



RISK ASSESSMENT			
Establishment:  The Conran Shop	Assessment by:  Pia Benham	Date:  28 <sup>th</sup> May 2020	
Review Date:  Paul Doggett	Approved by:  Paul Doggett	Date:  17 <sup>th</sup> March 2021	

**WORK ACTIVITY (brief description)**

Interaction between the customers / visitors and the staff in both the Chelsea and Marylebone stores

Interaction between the staff and their colleagues and visitors in both the Chelsea and Marylebone stores

Hazard	Who is at Risk?	Current Risk Rating H/M/L	Current Control Measures <i>(Brief description and/or reference to source of information).</i>	Additional Control Measures <i>(to take account of local/individual circumstances).</i>	Residual Risk Rating H/M/L
Risk of sickness from COVID-19 Risk of the spread of the COVID-19	Staff Customers Visitors	High	Interaction with Customers and staff	<ul style="list-style-type: none"> <li>• It will be compulsory from Thursday the 24<sup>th</sup> September 2020 for retail, Leisure, and hospitality staff to wear a face covering in areas which are open to the public and where they come or are likely to come within close contact of a member of the public and is in line with (Government Guidelines) and is additional to the wearing of face coverings which became mandatory on the 24<sup>th</sup> July 2020 for customers entering the store.</li> <li>• Customers during their visit to the store should ensure a face mask / covering is being worn and if they do not have a covering face masks will be available as well as gloves, and customers /visitors will be asked to use the hand sanitising gel provided prior to shopping. (This is in line with Government Guidelines)</li> <li>• Staff will be required to wear face masks / visors whilst on the shop floor.</li> <li>• The shop will allow a limited number of customers into the store at one time and there will be barriers and dots in place to encourage customers to keep socially distant</li> <li>• We have started a booking service to allow customers to arrange a virtual meeting or store meeting to help manage customers coming to the store.</li> <li>• There are anti-bacterial hand gels available around the store for use by staff and customers / Visitors.</li> <li>• There are anti- bacterial hand gels located behind each till point, alongside anti-bacterial wipes for keeping the area clean.</li> <li>• Staff will be offered 5 washable face masks as well as disposable gloves for use in the store whilst working and serving customers.</li> <li>• There will also be disposable masks for use around the back of house, deliveries etc.</li> <li>• Perspex screens will be in place at all open till points and furniture desk points.</li> </ul>	Medium

				<ul style="list-style-type: none"> <li>A limited number of Perspex visors will be available to people whose roles require them to be on the shop floor helping customers – e.g. furniture and lighting teams.</li> <li>No cash will be taken in the stores for now to allow minimal handling of cash by the Conran team.</li> <li>Customer bathrooms will remain closed.</li> <li>Where we have customer lifts, only 1 person will be allowed in the lift at one time.</li> <li>Customer fitting room at the Chelsea store will be closed.</li> <li>Shopping basket handles will be wiped after use ready for the next customer to use</li> </ul>	
	<b>Staff, Customers Visitors</b>		<b>Signage</b>	<ul style="list-style-type: none"> <li>There will be signage in the stores reminding our customers of the social distancing rules in line with the Government Guide Lines.</li> <li>A one-way system has been introduced to help guide customers around tight spots in the store by using dots and arrows on the floor</li> <li>Barriers and 2m distance dots will be in place at all open till points.</li> <li>There will be signage to tell customers that we are only taking card payments.</li> </ul>	
	<b>Staff</b>		<b>Team Behind the scenes</b>	<ul style="list-style-type: none"> <li>Start times will be staggered to reduce bottle necks at the staff entrance.</li> <li>We will be introducing and trialling temperature scanning upon arrival for all the team.</li> <li>The lockers have been split up to allow more space between but please be considerate to your colleagues to allow 2 meters to be kept where you both have a locker in the same bank.</li> <li>The staff bathrooms will only be available for one person to use at a time, so there will be a new lock on the outer door of the bathroom, with associated signage.</li> <li>The company has reminded the team that the cycle scheme is in place and can be utilised ready for return to work. (we are looking at a safe place to lock up bikes when on site).</li> <li>The staff room have been revised to allow a limited number in, with additional space offered and alternative suggestions to allow social distancing to be maintained and breaks will be staggered to support this.</li> <li>The fridge in the staff room, no food items will be left in the fridge overnight and only sealed containers can remain during the day.</li> <li>There will be regular cleaning of the store every day.</li> </ul>	
	<b>Staff</b>		<b>Team Interaction</b>	<ul style="list-style-type: none"> <li>We will trial keeping back of house (Dispatch and stock room teams) separate, so having this team bring required stock to the doors of the stock room, so that the two teams don't cross over with the use of walkie talkies to make contact.</li> <li>The goods lift will be able to take a maximum of 2 people by using either end of the lift.</li> <li>The ecommerce team will be picking outside of store hours to allow them to keep their distance from the customers and some of the store staff.</li> <li>We have reduced the number of tills open to allow social distancing to be maintained at till points between team members.</li> <li>Please keep contact to within your own department team where possible to reduce the risk to other departments</li> </ul>	

	<b>Staff</b>		<b>Prior to coming back onto the shop floor</b>	<ul style="list-style-type: none"> <li>The staff member has had a pre assessment over the telephone prior to returning to work and has been assessed as fit and safe to return to the workplace.</li> <li>Staff member has participated in the COVID-19 returning to the workplace documented discussion provided by the company and has been assessed as fit and safe to return to workplace.</li> <li>The staff member has read and been fully trained on the social distancing guide lines provided by the company, in the form of the safe system of work related to this Risk Assessment which are in line with the Government advice, and the manager is satisfied that the staff member is fully able to carry these out.</li> </ul>	
	<b>Staff</b>		<b>Personal protection for the store team</b>	<ul style="list-style-type: none"> <li>Wherever possible appropriate hand sanitising gel will be in place at the entrance to the workplace, and in suitable locations around the workplace including on the shop floor in prominent positions.</li> <li>Wherever possible suitable anti-bacterial hard surface cleaner will be provided and is for the use of all staff. Everyone is responsible for periodic cleaning of the work and rest areas.</li> <li>Where kitchen utensils and appliances are used, the staff member is responsible for washing and cleaning these items immediately after use, we would recommend that the team bring in their own utensils etc.</li> <li>We will supply paper cups for using the water fountain, which should be thrown away after use.</li> </ul>	
	<b>Staff</b>		<b>Personal welfare to support reducing the virus within the Team.</b>	<ul style="list-style-type: none"> <li>Wherever possible staff should maintain a 2-meter separation from colleagues, social distancing from customers is outlined in detail in the <b>safe systems of work</b> related to this risk assessment.</li> <li>Any coughs or sneezes should be into a tissue wherever possible, and this should be disposed of immediately after use. Where this is not possible coughs and sneezes should be into the arm/inside elbow and nearby hard surfaces should be wiped down with anti-bacterial sanitiser.</li> <li>Staff are aware that they should avoid touching the face area wherever possible.</li> <li>The staff member is aware that if they should present any symptoms of COVID-19 they should inform the manager and follow the government advice.</li> <li>The staff member is aware that if a member of the direct household should develop symptoms of COVID-19 they should inform the manager and follow government advice.</li> <li>The staff member has demonstrated that they are aware of the government advice to relating to social distancing outside of the workplace and has agreed to follow these.</li> <li>The HR department will keep staff members updated new information relating to COVID-19 as needed.</li> <li>The manager has considered any special adjustments needed for the employee in the form of a care plan or personal risk assessment and has taken the appropriate action.</li> <li>The manager or HR department will inform staff of any changes or cessation of the social distancing policy and the need to follow the measures outlined in this risk assessment.</li> </ul>	

<b>REVIEWS:</b>		
<b>DATE OF REVIEW</b> 17 <sup>th</sup> March 2021	<b>REVIEWED BY:</b> Paul Doggett	<b>COMMENTS:</b> Risk Assessment reviewed and updated regarding Staff's mandatory wearing of face masks in stores from Thursday the 24 <sup>th</sup> September 2020 which is in line with Government Guidelines. Staff / Customer/ Visitors to Maintain Social distancing at all times in line with Government Guidelines. Sanitising stations are located around the building and back of house for use by Staff/ Customers / Visitors. Regular hand washing to be carried out by Staff / visitors. All Visitors/ Contractors to sign in on arrival and when they leave
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