



RISK ASSESSMENT RECORD SHEET

Reference: Baird Group retail stores COVID-19 (rev2)

Subject : COVID-19

Location: Suit Direct/Ben Sherman/Jeff Banks retail stores

Assessment by: Grainne Kelly, Paul Thompson, Amanda Argent
 Authorised by: Amanda Argent

Assessment Date: 22/05/2020
Reviewed: 01/06/20, 04/06/20

Hazard Description	Severity	Comments/Current controls	Likely-hood	Risk	Recommendations
<p>Exposure to Chemical/Substance (COVID 19) Unwell or vulnerable employees coming to stores</p>	<p>Very High</p>	<ul style="list-style-type: none"> • Baird Group follows Government guidelines to furlough employees where appropriate • Baird Group encourages employees to follow Government guidelines for self-isolation where worker has symptoms of COVID-19, share accommodation with someone who exhibits the symptoms or are categorised as shielded • Government COVID-19 risk assessment declaration displayed at site entrances once compliance with Baird Guidelines for retail stores and risk assessment Baird Group retail stores COVID-19 complete • UK Government COVID-19 risk assessment declaration displayed in shop and back of house in each store • Regular e-mail contact with furloughed workers Mental health app provided to all employees • Baird Guidelines for retail stores updated to include Jeff Banks (c) • Instructions for self-isolation included in appendices of Baird Guidelines for retail stores (c) • Section 3 of Baird Guidelines for retail stores encourage employees to use public routes in shopping centre instead of restricted service corridors where social distancing rules may not be met in service corridors (c) • Employees encouraged to use test, track and trace system (including App) when available – included in Baird Guidelines for retail stores 	<p>Not likely</p>	<p>Medium</p>	
<p>Exposure to</p>	<p>Very High</p>	<ul style="list-style-type: none"> • Baird Group follows Government guidelines to 	<p>Not likely</p>	<p>Medium</p>	



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Chemical/Substance (COVID 19) Exposure to infected people and/or surfaces, etc whilst travelling to work		furlough employees where appropriate <ul style="list-style-type: none"> Baird Group workers are instructed to travel by car only with people they live with Baird Group workers discouraged from using public transport If workers use public transport, employees given guidance to wear face coverings in Baird Guidelines for retail stores Travel policy included in Appendix to in Baird Guidelines for retail stores Baird Guidelines for retail stores include instruction for employees to wash their hands as soon as they arrive at work Section 4 of the Baird Guidelines for retail stores instruct employees to wash their hands as soon as they return from a break out of store (c) 			
Exposure to Chemical/Substance (COVID 19) Exposure to infected people and/or surfaces using shared facilities in stores e.g. doors, light switches, roller shutter door controls, air conditioning controls, stair handrails, moveable garment rails	Very High	<ul style="list-style-type: none"> Baird Group follows Government guidelines to furlough employees where appropriate Social distancing encouraged in store Baird Group workers instructed to wash their hands when they arrive Hand sanitizer provided at store entrances Signs displayed throughout store to reinforce social distancing Store hourly cleaning regime includes door handles and other shared surfaces Sanitizing wipes provided at cash desk and back of house Baird Guidelines for retail stores include instructions for users to sanitize keyboards and 	Not likely	Medium	



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		phones regularly <ul style="list-style-type: none"> Baird Guidelines for retail stores include instructions for Store Managers to create cleaning checklist Baird Implementing systems to minimise use of shared paperwork 			
Exposure to Chemical/Substance (COVID 19) Exposure to customers who are browsing in store	Very High	<ul style="list-style-type: none"> Baird Group follows Government guidelines on social distancing Baird Guidelines for retail stores indicate how many customers should be allowed in store at any time based on shop floor space Baird Guidelines for retail stores indicate where stores have two doors, one should be marked as entrance and one as exit and doors to be signed Baird Guidelines for retail stores indicate one employee to meet and greet customers, to explain social distancing policy and limit the number of people in the store Stores display signage explaining how social distancing guidance met in store at entrance and throughout store Baird Guidelines for retail stores indicate store customer access door(s) to be kept open to reduce use of door handles and improve ventilation in store Hand sanitizer dispenser located at store entrance, stock room entrance and at other locations in store Baird Guidelines for retail stores indicate customers to be encouraged to use hand sanitizer 	Not likely	Medium	

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		on entering store <ul style="list-style-type: none"> • One-way customer flow markings/signage provided in stored where practicable • Social distancing markings placed on floor, especially near to busier areas • Store layout reviewed and if necessary fittings removed to ensure social distancing rules can be followed • Flooring in front of fire doors (e.g. to stock rooms) marked as “no stopping area” to prevent inadvertent contact between customers and staff • Limited number of customers visits Baird Group stores with children • Store managers assess whether queueing system needed outside store and arrange it (in cooperation with shopping centre management where relevant) • Customers encouraged to shop alone • Wedding parties to be accommodated through appointment • Baird Guidelines for retail stores indicate store replenishment should occur outside store opening times • Face coverings provided for times when social distancing not possible • Baird Guidelines for retail stores indicates that the use of face coverings are personal choice for employees • Few customers bring children into store 			



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		<ul style="list-style-type: none"> Poster displayed at store entrance clarifying it is customers responsibility to ensure any children they bring into store follow social distancing rules (c) Use of poster about children covered in Baird Guidelines for retail stores (c) 			
Exposure to Chemical/Substance (COVID 19) Exposure during staff meetings/visits	Very high	<ul style="list-style-type: none"> Area retail team do not visit individual stores frequently Baird Guidelines for retail stores remind employees not to share pens or paperwork (c) Baird Guidelines for retail stores include instruction that meetings/ inductions should be arranged in locations which allow social distancing (c) 	Not likely	Medium	
Exposure to Chemical/Substance (COVID 19) Exposure to customers who are browsing in store but fail to follow COVID-19 guidelines	Very high	<ul style="list-style-type: none"> Baird Guidelines for retail stores explain a three steps process for dealing with customers who do not comply with guidelines 	Not likely	Medium	
Exposure to Chemical/Substance (COVID 19) Exposure to infected people and/or surfaces while operating cash till	Very high	<ul style="list-style-type: none"> Social distancing markings placed on floor on approach to cash desk Plastic screens erected around tills Cashless purchases/refunds only Baird Guidelines for retail stores indicate till screens to be included on cleaning schedule Baird Guidelines for retail stores include instruction for employees to use sanitizer wipe of till screen 	Not likely	Medium	



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		after each use <ul style="list-style-type: none"> • Signs displayed indicating cashless purchasing/refunds only • Scanner listed in Baird Guidelines for retail stores in hygiene and cleaning requirements (c) 			
Exposure to Chemical/Substance (COVID 19) Exposure to infected people and/or surfaces, etc when using fitting rooms	Very high	<ul style="list-style-type: none"> • Fitting rooms closed until further notice • Customer return rules allow customers to try on clothes at home and return them later • Baird Guidelines for retail stores clearly states fitting rooms are closed (c) 	Not likely	Medium	<ul style="list-style-type: none"> • System for controlling fitting room use to be developed before fitting rooms open
Exposure to Chemical/Substance (COVID 19) Exposure to infected people and/or surfaces, etc if customers try on clothes outside fitting rooms	Very high	<ul style="list-style-type: none"> • Baird Guidelines for retail stores details the procedures to be followed if customer try on clothes outside fitting rooms (c) 	Not likely	Medium	
Exposure to Chemical/Substance (COVID 19) Exposure to infected people whilst using customer seating	Very High	<ul style="list-style-type: none"> • Baird Guidelines for retail stores indicate seats should be removed if possible and if they can't they should be moved apart • Baird Guidelines for retail stores includes instructions to mark customer chairs that cannot be used if social distancing guidelines cannot be met (c) • Cleaning of seating covered in hygiene and cleaning section of Baird Guidelines for retail stores (c) 	Not likely	Medium	



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Exposure to Chemical/Substance (COVID 19) Exposure to infected people and/or surfaces, etc when customers return clothes to store	Very high	<ul style="list-style-type: none"> Baird Guidelines for retail stores instructs stores to have system for quarantine returned clothes on rail for 72 hours before moving it to stock room or shop floor Employee must wear disposable gloves when handling returned clothes with quarantine time Employee must wash hands immediately after touching returned clothing Baird Guidelines for retail stores includes guidelines for click and collect and website purchases to exclude use of stores for transfer (c) 	Not likely	Medium	
Exposure to Chemical/Substance (COVID 19) Exposure to infected people and/or surfaces when arranging suit hire	Very high	<ul style="list-style-type: none"> The Suit Direct website contains instructions for self-measurement for suits Baird Guidelines for retail stores instruct employees they must not measure up customers 	Not likely	Medium	
Exposure to Chemical/Substance (COVID 19) Exposure to infected people and/or surfaces when using back of house	Very high	<ul style="list-style-type: none"> Posters and signage displayed back of house to remind staff of social distancing guidelines Daily reminders to be sent to stores about Baird Group COVID-19 guidelines Baird Group encourages employees to follow Government guidelines for self-isolation where worker has symptoms of COVID-19, members of their household exhibit symptoms or they are categorised as shielded Baird Guidelines for retail stores instruct stores to display signs indicating that employees should not come to work if they have symptoms Baird Guidelines for retail stores remind 	Not likely	Medium	



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		employees not to share pens <ul style="list-style-type: none"> COVID-19 poster included in pack sent to stores to be displayed in stock room (c) 			
Exposure to Chemical/Substance (COVID 19) Exposure to contaminated PPE during removal/disposal	Very high	<ul style="list-style-type: none"> Single use disposable gloves provided Face coverings provided Bin to be provided to collect waste PPE PPE bin to be emptied daily Store Champion responsible for ensuring enough PPE available on site Posters displayed in store demonstrating how to remove disposable gloves without contaminating hands Baird Guidelines for retail stores clarifies that store champions are responsible for maintaining stocks of PPE/hand sanitiser/cleaning products (c) 	Not likely	Medium	
Exposure to Chemical/Substance (COVID 19) Employee exposure to infected people and/or surfaces, etc whilst using welfare facilities	Very High	<ul style="list-style-type: none"> Baird Guidelines for retail stores states that every shared area back of house must display a sign identifying the maximum number of people that can use the area at any time Toilets <ul style="list-style-type: none"> Only single person toilets/handwash areas provided in store stock room areas Some employees use shared shopping centre toilets Baird Guidelines for retail stores indicate that paper towels should be provided in toilets Employees that use shopping centre toilets or leave the store for breaks instructed to wash hands in Baird Guidelines for retail stores (c) Baird Guidelines for retail stores instruct stores to 	Not likely	Medium	



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		<p>remove material-based towels (c)</p> <ul style="list-style-type: none"> • Handwashing posters provided to stores to be displayed by each handwash basin (c) • Staff encouraged to sanitize toilet flush, tap handles, lock and door handle each time they use toilet in Baird Guidelines for retail stores (c) • Toilets included in hygiene and cleaning section of Baird Guidelines for retail stores (c) • Workers instructed to wipe down any surfaces they touch while making drinks/preparing food (e.g. kettle handle, fridge door, microwave, cupboard doors) in Baird Guidelines for retail stores (c) • Stores instructed to allocate mugs to each employee on site in Baird Guidelines for retail stores (c) • Baird Guidelines for retail stores instructs employees to only make their own drinks and wash up their own mugs (c) • Baird Guidelines for retail stores instructs employees to arrange table/chairs in amenity area to ensure those using it follow social distancing rules (c) • Baird Guidelines for retail stores instructs employees to clean amenity table/chairs regularly (c) <p>Kitchen</p> <ul style="list-style-type: none"> • Some stores have kitchens in the stock rooms, some have separate kitchen/amenities, some have combined kitchen/offices • Staggered break times 			



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		<ul style="list-style-type: none"> • Baird Guidelines for retail stores indicate that paper towels should be provided in kitchen • Baird Guidelines for retail stores instruct employees to wash hands thoroughly before and after eating • Baird Guidelines for retail stores encourage employees to bring food to work so they do not leave the store • Hand sanitizer provided in kitchen area • Kitchens/amenity areas included in daily cleaning schedule • Suitable cleaning chemicals include on standard cleaning chemical list for stores • Baird Guidelines for retail stores instruct stores to remove any sofas from amenity areas • Store Manager print out and display posters indicating maximum number of people that can use office/amenity/kitchen/stock room areas at any time and display on entrance doors • Sanitising wipes provided in kitchen area of each store • High risk contact areas in shared facilities included in hygiene and cleaning section of Baird Guidelines for retail stores (c) <p>Lockers</p> <ul style="list-style-type: none"> • Some store stock rooms provided with lockers • Lockers included in hygiene and cleaning section of Baird Guidelines for retail stores (c) • Baird Guidelines for retail stores includes instruction to keep personal belongings in locker 			



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		(c) Smoking Areas <ul style="list-style-type: none"> Smoking area outside or provided by shopping centre Leaving the store during breaks <ul style="list-style-type: none"> Baird Guidelines for retail stores indicate employees should follow social distancing guidelines if they leave the store Employees that use shopping centre toilets or leave the store for breaks instructed to wash hands in Baird Guidelines for retail stores (c) 			
Exposure to Chemical/Substance (COVID 19) Employee exposure to infected people and/or surfaces, etc whilst using office	Very high	<ul style="list-style-type: none"> Office used infrequently Safe included on cleaning checklist Baird Guidelines for retail stores instructs office users to sanitise any shared office printers immediately after use (c) 	Not likely	Medium	
Exposure to Chemical/Substance (COVID 19) Acceptance of deliveries from warehouses	Very high	<ul style="list-style-type: none"> Only scheduled deliveries/collections accepted Deliveries should be brought into stock room, unpacked and external packing disposed of immediately Deliveries/paperwork should be handled wearing disposable gloves Once external packaging removed, plastic gloves should be disposed of and hands washed Hand sanitizer available at stock room door Baird Guidelines for retail stores instructs Store Managers to put sign outside stockroom instructing drivers that they must leave delivery outside door, 	Not likely	Medium	



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		knock on door and then step 2m from door (c) <ul style="list-style-type: none"> Baird Guidelines for retail stores instructs workers to wash their hands after handling delivery paperwork (c) 			
Exposure to Chemical/Substance (COVID 19) Exposure to infected people and/or surfaces, etc whilst cleaning	Very High	<ul style="list-style-type: none"> Baird Guidelines for retail stores indicate that high risk contact surfaces must be cleaned hourly and the cleaning schedule signed off by the Store Manager/Deputy to indicate it is complete Baird Guidelines for retail stores indicate that PDQ machine, keyboard/till, phones, kiosk/tablet screens must be sanitized with wipes after each use Waste bins in office, rest room, toilets, etc. emptied daily Safety data sheets for cleaning products available to stores High risk transmission surfaces in store included in cleaning schedule Baird Guidelines for retail stores encourages employees to report concerns with cleaning standards to Store Manager (c) 	Not likely	Medium	
Legionella Exposure to legionella during initial store opening	Very high	<ul style="list-style-type: none"> Only low risk sources in stock rooms e.g. hand wash basins, kitchen sink, toilets Baird Guidelines for retail stores includes instruction to leave taps running for 1 minute with toilet door and stock room fire exit door(s) open, then to turn off tap and flush toilet twice with toilet lid down (c) 	Not likely	Medium	
Exposure to Chemical/Substance (COVID 19)	Very High	<ul style="list-style-type: none"> On most sites first aid provided by shopping centre management If Baird Group employees have to are for injured 	Not likely	Medium	



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Exposure to infected people and/or surfaces, etc during an incident that requires first aid		person while awaiting 1 st aid, both Baird Group employee and injured person should wear face covering and disposable gloves <ul style="list-style-type: none"> Immediately after injured person passed onto shopping centre management, Baird Group employee should remove PPE and dispose of it and wash hands thoroughly Regional Managers to ensure adequate 1st aid arrangements for stores which are not provided with 1st aid cover by landlord (c) 			
Exposure to Chemical/Substance (COVID 19) Exposure to infected surfaces if someone who is later confirmed as having COVID-19 has worked in/visited store	Very high	<ul style="list-style-type: none"> Baird Guidelines for retail stores includes instruction for stores to contact Regional manager if an employee has a confirmed case of COVID-19 (c) 	Not Likely	Medium	
Chemical/Substance (COVID 19) Keeping COVID-19 risk assessment up to date as UK Government guidelines updated and more information becomes available	Very High	<ul style="list-style-type: none"> Baird Guidelines for retail stores indicates each store should identify a Store Champion who is the expert in store guidelines for COVID-19 Store Champion will provide training on COVID-19 procedures to other employees in store Information about COVID19 continually being updated Government guidance on managing COVID19 risks changing regularly Retail Director responsible for keeping COVID19 risk assessments and risk assessment summaries up to date for Baird Group retail stores 	Not Likely	Medium	

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		<ul style="list-style-type: none"> Baird Group workers encouraged to raise any concerns about COVID19 transmission with Store Managers Regular formal reviews of control measures to be completed by Retail Director 				