



Workplace Risk Assessment – Covid-19

Location: **UK Stores**

Date of Risk Assessment: **June 2020**

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What are the Hazards / Risks?	Who might be harmed and how?	What are we already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
<p>1.1 Virus Transmission – risk of virus being transferred in the workplace</p>	<p>All staff coming into direct contact with infected persons.</p> <p>Risk of contracting Covid-19.</p> <p>Risk of passing the virus to other staff & family members.</p>	<ul style="list-style-type: none"> - On arrival to the store, wash your hands thoroughly for 20 seconds following the hand washing guidance posters. Hand washing is still the best way to combat the spread of the virus. - Continue to wash your hands thoroughly throughout your shift. - Use the hand sanitizer provided if you are unable to wash your hands. - Cough or sneeze into a tissue, if you do not have a tissue available, cough or sneeze into the crook of your arm. If you use a tissue, put the tissue in the bin straight away. - Do not touch your face, eyes, nose or mouth if your hands are not clean. - Anyone experiencing symptoms of Covid-19 at work will be required to report immediately to a member of the store management team. The main symptoms of Covid-19 are: 	<ul style="list-style-type: none"> - Store Management are responsible for ensuring all staff have adequate time to wash their hands throughout the day and to ensure that hand santiser is being used as required. - Store Management are responsible for ensuring correct procedure is followed in the event that someone experiences symptoms in 	<p>Store Management and all staff</p>	<p>At all times</p> <p>Action plan for how to deal with staff member exhibiting symptoms in the workplace to be in place before store opens</p> <p>Nano Septic Wraps to be in place before store opens</p>	

		<ul style="list-style-type: none"> • a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature) • a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual) • anosmia (a loss or changed sense of normal smell or taste) UK Only <ul style="list-style-type: none"> - Anyone experiencing symptoms of Covid-19 before coming in to work should not attend and self-isolate for a minimum of 7 days. - If someone exhibits symptoms whilst in work, they will be asked to put on a face mask and will be asked to wait in the tea room alone until arrangements can be made for them to be able to leave the store safely. The tea room will be taken out of use for this period and will be identified by a sign on the door as an 'Isolation Area'. Do not enter the tea room if this sign is on 	<p>the work place.</p> <ul style="list-style-type: none"> - Store Management should ensure that 2 metre distancing is being maintained in the workplace whenever it is practicable to do so. - Store Management should ensure there is a continuous supply of PPE available at all times and re-order before stocks run low. 			
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		<p>the door. The tea room will be thoroughly cleaned after.</p> <ul style="list-style-type: none"> - Ensure 2 metre distance is maintained at all times when on the shop floor and interacting with customers, it's ok to advise the customer that you will be keeping your distance. - Avoid non-essential contact with others including physical contact (eg hugs, handshakes etc) - Face masks and gloves will be provided for anyone who wishes to use them at any time. Gloves should not be used continually, only used for a specific purpose and then removed carefully and binned in an appropriate bin. Face masks should be worn if you need to work in a confined space with another person for limited periods such as the when cashing up. - Nano Septic wraps have been added to the 'high traffic' door handles and door push plates from the store to the back areas. Please ensure that you only touch the wrapped part of these door handles or door push plates as this 	<ul style="list-style-type: none"> - Store Management are required to check when Nano Septic wraps need to be changed, either at 90 days or when the wrap indicates it is coming to the end of its life, whichever is soonest. 			
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		<p>will stop transference of any virus particulates on the high touch points of the doors. Nano Septic wraps last for up to 90 days and will be replaced as and when required.</p> <ul style="list-style-type: none"> - Ensure your water bottle is clearly marked with your name on it or is easily identifiable as your own. - Ensure you have your own pen that it clearly identifiable as yours. Don't lend your pen to anyone else. 				
<p>1.2 Virus Transmission – risk of virus being transferred to staff by customers</p>	<p>All staff coming into direct contact with infected persons.</p> <p>Risk of contracting Covid-19.</p> <p>Risk of passing the virus to other staff & family members.</p>	<ul style="list-style-type: none"> - Restrict capacity of store to a maximum specified number of adults in the store at any one time (you will be advised what the maximum number is specific to your store) and all work can be completed without any need to be closer than 2 metres - Restricting the number of customers who can enter the store at any one time in order to maintain social distancing guidelines 	<ul style="list-style-type: none"> - Supply signage, Tensa Barriers & Hand sanitiser stations to all stores. - Stores to position signage and barriers as directed - Retrain all staff via schuh academy on contactless kids 	<p>Store Manager responsible for ensuring all is in place and updated when required</p>	<p>Signage, barriers and hand sanitising areas to be in place before stores re-open</p>	

		<ul style="list-style-type: none"> - Placing clear messaging around store to remind customers to maintain social distancing. - Changing our Kids fitting service to a non-contact operation. - Providing hand sanitizer stations for customer and staff use. - Any stock (footwear and accessories) returned by customers will be set aside for a period of 72 hours in a designated area to reduce the risk of virus transmission as per HSE & Government guidelines. - Any shoes tried on in store by customers will be sprayed down with disinfectant spray before being returned back into stock in line with HSE and Government guidance. 	<p>fitting service</p> <ul style="list-style-type: none"> - Inform all staff on new procedures for setting aside returned stock for 72 hours. - Ensure disinfectant spray does not run out, re-order when necessary. 			
<p>1.3 Vulnerable staff – risk of vulnerable staff coming into contact with infected person or virus</p>	<p>Staff with underlying health issues or ‘living with’ family members with underlying health issues and/or those over the age of 70, pregnant women and other vulnerable groups</p>	<ul style="list-style-type: none"> - All staff that have underlying health issues or live with family members that are defined as vulnerable in the ‘COVID-19 guidance on social distancing and for vulnerable people’ are self-isolating for 12 weeks 		<p>HR to ensure that staff who are required to ‘shield’ as per direct advice given by the NHS are not present in the</p>		

<p>particulates</p>	<p>Enhanced risk of death if infected with the covid-19 virus.</p>	<ul style="list-style-type: none"> - All staff advised that anyone showing symptoms, or who has been in contact with someone who is showing symptoms, should follow the advice re self-isolation and must not present at work to prevent further spread of the infection. 		<p>workplace until their period of 'shielding' is completed.</p> <p>HR, Regional and Divisional Managers will listen to concerns from any other vulnerable staff before return to work is confirmed</p>		
<p>1.4 Virus Transmission – risk of virus being transferred to staff & customers from Air Conditioning vents</p>	<p>All staff & customer are coming into contact with virus particulates that are airborne and carried via air flow.</p> <p>Risk of contracting Covid-19.</p> <p>Risk of passing the virus to other staff & family members.</p>	<ul style="list-style-type: none"> - Where possible, air conditioning should run at outside air at all times. Avoid re-circulated air settings. - Where possible, run air conditioning at full for 2 hours prior to the start of the day and leave running at full for 2 hours after close of business - Where possible and if applicable, open windows and external doors to let outside air circulate. Ensure windows are closed securely at the end of the day. 	<ul style="list-style-type: none"> - Discuss options with Centre Management if required 	<p>Real Estate Team at HO</p>		

<p>1.5 Safety Guidelines - Risk of staff not adhering to safety guidelines</p>	<p>All staff could be harmed if some don't follow the guidelines.</p> <p>Risk of contracting Covid-19.</p> <p>Risk of passing the virus to other staff & family members.</p>	<ul style="list-style-type: none"> - All staff will receive safety brief covering all the risks and safety measures outlined in this risk assessment and this will be logged on Trident as acknowledgement. - Staff failing to adhere to the guidelines will be sent home 	<ul style="list-style-type: none"> - Store managers to police this and ensure safety guidelines are followed 	<p>Store Managers</p>		
<p>1.6 Public Transport - Risk of staff coming into contact with virus particulates or infected people on Public Transport</p>	<p>All staff coming into direct contact with infected persons.</p> <p>Risk of contracting Covid-19.</p> <p>Risk of passing the virus to other staff & family members.</p>	<ul style="list-style-type: none"> - Staff to follow government guidelines for using public transport. All staff will be provided with washable face masks for use at work and when travelling to and from in order to help prevent the spread of the virus. Staff will be required to hand sanitise immediately on arrival at work by washing hands thoroughly. - Where possible, public transport should not be used and alternatives such as walking, cycling or car should be considered. - If coming to work by car then only one back seat passenger should be present along with the driver. It is advisable if you have one passenger that both the driver and the passenger should wear a face mask on the drive. 	<ul style="list-style-type: none"> - Face masks provided to every staff member - Hand sanitiser stations to be provided 	<p>Staff member who is commuting to work needs to consider best option for them to safely get to work</p>	<p>Consideration to be given before you return to work on how you are going to get to work</p>	

<p>1.7 Tea Rooms - Cross transfer of virus particulates in Tea rooms</p>	<p>All staff coming into direct contact with infected persons.</p> <p>Risk of contracting Covid-19.</p> <p>Risk of passing the virus to other staff & family members</p>	<ul style="list-style-type: none"> - All staff to adhere to social distancing and remain 2 metres apart. This means that a maximum of 2 people will be permitted to use the tea room at any one time. - After you have made use of the facilities in the tea room, you must wipe down any surfaces and equipment you have come into contact with using the cleaning materials provided. This includes kettles, fridge door handles, drawer handles/fronts, work surfaces, table top, chairs - If lockers are housed in the tea room, only go to you locker if there is no-one else in the vicinity of your locker and ensure that you keep 2 metres apart from other people in the tea room. Do not loiter around your locker, put your belongings in your locker and then leave. Wipe your locker down on a regular basis with cleaning materials provided. - Do not enter the tea room under any circumstances if there is a sign on the door advising no entry whilst it is being used to as an 'Isolation Area'. - Where you can, go outside for some 	<ul style="list-style-type: none"> - Cleaning materials are provided - Re-arrange tea room furniture to ensure 2 metre distancing can be maintained and take adequate number of chair out of use. - Managers to ensure social distancing is being adhered to 	<p>All staff using tea room</p>		
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		fresh air.				
1.8 Locker areas - Cross transfer of virus particulates in locker areas	<p>All staff coming into direct contact with infected persons.</p> <p>Risk of contracting Covid-19.</p> <p>Risk of passing the virus to other staff & family members</p>	<ul style="list-style-type: none"> - Only go to your locker if there is no-one else in the vicinity of your locker and ensure that you keep 2 metres apart from other people in the area. - Do not loiter around your locker, put your belongings in your locker or remove them from your locker and then leave the area. - Wipe down your locker on a regular basis with the cleaning materials provided 	<ul style="list-style-type: none"> - Managers to ensure social distancing is being adhered to in this area of the store 			

<p>1.9 Passenger Lifts - Confined space in passenger lifts could cause virus particulates to be spread</p>	<p>All staff coming into direct contact with infected persons.</p> <p>Risk of contracting Covid-19.</p> <p>Risk of passing the virus to other staff & family members</p>	<ul style="list-style-type: none"> - Restriction on only 1 person at a time using the lift. If you use the lift then you should wipe down the control panel with the cleaning product provided. - Give consideration into whether you need to use the lift, can you walk upstairs instead? 	<ul style="list-style-type: none"> - Cleaning material to wipe down the lift panel after every use. 	<p>All staff using the lift.</p>		
<p>2.1 Vending Machines - Spread of virus particulates on vending machine buttons/screens and drawer/dispenser</p>	<p>All staff coming into direct contact with virus particulates on surfaces of vending machines</p> <p>Risk of contracting Covid-19.</p> <p>Risk of passing the virus to other staff & family members</p>	<ul style="list-style-type: none"> - Food Vending machines taken out of use on a temporary basis until out of date food can be removed and replenished. Drinks vending machines will be operational. - Wipe down the dispensing drawer/ opening as well as the control panel after every use 	<ul style="list-style-type: none"> - Once vending machines are operational, any touch areas need to be cleaned after each use. 	<p>All staff using vending machine</p>	<p>Update to follow once procedure is in place for vending machine reps to visit stores</p>	
<p>2.2 Toilet Areas - Spread of virus particulates in toilets and toilet areas</p>	<p>All staff coming into direct contact with virus particulates in toilet areas</p> <p>Risk of contracting Covid-19.</p> <p>Risk of passing the virus to other staff & family members</p>	<ul style="list-style-type: none"> - Toilets are required to be cleaned on a regular basis with cleaning material provided. - All employees are responsible for ensuring they leave the toilet area in a clean state. - Toilet seat lids must be closed before you flush to reduce the spread of virus droplets being propelled into the 	<ul style="list-style-type: none"> - Cleaning product are provided for cleaning of the toilets and toilet area 	<p>All staff at all times</p>		

		<p>surrounding area.</p> <ul style="list-style-type: none"> - If toilet areas contain cubicles where more than one person can be present, do not wait inside the toilet area if the cubicles are busy. Wait outside the entrance door or come back later. - Do not loiter in and around the toilets. 				
<p>2.3 Cleaning - Spread of virus particulates in all areas if high standard of cleaning is not maintained</p>	<p>All staff coming into direct contact with virus particulates</p> <p>Risk of contracting Covid-19.</p> <p>Risk of passing the virus to other staff & family members</p>	<ul style="list-style-type: none"> - Regular cleaning is required throughout the day, not just before opening or at close down. Do not wet mop or Hoover if the store is open unless there is a spillage. - Ensure high touch points such as counter tops, cash desks, till drawers, shop floor seats, display furniture and door handles are cleaned on a regular basis. However, do not clean any of the Nano Septic wraps. - Offices and back areas should be cleaned on a regular basis 	<ul style="list-style-type: none"> - Cleaning products are provided - Store Management to ensure that there is a sufficient supply of cleaning materials at all times and re-order well in advance of running low from McLays. If necessary source any cleaning products locally if for any reason 	<p>All staff at all times are responsible for cleaning</p>		

			McLays order is not available or stocks run low. Do not run out.			
2.4 Electronic equipment - Spread of virus particulates on electronic equipment	<p>All staff coming into direct contact with virus particulates</p> <p>Risk of contracting Covid-19.</p> <p>Risk of passing the virus to other staff & family members</p>	<ul style="list-style-type: none"> - All electronic equipment should be wiped down thoroughly after each use by an individual and at the end of business. - Do not spray cleaning product directly on to i-scans, MPDs, keyboards, mice, touch screens, spray cleaning product on to disposable paper towel then wipe down. 	<ul style="list-style-type: none"> - Suitable cleaning products are provided for use on electrical equipment 	All staff at all times		
2.5 Corridors & staircases – spread of virus particulates when being in close proximity to another person	<p>All staff coming into direct contact with virus particulates</p> <p>Risk of contracting Covid-19.</p> <p>Risk of passing the virus to other staff & family members</p>	<ul style="list-style-type: none"> - Corridors and staircases only used as a thoroughfare and should not be used to hold conversations. Ensure when passing another person in the corridors or on the stairs that maximum separation distance is maintained where possible. 	<ul style="list-style-type: none"> - Where possible, do try to turn your head to the side when you need to pass someone or if possible, move to or wait in an area where it easier for the other person to 	All staff at all times		

			pass you, for example you can wait at the top of the stairs and allow someone to come up the stairs and pass you on the landing where there is more space.			
2.6 Provision of First Aid – Risk for staff and customers in the event of a first aid emergency if Centre First Aiders can't attend due to Covid-19 restrictions (for stores in Shopping Centres)	Risk to health of staff and customers if first aiders are not available	- If Centre First Aiders are not available when first aid treatment is required that you cannot administer, call 999.	- Ensure all store management have read up on First Aid guidance booklet which is contained in your first aid kit. -	Store Management		

<p>2.7 Evacuation (& Invacutaion) of the store in the event of an emergency – Risk of staff not being able to maintain 2 metre distancing</p>	<p>All staff coming into direct contact with infected persons.</p> <p>Risk of contracting Covid-19.</p> <p>Risk of passing the virus to other staff & family members</p>	<ul style="list-style-type: none"> - Where possible, ensure that 2 metre distance is kept but this should not impede the evacuation. - Once the muster point is reached, where possible within the confines of the space spread out as much as possible but not to the point that you cannot be located by store management. - In cases of invacuation (when you are told to remain in the store in the event that it is not safe for you to leave) where possible, ensure that the 2 metre is kept but this should not impede your safety. 	<ul style="list-style-type: none"> - Training will be provided on how to exit the store in the event of an emergency. 	<p>Store Management</p>		
<p>2.8 Travel for business - Risk of staff coming into contact with infected people and virus particulates on modes of Transport such as trains, tubes, planes</p>	<p>All staff coming into direct contact with virus particulates</p> <p>Risk of contracting Covid-19.</p> <p>Risk of passing the virus to other staff & family members</p>	<ul style="list-style-type: none"> - Employees should only travel when completely necessary and only for business critical reasons but only when relevant Governments have deemed travel safe and advice given on safe travel in adherence with social distancing. 	<ul style="list-style-type: none"> - Guidance on business travel will be updated as and when Government advice changes. 	<p>All staff who are required to travel for business purposes</p>		

<p>2.9 Training in groups - Risk of staff coming into contact with virus infected staff member or virus particulates in close proximity of training room</p>	<p>All staff coming into direct contact with virus particulates</p> <p>Risk of contracting Covid-19.</p> <p>Risk of passing the virus to other staff & family members</p>	<ul style="list-style-type: none"> - For the foreseeable future, all training will be delivered remotely via the schuh Academy and Zoom calls. 	<ul style="list-style-type: none"> - No travel is permitted for the purposes of training at this time. - Further guidance will be provided as and when the Government updates requirements for group activities and travel 	<p>All staff</p>		
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