

BOUNDARY OUTLET

Risk Assessment

Site : All stores and warehouses	Date : 3/06/2020	COVID 19
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In accordance with The Health and Safety at Work etc. Act 1974 (HASAWA) and The Management of Health and Safety at Work Regulations 1999 (MHSWR) Boundary Outlet uses risk assessment as its main tool to control and improve its health and safety performance.

Introduction

A risk assessment is simply an inspection of the workplace which is focused on identifying any reasonably foreseeable significant hazards in that workplace. Once the hazards have been identified, those at risk from those hazards must also be identified. The hazard must be rated for the severity of the harm that it could cause (1-5 with 1 being minor and 5 being severe) and then an estimation of the likelihood of the hazard causing that harm must also be made (again 1-5 with 1 being minor and 5 being severe).

How to do a risk assessment

There are no fixed rules on how a risk assessment should be carried out, but these five steps should help.

1. Identify the hazards
2. Decide who might be harmed and how
3. Evaluate the risks and decide on control measures
4. Record your findings and implement them.
5. Review your assessment and update if necessary

Step 1: Identify the hazards

In order to identify hazards you need to understand the difference between a 'hazard' and 'risk'. A hazard is 'something with the potential to cause harm' and a risk is 'the likelihood of that potential harm being realized'. Hazards can be identified by using a number of different techniques such as walking round the workplace, or asking your employees.

Step 2: Decide who might be harmed and how

Once you have identified a number of hazards you need to understand who might be harmed and how, such as 'warehouse staff', or members of the public.

Step 3: Evaluate the risks and decide on control measures

After 'identifying the hazards' and 'deciding who might be harmed and how' you are then required to protect the people from harm. The hazards can either be removed completely or the risks controlled so that the injury is unlikely.

Step 4: Record the findings

It's a legal requirement where there are 5 or more employees; and by recording the findings it shows that you have identified the hazards, decided who could be harmed and how, and also shows how you plan to eliminate the risks and hazards.

Step 5: Review the assessment and update as and when necessary

You should never forget that few workplaces stay the same and as a result this risk assessment should be reviewed and updated when required such as when an accident occurs, new machinery is introduced or a significant change to the work practice is made etc. etc.

Risk Rating

Once the hazard and the likelihood have been rated they are multiplied together to give a score between 1 and 25 with 1 meaning no action or low priority and 25 meaning immediate action to reduce the risk is required. E.g.:

- a) The likelihood of a fire occurring is low (1) but the severity/consequences of a fire would be high (5). Therefore, the risk rating would be $1 \times 5 = 5$.
- b) The likelihood of someone getting a cut in the kitchen is quite high (4) but the severity/consequence would normally be quite low (2). Therefore, the risk rating would be $4 \times 2 = 8$

The risk rating calculated then allows us to make a judgement on whether we need to take further action to control the risk and which actions we need to prioritize.

Likelihood

- 1=Low (seldom)
- 3=Medium (frequently)
- 5=High (certain or near certain)

Severity

- 1=Low-Slight (less than 3 days off work)
- 3=Medium-Serious (over 3 days off work)
- 5=High-Major injury/death

Risk Rating

- 1-5 = No Action/low priority
- 6-12 = Medium priority
- 12-15 = High priority
- 16+ = Immediate priority

Likelihood	5	4	3	2	1	
	5	4	3	2	1	
	4	3	2	1	0	
	3	2	1	0		
	2	1	0			
	1	0				
Severity	0	1	2	3	4	5

COVID 19 as a Hazard

- The defined hazard is the COVID 19 virus which is spread in droplet form from sneezing, coughing etc. The risk of transmission is from contact with these droplets or from contaminated surfaces. At present there is no information available as to how long it can survive on a given surface.
- Ultimately the virus can affect everyone differently with no real pattern and there is a real danger of death or very serious illness so the virus must be regarded as high hazard.
- Boundary Outlets customers are generally older (50+) and are in an age group thought to be more at risk from the virus than younger people especially if they already have a pre-existing medical condition. Staff are of varying ages and some are in the age group thought to be most at risk from COVID 19.

Controls

- Elimination of the hazard is not thought possible until a vaccine is developed and deployed.
- Reduction of the risk of transmission is thought to be the best method of control using improved cleaning and hygiene measures to reduce transmission.
- Isolation of the hazard is not an effective means of control in a retail environment as it is difficult to identify people with the virus.
- Physical controls will be employed in terms of screens at tills, movement of fixtures to create space, removal of chairs etc.
- PPE will be employed as a final line of defense where other measures cannot be relied on or where staff request extra protection.
- Constant monitoring of these controls - their use and effectiveness will be carried out and they will be adjusted as and when required. Any change in official guidance will also be taken into consideration.

Hazards Identified	Who is at risk and how?	Existing Controls	Risk Rating (1-25) Low-High	Additional controls required	Residual risk rating	To be completed by (date)	Done (Initials)
General measures taken across all sites:							
Legionella	All people on site.	All sites have a legionella control plan in place however the sites have all been closed down since March 23rd. Same procedure to follow end of any further lockdown periods.	25	<ul style="list-style-type: none"> - All sites will have reopening procedures issued to them which will involve flush through of all water systems for at least 5 minutes and temperature checks. - Any defects or issue will be reported to the facilities manager at HO who will organise engineers to address. 	5	Prior to staff arriving on site.	
COVID 19 (coronavirus)	All people on site.	Everyone in the building has access to welfare and handwashing facilities and cleaners are on site at all times whilst the site is open but there is no specific arrangement to deal with a viral outbreak.	25	<ul style="list-style-type: none"> - All staff to fill in a questionnaire regarding their own and their dependant's health before being asked to return to work. All those at risk or in a household with someone at risk will not be asked to return. - Staff to be brought back in only where necessary according to trade patterns with additional staff being brought in as trade increases. 	10	Prior to opening and then ongoing until official advice is changed and/or lifted.	

				<ul style="list-style-type: none">- HR to stay in touch with those staff who cannot yet return to work to check that they are ok. Details of the Retail Trust and other support organisations are to be shared with them where necessary.- All staff who return to work to be monitored to ensure that they are coping with the new arrangements and are fit and well.- Staff to be asked to avoid travelling on public transport where at all possible and to travel on their own to work unless sharing transport with other members of their household.- All sites to be cleansed/sterilised by an approved contractor before staff are asked to come back in.- Opening hours to be shorter than normal and reviewed periodically in line with official guidance. RETURNED TO NORMAL- Staff are to receive instruction on what to do when they arrive for work by email or phone call prior to arrival.- Store security lodge is to be single manned and kept locked.- Staff asked to wait on entry to the building to allow for social distancing.- Where possible separate entry and			
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				<p>exit doors to be employed.</p> <ul style="list-style-type: none">- Door handles, telephones and other touch points to be cleaned at regular intervals whilst in use.- Mitrefinch terminals use to be reviewed – if still to be used then they must be disinfected between each use.- Hand sanitising stations to be provided at all staff entrances and all staff must use these.- Staff to be temperature checked using non-contact temperature readers before work. Anyone displaying an abnormally high reading (above 37.5 degrees) asked to go home and self-isolate.- Staff facilities are to be reconfigured to allow for social distancing and additional hand soaps/sanitisers etc. are to be provided. Extra tables and chairs are to be removed from canteens to prevent use. If weather allows we will provide an area outside to eat and drink.- Extra cleaning of staff facilities.- Vending machines will be put back into use but cleaning and sanitisation provision will be made.- Staggering breaks to avoid congestion.- Staff are to be instructed to only make food and drinks for themselves			
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				<p>and not for others to prevent cross contamination.</p> <ul style="list-style-type: none">- Locker rooms to be controlled to limit access to maintain 2m social distancing guidelines.- Staff will be offered disposable face masks to wear should they want to, and clinical waste disposal facilities will be made available to dispose of them. SEE UPDATE- Staff will be encouraged not to undertake any business travel and all face to face meetings will be on hold until advice changes.- Where travel cannot be avoided this should be one person per vehicle with disinfection between uses.- All contractors or store visitors to be temperature tested and instructed in the control measures we have taken and to which they must also adhere before being allowed on site.- Contractors not allowed to work in customer facing areas when stores are trading unless in the case of emergency works.			
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Customer facing

<p>COVID 19 (coronavirus)</p>	<p>Staff, customers, visitors and contractors.</p>	<p>Everyone in the building has access to welfare and handwashing facilities and cleaners are on site at all times whilst the site is open but there is no specific arrangement to deal with a viral outbreak.</p>	<p>25</p>	<ul style="list-style-type: none"> - Fitting rooms are to be closed until government guidelines allow for unrestricted opening of them to prevent close contact with others and clothes which they may have tried on. NOW REOPENED. - No catering outlets will be opened until government guidance changes and allows for this. At this time a separate risk assessment will be carried out. NOW REOPENED - Customer services to remain closed and be transferred onto main body of tills on home floor. NOW REOPENED - Any returns received to be quarantined in a confined area for 72 hours then returned to the sales floor. SEE UPDATE - Where possible different entrance and exit doors will be used for customers. These will be clearly marked and policed by staff. - Maximum customer numbers will be set allowing 16m² per person to allow for 2m social distancing. These will be enforced by staff on the doors. SEE UPDATE - Arrangements (floor markings) will be made to allow for queuing outside the building once maximum capacity has been reached again allowing for 2m social distancing. 	<p>10</p>	<p>Prior to opening and then ongoing until official advice is changed and/or lifted.</p>	
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				<ul style="list-style-type: none">- Signage will be on display at the entrances asking customers to maintain social distancing, respect other customers and staff, wash hands frequently and to sanitise their hands as well.- Frequent tannoy announcements will be made to customers asking them to maintain social distancing guidelines and to wash hands etc.- Staff to wear T shirts promoting social distancing.- Hand sanitiser stations will be deployed at the entrance and in other parts of the stores.- Trolleys and baskets will be disinfected with an appropriate anti-viral spray and handed to the customers.- Signs and floor markings will be employed around the store to encouraging social distancing.- Toilet signage put up reminding customers to wash their hands.- Chairs will be removed from the shop floors to discourage people from dwelling in certain areas and preventing people passing at the appropriate distance.- Lifts to have occupancy limits reviewed and cleaning regime to be implemented for call buttons and other touch points such as handrails. Floor markings installed on floors of			
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				<ul style="list-style-type: none"> lifts. - Tills to have extra queue length added and floor markings to indicate 2 meter safe distances. - Only half of tills to be used to enable social distancing both for staff and customers. Card payments to be encouraged rather than cash. SEE UPDATE - Each member of till staff to clean till area and chip and pin machine and sanitise hands after each transaction. Customers to pack their own bags. - Customer I-Pads removed from front of the store. 			
Warehouses and goods in.							
COVID 19 (coronavirus)	All staff, visitors, contractors and delivery drivers.		25	<ul style="list-style-type: none"> - Trolleys, pallet trucks and other handling devices will be disinfected with an appropriate anti-viral spray before use with cleaning stations set up. - Fork lifts only to be used by one person per shift where possible and disinfected and sanitised when shift or user changes. - Signs and floor markings will be employed around the warehouse encouraging social distancing. - Each work station is to have an area marked out to show 2m distance. - Cleaning regime to be implemented 	10	Prior to opening and then ongoing until official advice is changed and/or lifted.	

				<p>for call buttons and other touch points on lifts and conveyors.</p> <ul style="list-style-type: none">- Touch points on balers, compactors and other machinery to be cleaned before every use.- Minibus to have maximum number of passengers imposed giving clear 2m distancing for all passengers and driver. Staff to sanitise hands before getting on the minibus. NO LONGER IN USE- Delivery vans to be single crewed and to be used by one person per shift with hand sanitiser provided in the cab. Vehicle to be sanitised before change of personnel including rear doors and tail lift buttons. NO LONGER IN USE- Where manual handling tasks make double crewing essential then the pairings must be kept the same.- Where possible delivery drivers must be asked to stay outside whilst their vehicles are unloaded.- An area is to be marked out for delivery drivers to drop off goods. Once they have unloaded the goods then a member of staff can enter the area and move the goods whilst maintaining social distancing.- Welfare and handwashing facilities will still be made available for delivery drivers to use in line with government advice.- Gloves to be worn whilst moving and			
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				unpacking the goods that have just been received.			
Offices							
COVID 19	All office staff, visitors and contractors.		25	<ul style="list-style-type: none"> - Desks and workstations will be adjusted and moved in order to allow for social distancing. Each workstation or desk will be strictly for one user per station and hot desking will not be allowed until the situation changes. - Staff will be encouraged not to undertake any travel and all face to face meetings will be on hold until advice changes. The use of Zoom, FaceTime etc. will be encouraged. - Where travel cannot be avoided this should be one person per vehicle with disinfection between uses. - Hand sanitiser dispensers will be deployed at the entrance and in other parts of the offices. - Reception desk staffing to be reviewed to allow for social distancing. Plastic screens to be used where possible. 	10	Prior to opening and then ongoing until official advice is changed and/or lifted.	
First Aid							
COVID 19	Anyone who is trained as a first aider who will be expected to perform first aid and also those who require the first aid.		25	<ul style="list-style-type: none"> - First aiders to be provided with PPE (gloves and face mask) to use should they need to administer first aid. - First aiders instructed that where possible there should be no physical contact with the injured party – for example handing the person a plaster for them to apply themselves. - If the injured party is presenting with any symptoms of COVID 19 then the 	10	Prior to opening and then ongoing until official advice is changed and/or lifted.	

				<p>first aider needs to call 111 for advice. The area is to be cleared of all non-essential staff and customers until the situation is dealt with and then a full sanitisation is to be carried out. Those involved should then be sent home to self-isolate for 10 days.</p>			
<p>Updated 29th June to take account of catering units opening (from 4th of July).</p>							
	<p>Catering staff, visitors and customers.</p>		<p>25</p>	<ul style="list-style-type: none"> - Minimum numbers of catering staff brought back into the business until trade picks up. - Maximum numbers of staff and customers set for each catering unit and access controlled to keep numbers under control. - One-way access and exits used to maintain social distancing. - Screens in place at all active till points. - Tables and chairs reconfigured to enable social distancing. Table numbers cut and tables removed to storage. - Reduced opening hours until trade allows or government advice is changed - Provision of hand sanitiser dispensers at entrances to all catering units. - Names and contact details of customers taken to assist with Track and Trace. - Signage to encourage social 			

				<p>distancing</p> <ul style="list-style-type: none"> - Limited menu and options in order to speed up service and minimise contact between staff and customers. - Queue barriers and floor markings put in place at counters. - Table service to remain in Bannisters and Bumbellini's with counter service in BB's. - Use of disposable crockery and cutlery in BB's where possible and only sale of pre-packaged food. - Disposable condiments used instead of reusable pots. - Self-clearing stations put into place in BB's for customers to clear their own tables to lessen staff contact with customers. - Enhanced cleaning regime put into place for all surfaces and touch points. - Table service only and Track and Trace systems implemented to comply with GVT guidelines. 			
Updated 8th July to take account of fitting rooms opening (In Colne from 18th July and all stores from 25th of July)							
COVID 19 (coronavirus)	All staff, visitors, and customers who use or visit the fitting rooms or have to deal with returns.		25	<ul style="list-style-type: none"> - Fitting room capacity will be cut by 50% as every other fitting room will be closed. - Limit on number of garments per customer cut to 3 from 8. 	10	Prior to July 18th in Colne and prior to the 25th in all other stores and then	

				<ul style="list-style-type: none"> - Any clothes tried on which are not then purchased are put into “quarantine” for 72 hours before returning to the sales floor. SEE UPDATE - All customers will have to sanitise their hands on entry to the fitting rooms. - Each fitting room will be cleaned with an appropriate sanitiser in between each use. 		ongoing until official advice is changed and/or lifted.	
Updated 16th July to incorporate new GVT Guidelines on face masks (enforced from 24th July onwards).							
COVID 19 (coronavirus)	All staff, visitors, contractors and customers.		25	<ul style="list-style-type: none"> - All staff will be asked to wear masks whilst in customer facing environments. - Boundary Outlet will provide the masks FOC to all staff. Staff can also use their own masks should they wish to do so as long as they are plain black, white or navy. - In line with the government guidance on face mask use, those members of staff who can't wear a mask will be given dispensation not too. - Signage will be displayed at all entrances to the stores reminding customers that they have to wear masks - We will not allow customers who are not wearing a mask to enter the stores unless they have a legitimate reason in line with GVT guidelines. - In line with government guidelines customers will not have to wear masks whilst eating and drinking but 	10	Prior to July 24th and then ongoing until official advice is changed and/or lifted.	

				will be encouraged to do so whilst not at tables.			
Updated 17th July to incorporate changes to tills starting from 17th of July							
COVID 19 (coronavirus)	All staff, visitors, contractors and customers.	Only half of tills to be used to enable social distancing both for staff and customers. Card payments to be encouraged rather than cash.	10	<ul style="list-style-type: none"> - Due to numbers of customers queuing to pay and the clearance sale coming up, all tills now have protective screens fitted and can be opened if needed. - When possible only every other till will still be opened. 	10	From July 17th and then ongoing until official advice is changed and/or lifted.	
Updated to incorporate face mask changes starting from 24th of September							
COVID 19 (coronavirus)	All staff, visitors, contractors and customers.		10	<ul style="list-style-type: none"> - All staff are now required to wear a face mask (not a visor) at all times in customer facing areas and goods in where they come into contact with people other than those that they work with. 	10	From September 24th and then ongoing until official advice is changed and/or lifted.	
Updated to incorporate further face mask changes starting from 11th of October							
			10	<ul style="list-style-type: none"> - All staff are now required to wear a face mask (not a visor) at all times in all areas except staff canteens and in offices. 	10	From October 11th and then ongoing until official advice is changed and/or lifted.	
Updated to incorporate easing of quarantine for tried on garments.							
				<ul style="list-style-type: none"> - Any returns received to be quarantined in a confined area for 72 hours then returned to the sales floor. Requirement to quarantine stock now removed. 	10	From October 11th	

Updated to incorporate guidance following further easing of measures from 19/7/21. Most measures are being phased out by the government on the 19th of July however the rate of infection is high and still rising. Following this date the following measures will remain or be put in place.

				<ul style="list-style-type: none"> - All staff to carry on wearing masks to protect themselves and customers. This will apply both front and back of house as previously. - Customers to be encouraged to follow government guidance and wear masks but not enforced. - Social distancing signage to remain in place. - Sanitising stations to remain in place. - Protective screens at till points and reception desks to remain in place. - Capacity in catering outlets to remain below pre-covid limits but to be slowly raised over a period of a few weeks. - Maximum store capacities no longer applicable but manager's discretion to be used if store gets excessively busy. - Social distancing measures in back of house areas such as canteen and processing areas to remain in place until infection numbers begin to drop. - Temperature testing at point of entry for staff to continue and anyone displaying symptoms still told to stay away from premises and follow isolation advice from 		<p>From July 19th 2021 until further advice is available or the infection rate has dropped significantly.</p>	
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				<p>NHS/Gov.uk.</p> <ul style="list-style-type: none">- Signage will be on display at the entrances asking customers to maintain social distancing, respect other customers and staff, wash hands frequently and to sanitise their hands as well.- QR codes to check in still displayed at entrances. Details taken should the customer wish but entrances no longer manned and checking in not enforced.- Cleaning regimes on frequent touchpoints such as door handles, lift buttons, trolleys and baskets etc. will be maintained.- Fitting rooms to continue in use as now with added cleaning between customers.- In enclosed areas such as offices airflow to be maintained by opening windows where possible.- Minimum occupancies in offices and socially distanced desks still kept in place.- Travel still discouraged where possible and meetings using Zoom/Teams etc. still preferred			
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Carried out by: James Crook - Facilities Manager

Input from: Jane Hibbert – Home Brands Director

Heather Foggo – Home Brands Manager

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Review date: Monthly or as official guidance is changed.

Reviewed 29/3/21 before reopening scheduled for 12/4/21

Reviewed 14/7/21 in advance of easing of restrictions 19/7/21