue management take into account reasonable adjustments for those who need them, including disabled shoppers. * Managing outside queues to ensure they do not cause a risk to individuals or other businesses, for example by introducing queuing systems, using barriers and having staff direct customers. * 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. * Fitting rooms should be closed wherever possible given the   challenges in operating them safely.   * 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. * Encouraging customers to avoid handling products whilst browsing, if at all possible. * 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. * Providing written (signs) 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. |  |

| **Personal Hygiene and Cleaning** | |
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| **Possible Controls** | **What will you do?** |
| * Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, 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. * Providing regular reminders and signage to maintain standards. * Providing hand sanitiser in multiple locations in addition to washrooms. * Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible. * Enhancing cleaning for busy areas. * Providing more waste facilities and more frequent rubbish collection. * Providing hand drying facilities – either paper towels or electrical dryers. * Frequent cleaning of and removal of waste from work areas and equipment between   uses, using your usual cleaning products.   * Frequent cleaning of objects and surfaces that are touched   regularly, including door handles, self-checkouts, trolleys, coffee machines, betting machines or staff handheld devices.   * If you are cleaning after a known or suspected case of   COVID-19 then you refer to the specific guidance. |  |