| **Coronavirus Risk Assessment for the Retail Sector (Scotland)** | | | | | | | | | | |
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| **This template risk assessment is intended to help you document the risk control measures you have introduced within the workplace to control the spread of coronavirus (COVID-19). It is not a Business Continuity Plan.**  **You must modify this risk assessment to ensure it reflects your business activities and the specific risks and controls you have in place.** | | | | | | | | | | |
| **Location/Dept:** | | | | | | **Date Assessed:** | **Assessed by:** | | | |
| **Task/Activity:** Working in retail outlets/shops during coronavirus | | | | | |  | **Reference Number:** | | | |
|  | | | **Risk rating before implementing control measures** | | |  | **Risk rating after implementing control measures** | | |  |
| **Activity/ Task** | **Hazard/Risk** | **Persons at Risk** | **Likelihood (1-5)** | **Severity (1-5)** | **Risk/Priority** | **Controls Measures in Place** | **Likelihood (1-5)** | **Severity (1-5)** | **Risk/Priority** | **Additional Controls Measures Required** |
| Working in the shop/branch | Contact with persons suffering from coronavirus leading to illness | Employees  Customers  Contractors  Visitors | 5 | 5 | 25 | Employees are instructed to work from home if their work allows them.  If a worker or known visitor tests positive for coronavirus, all workers who have been in close contact with that person or who work in the relevant areas may be instructed to self-isolate and seek a test in line with [Scottish Government testing guidance](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect/).  If a person becomes ill in a shared space, these should be cleaned by following current [guidance](https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings). |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government retail sector guidance](https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/).  Employer guidance on testing will be sought by accessing relevant [Scottish Government testing guidance](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect-advice-for-employers/). |
| Working in the shop/branch | Not maintaining physical distancing leading to spread of coronavirus | Employees  Customers  Contractors  Visitors | 5 | 5 | 25 | Two-metre distance paint/markings on floors to assist people in complying with distancing regulations.  Hygiene posters and signage installed throughout the premises in strategic locations.  Customer numbers limited to xx at any one time.  Lifts only to be used by people with disabilities, for essential purposes or on a one-person-per-lift basis where possible.  Shopping Centre Management to regulate number of customers in communal areas.  Work shifts staggered to reduce crowding of the workplace.  Customer collection times to be staggered and a queueing system in place to ensure a safe distance of two metres is maintained.  Pinch-points identified, and signage installed to avoid close physical contact (e.g. introducing drop-off points or transfer zones).  Remote working tools to be used to avoid in-person meetings.  Break times staggered and outdoor space used where possible.  All staff are trained on new procedures prior to returning to work. |  | 5 |  | Two-metre distance paint/markings to be considered on floors in other common areas where queues may form (e.g. toilets, showers, lockers, etc.)  If more than one access point, introduce a one-way system at entry/exit points if possible.  Reduce overcrowding of staff by providing additional entry points.  Consider amendment of opening hours.  Layout of workplace to be reviewed to let employees work further apart from each other.  Where employees are working together, we will consider using pairing or grouping systems on shifts. |
| Arranging customer queueing system | Not maintaining physical distancing leading to spread of coronavirus | Employees  Customers  Contractors  Visitors | 5 | 5 | 25 | Opening hours to be amended to reduce peak customer numbers.  Signage/tape at two-metre intervals installed at queuing areas to guide customers to adhere to physical distancing measures.  Communication maintained with adjacent premises to manage shared queuing areas.  Car park used for queuing areas.  Shopping Centre Management to regulate queueing system in communal areas. |  | 5 |  | Consider the introduction of a numbering system to reduce peak customer numbers in store.  Assistance to be sought from Local Authority where shared spaces cannot be reasonably adjusted. |
| Adapting services | Not maintaining physical distancing leading to spread of coronavirus | Employees  Customers  Contractors  Visitors | 5 | 5 | 25 | Screens installed at till points (where two-metre distancing and contact cannot be avoided).  Pick-up and drop-off collection points installed where possible.  Returns separated from displayed stock to reduce likelihood of transmission through touch. Where possible, this should include items that have been tried on but not purchased and minimise handling of goods where possible.  Increase ventilation where possible and where it is safe to do so, i.e. do not keep fire safety doors open. |  | 5 |  | Explore ways of communicating [Scottish Government customer guidance](https://www.gov.scot/publications/coronavirus-covid-19-guidance-for-consumers/) to all of our customers (e.g. website/ in-store/ local media). |
| Working in the shop/branch | Not maintaining strict hygiene standards leading to spread of coronavirus | Employees  Customers  Contractors  Visitors | 5 | 5 | 25 | Customers encouraged to use contactless or cashless payments where possible.  Regular cleaning carried out on all touchpoint systems (e.g. tills, tablets, etc.)  Signage installed and tannoy announcements made to remind customers of hygiene standards, i.e. handwashing and coughing etiquette.  Face coverings to be worn at all times by staff and customers (unless [exempt](https://www.gov.scot/publications/coronavirus-covid-19-public-use-of-face-coverings/#Face%20covering%20exemptions)) in public areas.  Where a face covering may need to be temporarily removed, such as the point of sale to ensure age-related sales checks or at staff rest areas, facilities should be provided to manage the risk this could pose, e.g. safe distancing / screens and hand sanitiser.  Hand sanitation facilities installed at entrance/exit points to encourage customers to maintain hygiene standards. |  | 5 |  | Alternatives to contact pads for tills to be considered.  Staff can temporarily remove face coverings in non-public areas but must adhere to strict hygiene and physical distancing measures. |
| Cleaning the shop/branch | Poor cleanliness leading to spread of coronavirus  Cleaning process leading to cross-contamination | Employees  Customers  Cleaners  Contractors  Visitors | 5 | 5 | 25 | Work areas, staff rooms, canteens and equipment should be cleaned frequently between uses.  A cleaning schedule should be designed, and staff trained to implement the schedule (see Ellis Whittam’s Daily Cleaning Checklist).  Frequent touch points identified and disinfected regularly, including all objects and surfaces that are touched regularly such as self-service checkouts, trolleys, coffee machines, or staff handheld devices.  Adequate disposal arrangements are made available for any additional waste created.  Workspaces are to be kept clear and all waste frequently removed.  All personal belongings must be removed from work areas at the end of a shift, e.g. water bottles, mugs, stationery, etc.  Customer toilet cleaning procedures in place and a rota maintained. |  | 5 |  | Consider provision of additional waste facilities and more frequent rubbish collection. |
| Maintaining employee health and wellbeing | Poor health leading to illness  Exposure at work to coronavirus leading to illness | Employees | 5 | 5 | 25 | Communication and training materials will be provided for employees prior to returning to site, especially around new procedures for arrival at work.  Employees living in vulnerable or shielded households are only expected to return when new safe working environment measures have been fully tested and a return to onsite work is consistent with individual medical advice.  Extremely clinically vulnerable people to follow the relevant [shielding guidance](https://www.gov.scot/publications/covid-shielding/).  Employees encouraged to access mental health and wellbeing support through employer and/or from [NHS Inform](https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/your-mental-wellbeing/coronavirus-covid-19-your-mental-wellbeing), [Breathing Space](https://www.breathingspace.scot/), the [Scottish Association for Mental Health](https://www.samh.org.uk/) and [Samaritans Scotland](https://www.samaritans.org/scotland/samaritans-in-scotland/).  Employees encouraged to travel to work through other methods away from public transport (where possible) e.g. cycling, using their own car, family member drop-off, etc. |  | 5 |  | Explore options for employees living in vulnerable or shielded households to continue working from home where they can. |

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| **Risk/Priority Indicator Key** |

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| **Likelihood** |  | **RISK / PRIORITY INDICATOR MATRIX** | | | | | | |
| 1. Improbable / very unlikely |  | LIKELIHOOD | 5 | 5 | 10 | 15 | 20 | 25 |
| 2. Unlikely |  | 4 | 4 | 8 | 12 | 16 | 20 |
| 3. Even chance / may happen |  | 3 | 3 | 6 | 9 | 12 | 15 |
| 4. Likely |  | 2 | 2 | 4 | 6 | 8 | 10 |
| 5. Almost certain / imminent |  | 1 | 1 | 2 | 3 | 4 | 5 |
|  |  |  | | 1 | 2 | 3 | 4 | 5 |
| **Severity (Consequence)** |  | SEVERITY (CONSEQUENCE) | | | | |
| 1. Negligible (delay only) |  |  |  |  |  |  |  |  |
| 2. Slight (minor injury / damage / interruption) |  | **Summary** | | **Suggested Timeframe** | | | | |
| 3. Moderate (lost time injury, illness, damage, lost business) |  | 12-25 | High | As soon as possible | | | | |
| 4. High (major injury / damage, lost time business interruption, disablement) |  | 6-11 | Medium | Within the next three to six months | | | | |
| 5. Very High (fatality / business closure) |  | 1-5 | Low | Whenever viable to do so | | | | |

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| **Review Record** |

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| **Date of Review** | **Confirmed by** | **Comments** |
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I have read the risk assessment and understand and accept its contents form part of my job role. I will keep myself informed of any changes.

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| **Employee Name (Print)** | **Employee Signature** | **Date** |
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