

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

Scope		Commentary
Areas Included / Not Included	Included: All activities within One Stop Retail operations	<p>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 safe 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.</p> <p>Note: Additional information provided within the One Stop Stores Covid-19 Risk Assessment – General Channels</p>
Format	Convenience	
Last Updated	04.03.22	

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"> 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 Store colleagues continue with Clean as you Go, regularly using diluted approved cleaning chemical and blue roll Posters displayed regarding hand washing Wales: <p>Wales:</p> <ul style="list-style-type: none"> Where practical floor stickers in place to promote safe distancing Signage displayed for customer and colleague areas with a reminder of the importance of 'Hands, Face, Space' 	<ul style="list-style-type: none"> Cleaning Schedule Cleaning Station Brief Cleaning Station Signage 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit checks
Checkout operations	Checkout payment handling and close proximity to customers	Colleagues, customers	<ul style="list-style-type: none"> Perspex hygiene screens fitted to checkouts/service points 	<ul style="list-style-type: none"> Covid 19 Guidance July 2021 Counter Hygiene Screens 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit checks
Violence towards colleagues	Increased level of incidents of verbal/physical assaults	Colleagues, customers	<ul style="list-style-type: none"> Treating colleagues with respect signage provided at key points throughout store 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit checks
Home News Delivery	Unable to maintain adequate levels of cleanliness, safe distancing measures for safe operation	Colleagues, customers	<ul style="list-style-type: none"> HND Risk Assessment and training. Under 16s to only return to work with consent from parents / guardian. 	<ul style="list-style-type: none"> 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 checks
Wearing of face coverings and face masks	Wearing of the face mask incorrectly Cross contamination	Colleagues	<p>England:</p> <ul style="list-style-type: none"> Face coverings are available for all colleagues Should there be a high number of positive cases at a site, in conjunction with Trading Law the risk assessment for the site can be enhanced for additional measures 	<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 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit checks

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	Disposal of used face masks which are potentially contaminated		<p>Wales:</p> <ul style="list-style-type: none"> Unless medically exempt, it is mandatory for face coverings to be worn at all times by all colleagues in all parts of a store, this includes: <ul style="list-style-type: none"> All back areas including the colleague room, except when eating or drinking When working behind a screen In all external areas In offices and meeting rooms when more than one person is present Face visors can be worn but only with another form of suitable face covering that covers mouth and nose Colleagues who are exempt from wearing a face covering are offered a referral to Occupational Health 		
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	<p>Wales:</p> <ul style="list-style-type: none"> Unless medically exempt, it is mandatory for customers, contractors and visitors to wear a face covering when in store 	<ul style="list-style-type: none"> Point of sale on display in our stores. 	<ul style="list-style-type: none"> NA
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"> NA 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit checks
Colleagues undertaking activities back of house	Unable to maintain safe distancing	Colleagues, visiting drivers	<p>Wales:</p> <ul style="list-style-type: none"> Colleagues are reminded to maintain safe distancing guidance where possible working in the warehouse and undertaking deliveries and to ensure that hands are frequently washed after touching areas. Colleagues reminded to stay a safe distance from each other (during replenishing when the store is closed and during trading hours). If needed, aisles should be closed whilst replenishing to maintain safe distancing 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> GPS assurance of systems Safe and legal audit checks