

**JARROLD RETAIL  
HEALTH & SAFETY RISK ASSESSMENT**

<b>ACTIVITY:</b> Store re-opening following COVID-19 outbreak	<b>LOCATION:</b> Jarrold Department Store
<b>CORE ASSESSOR:</b> Chris Sandell	<b>DATE:</b> 27 <sup>th</sup> April 2020 (Updated: 15 <sup>th</sup> May 2020, 11 <sup>th</sup> September 2020)
<p><b>This Risk Assessment deals with the management of the provision of Health, Safety, &amp; Wellbeing for colleagues working across the business during, the “Delay”, “Research”, and “Mitigation” phases of the Covid-19 Pandemic.</b></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><b><u>SPECIFIC</u></b>  <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></p>						
<p><b>Exposure to Covid-19 Coronavirus</b>  <i>(working on site)</i></p>	<p><i>Colleagues working on site may be exposed to Covid-19 Coronavirus if correct guidance is not followed.</i></p>	<p><i>First option: “whoever is able to work from home, may be asked to work from home”.</i></p> <p><i>Where this is possible:</i></p> <ul style="list-style-type: none"> <li><i>Identify colleagues who are able to work from home, and make appropriate arrangements for home working.</i></li> </ul> <p><i>Where this is not possible:</i></p> <ul style="list-style-type: none"> <li><i>Plan for minimum numbers of colleagues needed on site to operate safely and effectively.</i></li> </ul>	<p><i>Monitor wellbeing, and maintain communication with colleagues working off site</i></p>			
<p><b>Exposure to Covid-19 Coronavirus</b>  <i>(Arriving and leaving work)</i></p>	<p><i>Colleagues arriving and leaving work may be exposed to Covid-19 Coronavirus if correct guidance is not followed.</i></p>	<p><i>Colleagues arriving for work will enter the building via the <u>Exchange Street, Customer Entrance</u></i></p> <p><i>Colleagues will queue (if necessary) exercising social distancing, i.e. 2 metres apart, and will enter the building one at a time.</i></p> <p><i>Hand sanitiser is available at the entrance to the building, and colleagues are encouraged to use.</i></p> <p><i>Colleagues will be met inside the building by Security,</i></p>	<p><i>Process regularly monitored by H&amp;S manager</i></p>			

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		<p>who will:</p> <ul style="list-style-type: none"> <li>• Sign colleagues in (where required)</li> <li>• Take colleagues temperature – (This process is non-contact/ non-evasive)</li> </ul> <p>Before commencing work, colleagues will collect any PPE allocated to them.</p> <p>On leaving work colleagues will exit the building via point-of-entry.</p>				
<p><b>The spread of Covid-19 Coronavirus (General)</b></p>	<p>Colleagues working on site. Visitors Contractors. ...may be exposed to Covid-19 Coronavirus if correct procedures are not followed.</p>	<p><b><u>Hand Washing</u></b></p> <ul style="list-style-type: none"> <li>• Hand washing facilities with soap and hot water in place.</li> <li>• Stringent hand washing regime.</li> <li>• Paper towels/hand driers for drying of hands</li> <li>• See hand washing guidance. <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></li> </ul> <p>Gel sanitisers in any area where washing facilities not readily available.</p> <p><b><u>Cleaning</u></b></p> <p>Frequent cleaning and disinfecting of objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception areas; using appropriate cleaning products and methods.</p> <p>The frequent disposal of waste, i.e. emptying public, and work space waste bins.</p> <p>Clearing, and cleaning of work spaces at the beginning and end of shifts.</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 - <a href="https://www.gov.uk/coronavirus">https://www.gov.uk/coronavirus</a></p> <p>Rigorous checks will be carried out by line managers/ supervisors to ensure that the necessary procedures are being followed.</p>			



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		<p><b><u>Wearing of face masks and visors</u></b>  <i>Outside of the "Care Sector" there is currently no official guidance in relation to the wearing of RPE including face masks, and visors in the workplace.  For optional use, and where available, face masks manufactured to EN 14683, type 11, and visors, are provided.</i></p>	<p><i>Managers/ supervisors should ensure that all colleagues are aware of the availability of PPE, including face masks and visors.</i></p>			
<p><b>Exposure to Covid-19 Coronavirus</b>  <i>(people at higher risk)</i></p>	<p><i>Colleagues identified as at a greater risk of contracting Covid-19 Coronavirus</i></p>	<p><i>Identify all colleagues who are at greater risk of contracting Covid-19 Coronavirus.</i></p> <p><i>Individually tailored special arrangements made to minimise the risks of exposure to colleagues who are at greater risk of contracting Covid-19 Coronavirus.</i></p>	<p><i>Managers/ supervisors should regularly monitor the wellbeing of all colleagues identified as at a greater risk of contracting Covid-19 Coronavirus, and immediately report any increases in risk to H&amp;S manager for further action.</i></p>			
<p><b>Exposure to Covid-19 Coronavirus</b>  <i>(workplaces &amp; workstations)</i></p>	<p><i>Colleagues working on site. Visitors Contractors. ...may be exposed to Covid-19 Coronavirus if correct procedures are not followed.</i></p>	<p><b><u>Back offices:</u></b></p> <ul style="list-style-type: none"> <li>• <i>Where possible workstation layouts reviewed to allow colleagues to work further apart, and to avoid face-to-face working.</i></li> <li>• <i>Where required screens located at workstations to create physical barriers between colleagues.</i></li> <li>• <i>Availability of hand sanitiser throughout the building.</i></li> </ul> <p><b><u>Shop Floor:</u></b></p> <ul style="list-style-type: none"> <li>• <i>Social distancing POS at pay points, and throughout the store.</i></li> <li>• <i>Use of Sneeze Screens at pay points.</i></li> <li>• <i>Contactless payment options.</i></li> <li>• <i>Card-only payments recommended.</i></li> <li>• <i>Availability of hand sanitiser throughout the store.</i></li> </ul>				
<p><b>Exposure to</b></p>	<p><i>Colleagues working on site.</i></p>	<p><i>Use of remote working tools to avoid face-to-face</i></p>				

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<p><b>Covid-19 Coronavirus</b> (meetings)</p>	<p>Visitors Contractors. ...may be exposed to Covid-19 Coronavirus if correct procedures are not followed.</p>	<p>meetings</p> <p>Where face-to-face meetings cannot be avoided:</p> <ul style="list-style-type: none"> <li>• Minimum participants in attendance</li> <li>• Social distancing rule apply (2 metres apart)</li> <li>• Avoid sharing of documents, pens, and other objects.</li> <li>• Availability of hand sanitiser.</li> <li>• Where possible hold meetings in well ventilated areas.</li> </ul>				
<p><b>The spread of Covid-19 Coronavirus</b> (Contacts)</p>	<p>Colleagues working on site. Visitors, Customers, and Contractors. ...may be exposed to Covid-19 Coronavirus if correct procedures are not followed.</p>	<p>Defining the number of customers that can reasonably follow social distancing guidelines within the store; taking into account total floor space, busy areas, and pinch points.</p> <p>Limiting numbers of customers in the store at any one time, and at congestion points, i.e. doorways, till points, etc..</p> <p>Limiting numbers of entrances/ exits.</p> <p>Developing queueing system for customers wishing to visit the store.</p> <p>Encouraging customers to shop alone, where possible.</p> <p>Reminding customers who are accompanied by children that they are responsible for supervising them at all times, and should follow social distancing guidelines.</p> <p>Providing clear guidance on social distancing and hygiene to people on arrival, and displaying signage, visual aids, and markers encouraging compliance of in-store guidelines including social distancing, use of sanitiser, traffic management, etc..</p> <p>Temporarily suspend the provision of services, and areas where there is a high risk of infection, i.e. beauty treatments, customer toilets, and fitting rooms.</p>				

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		<p><i>Limit the use of confined areas, i.e. customer lifts.</i></p>				
<p><b>The spread of Covid-19 Coronavirus</b> (Contacts – Test &amp; Trace)</p>	<p>Colleagues working on site. Visitors, Customers, and Contractors. ...may be exposed to Covid-19 Coronavirus if correct procedures are not followed.</p>	<p>Compliance with all Government guidance and legislation regarding applicable sectors within the business for "Test &amp; Trace" purposes, i.e. Restaurants, cafes, and other close contact services. The following information is collected:</p> <p>Colleagues – Name, contact number, working times &amp; dates. Customers – Name (or if a group, name of lead member), contact number, date of visit, time of arrival and departure, details of colleague assigned to customer for duration of visit.</p> <p>Records held for 21 days and then disposed of all in accordance with GDPR.</p> <p>Information readily available for NHS Test &amp; Trace</p>				
<p><b>Suspected case of Covid-19 Coronavirus whilst working on site</b></p>		<p>If a colleague, including colleagues working on concession departments, develops a high temperature or a persistent cough whilst at work, they should:</p> <ul style="list-style-type: none"> <li>• Go home immediately</li> <li>• Avoid touching anything</li> <li>• 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</li> <li>• Follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed</li> </ul> <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>Management/ supervisor will identify any other persons who have been in contact with the suspected infected person, and take advice on further actions</p>			
<p><b>Psychological/ Colleague</b></p>	<p>All colleagues – may result in anxiety or fear</p>	<p>Teams to establish strong relationships, maintain communication, and operate in a supportive way.</p>	<p>Encourage colleagues who are in vulnerable groups themselves or caring</p>			

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<b>wellbeing.</b> <i>(Personal impacts of the developing pandemic)</i>		<p><i>Regular information sharing and communication.</i></p> <p><i>All colleagues connected via "Colleague portal"</i></p> <p><i>Provision of colleague counselling</i></p>	<p><i>for others to speak with their managers to discuss their support needs.</i></p> <p><i>Encourage team to have a WhatsApp group</i></p>			
<b>Canteen – exposure to infection</b>	All colleagues	<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 be encouraged to 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>Fresh drinking water provided on site at various locations.</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>				

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<p><b><u>GENERAL</u></b>  <b><i>This section of the risk assessment deals with the core H&amp;S guidance adopted in normal day-to-day activities within the business</i></b></p>						
<p><b><i>Slips &amp; trips</i></b>  <i>(Injuries, Strains, Pains)</i></p>	<p><i>Colleagues/ Customers/ Visitors/ Contractors may be injured if they trip over objects or slip on spillages or wet surfaces</i></p>	<p><i>Carry out general good housekeeping. All areas are well lit including stairs.  All changes in floor level or surfaces clearly marked.  Colleagues keep work areas clear and free from obstruction.  All floor surfaces, public areas, and fire escape routes monitored regularly by colleagues for potential hazards.  All wet floor surfaces and/ or spills dealt with expeditiously.  Specific attention given to internal environment during periods of inclement weather conditions.  Any stock replenishment carried out during trading hours completed with consideration to customer presence and with avoidance of depositing obstacles on floors &amp; walkways.  Use of appropriate signage to warn of temporary hazards.  In-store Maintenance and Cleaners available to deal with immediate hazards and spillages. (All colleagues have knowledge on how to summon service teams)  Non slip door mats located at all public entrances  Avoidance of trailing cables, etc. in public spaces and work areas.  Where necessary trailing cables secured, covered, and clearly marked.  Store uniform policy requirements for colleagues to wear appropriate clothing, footwear &amp; PPE where necessary.</i></p>				
<p><b><i>Working at height</i></b>  <i>(Steps, stools, &amp; ladders)</i></p>	<p><i>Colleagues/ Contractors/ Visitors may be injured if they fall from or use equipment incorrectly.</i></p>	<p><i>Regular ladder training programme.  Awareness to use the correct access equipment for the required task.  Ladder audits carried out throughout departments to identify faulty equipment.  Contractors &amp; visitors required to read &amp; sign relevant "Contractors Packs" &amp; not to use Jarrold equipment without appropriate authority.</i></p>	<p><i>Ongoing regular training</i></p>			



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<b>Manual Handling</b> (Injuries, Strains, Pains)	Colleagues/ Customers/ Contractors/ Visitors may be injured by the transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or bodily force	Regular training in Manual Handling techniques. Colleagues advised to select smaller, or split loads of heavy or bulky items. Bulky, heavy, or multiple items transported on barrows/ trolleys/ cages. Careful loading of transportation equipment. Plan a clear & unobstructed route for transportation of items. Adequate shelving provided, heavier items stored on lower shelves. Safety ladders used for access to higher shelves, lighter & less needed items stored on higher shelves. Good housekeeping standards keeping all working areas free from obstacles.	Ongoing regular training Separate assessment process			
<b>Falling Objects</b>	Colleagues may be injured as a result of falling objects	Adequate shelving provided, heavier/ larger items stored on lower shelves. Lighter/ smaller items stored on higher shelves. Where practicable shelves & display stands should be securely anchored to walls or solid wall surfaces. Colleagues should be aware of their surroundings when reaching for stock on high shelves in order to prevent the item hitting someone else who may be in close proximity.	All shelves & display stands examined for damage & deterioration in quarterly department audit			
<b>Working at DSE</b> (PC/ laptop/ other screen equipment)	Colleagues risk posture problems, pain, discomfort, or injuries, i.e. to hands/ arms from overuse, improper use, or from poorly designed workstations or work environments. Headaches/ sore eyes can also occur, i.e. if lighting is inadequate.	Training and assessment of workstations. Reassessments carried out at any change to work feature, i.e. equipment, furniture, lighting. Workstation and equipment set to ensure good posture and to avoid glare & reflections on the screen. Shared workstations assessed for all users. Work planned to include regular breaks or change of activity. Lighting and temperature suitably controlled. Noise levels controlled. Where applicable adjustable blinds at windows to control natural light on screen. Jarrod colleagues able to claim for eye tests, and contribution towards cost of spectacles.	Ongoing regular training/ assessments Separate assessment process			

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<b>Lone Working</b>	<i>Colleagues may be injured as a result of an unintended incident occurring and without knowledge of another</i>	<i>Colleagues instructed to inform another colleague when visiting other areas of the business and will be working alone for short and longer periods. Good practice measures include providing details of location, contact method if available, length of time at location and estimated time of return. Colleagues to immediately instigate investigation into any unexpected absences.</i>				
<b>Shoplifters</b> <i>(Physical abuse, offensive behaviour)</i>	<i>Colleagues/ Customers/ Contractors/ Visitors may be injured from physical abuse, or affected by offensive behaviour caused by Shoplifters</i>	<i>Regular Security training programme. Colleagues, with the exception of Security advised to avoid any forms of conflict with persons suspected of committing offences against the business. All colleagues have knowledge on methods of summoning Security.</i>	<i>Ongoing regular training</i>			
<b>Physical abuse, offensive behaviour by others</b>	<i>Colleagues/ Customers/ Contractors/ Visitors may be injured from physical abuse, or affected by offensive behaviour caused by others</i>	<i>Regular Security training programme. Colleagues, with the exception of Security advised to avoid any forms of conflict with persons suspected of committing offences against the person. All Colleagues have knowledge on methods of summoning Security.</i>	<i>Ongoing regular training</i>			
<b>Colleague vulnerability</b>	<i>Vulnerable colleagues including young, disabled, pregnant persons be at greater risk from low risk hazards</i>	<i>General Health &amp; Safety training/ instruction given to all colleagues at induction and thereafter on a regular basis. Vulnerable colleagues identified and H&amp;S training/ instruction tailored to their needs. Regular checks are made to ensure that any vulnerable colleagues are able to evacuate safely using existing means. Checks are made to determine any existing medical/ physical conditions which may be affected by contact with materials or substances widely used across the business. Processes and working conditions are adapted where necessary to reduce the risk of injury or illness to vulnerable colleagues. Processes are in place to monitor the activities &amp; behaviour of young persons and which may present significant risk to their wellbeing.</i>	<i>Ongoing regular training</i>			

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<b>Colleague Wellbeing</b>	<i>Colleagues may be at risk from the effects of bullying, workload, role ambiguity, &amp; lack of job control</i>	<i>Management support to assist colleagues to understand their job role. Colleagues are able to speak confidently &amp; confidentially to their line managers, &amp; members of the HR team. Work performance appraisals are carried out on a regular basis throughout the year enabling colleagues to engage and discuss all matters relating to their employment</i>	<i>Ongoing regular assessment process</i>			
<b>COSHH</b> (Burns, irritations, short, & long-term health issues)	<i>Colleagues/ Customers/ Contractors/ Visitors may be injured by coming into contact with chemicals and irritants</i>	<i>Regular COSHH training programme for applicable colleagues. Correct use of appropriate PPE. Colleagues are supplied with the safest option when choosing products</i>	<i>Ongoing regular training</i>			
<b>Electricity</b>	<i>Colleagues may suffer injury or death through electric shock or burns caused by faulty, or the misuse of electrical appliances</i>	<i>PAT testing on all electrical appliances &amp; equipment carried out on a regular basis. Maintenance &amp; repairs to electrical appliances &amp; equipment only carried out by qualified persons. Colleague knowledge in identifying &amp; reporting electrical faults.</i>	<i>Regular inspections &amp; records maintained</i>			
<b>Fire</b>	<i>Colleagues may suffer injury or death through the effects of fire</i>	<i>Fire Evacuation Procedure</i>	<i>Ongoing regular training</i>			
<b>Asbestos</b>	<i>Colleagues/ Customers/ Contractors/ Visitors may suffer injury or death through the presence &amp; effects of asbestos containing material (ACM)</i>	<i>Asbestos register. Asbestos Management Plan Any ACM found to be damaged or disturbed contrary to the AMP dealt with immediately in accordance with current regulations.</i>	<i>Asbestos Register maintained &amp; regularly updated to reflect any changes AMP regularly reviewed.</i>			

<b>Name: (Assessor)</b>	<b>Chris SANDELL</b>	<b>Signature: (Assessor)</b>	<i>C Sandell</i>
<b>Name: (Health &amp; Safety)</b>	<b>Chris SANDELL</b>	<b>Signature: (Health &amp; Safety)</b>	<i>C Sandell</i>

**Suggested date of review:**

*To be reviewed in conjunction with information supplied by HM Government, and other partner agencies*

Updated:

- 15<sup>th</sup> May 2020. CS
- 11<sup>th</sup> September 2020. CS