



RISK ASSESSMENT RECORD SHEET

Reference: Baird Group retail stores COVID-19 (rev6)

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, 06/07/20, 25/09/20, 11/12/20, 30/03/21

Hazard Description	Severity	Comments/Current controls	Likely-hood	Risk	Recommendations
Exposure to Chemical/Substance (COVID-19) Higher rate of COVID-19 in area local to individual stores	Very High	<ul style="list-style-type: none"> Government authorities will announce local restrictions Baird Group will comply with local restrictions 	Not likely	Medium	
Exposure to Chemical/Substance (COVID-19) More than one confirmed case of COVID-19 associated with store	Very High	<ul style="list-style-type: none"> Each store displays a copy of the Early Outbreak Management Information cards (applicable to England but good practise in all areas of UK) HR Director is Single Point of Contact (SPOC) for any Baird Group COVID-19 outbreak and will inform/coordinate action with Public Health England in the event of an outbreak Baird Group maintain records of who is working on which days Baird guidelines updated to reflect PHE reporting requirements (c) Baird Guidelines for retail stores include instruction for Shop Managers to record visitors/landlord/contractors (c) 	Not likely	Medium	
Exposure to Chemical/Substance (COVID-19) Unwell employees coming to stores	Very High	<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 UK Government COVID-19 risk assessment declaration displayed at site entrances and back of 	Not likely	Medium	



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		house to demonstrate COVID-19 risk assessment complete <ul style="list-style-type: none"> • 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) • Managers instructed not to encourage people who should be isolating to come to work in Baird Guidelines (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 and trace system – included in Baird Guidelines for retail stores - and self-isolate as part of the process • Stores advised to use free lateral flow tests provided by UK Government in Baird Guidelines for retail stores (c) 			
<p>Exposure to Chemical/Substance (COVID-19) Employees who live in a high/very high tier area or who have returned from a country that is not listed by the UK</p>	<p>Very high</p>	<ul style="list-style-type: none"> • Store Managers will ensure that employees follow UK Government (or regional Government) tier guidelines • Store Managers will ensure that employees follow UK Government isolation guidelines (if relevant) when returning from abroad • Baird Guidelines include instruction for Store Managers to comply with tier guidelines (c) 	<p>Not likely</p>	<p>Medium</p>	



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Government (or regional Government) as a low risk area					
Exposure to Chemical/Substance (COVID-19) Employees who are at a higher risk of infection and/or an adverse outcome if infected (including extremely clinically vulnerable or those who live with someone who is extremely critically vulnerable)	Very high	<ul style="list-style-type: none"> Baird Group encourages employees to follow Government guidelines Employees who are at higher risk encouraged to return to work taking into account their increased risk, the risk controls in place and consulting them about the process 	Not likely	Medium	
Exposure to Chemical/Substance (COVID-19) Exposure to infected people and/or surfaces, etc whilst travelling to work	Very High	<ul style="list-style-type: none"> Baird Group follows Government guidelines to furlough employees where appropriate Baird Group encourage workers to follow UK Government guidance on travelling to work e.g. <ul style="list-style-type: none"> workers are encouraged to travel by car only with people they live with workers are discouraged from using public transport 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 	Not likely	Medium	



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		they return from a break out of store (c) <ul style="list-style-type: none"> Store Managers will identify workers for whom English is not their first language or who have visual impairments and use an alternative method of communicating the COVID-19 rules 			
<p>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</p>	<p>Very High</p>	<ul style="list-style-type: none"> Baird Group follows UK Government guidelines to furlough employees where appropriate Social distancing encouraged in store Where 2m social distancing rules cannot be followed, employees are allowed to work within 1m of customers with the following risk controls in place:- <ul style="list-style-type: none"> Activity kept as short as possible Hand washing frequency increased Baird Group workers instructed to wash their hands when they arrive at work 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 phones regularly Baird Guidelines for retail stores include instructions for Store Managers to create cleaning checklist 	<p>Not likely</p>	<p>Medium</p>	



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		<ul style="list-style-type: none"> Baird implementing systems to minimise use of shared paperwork QR codes created and displayed in all shops – audits implemented to check this (c) Baird Guidelines for retail stores updated clarifying that face coverings are mandatory for all employees (unless they have an exemption) while working in the shop area but not in back of house areas (c) Baird Group guidelines updated to instruct all employees who are exempt from wearing face covering under UK Government guidance to wear a badge identifying this exemption https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/903453/Exemption_from_face_covering_badge_to_print.pdf (c) Mandatory face covering signage displayed at the public entrances to all shops and on any door that employees use to access the shop (c) All shops sent information explaining to employees how to use face coverings safely (c) 			
<p>Exposure to Chemical/Substance (COVID-19) Exposure to customers who are browsing in store</p>	<p>Very High</p>	<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 	<p>Not likely</p>	<p>Medium</p>	

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		<ul style="list-style-type: none"> • 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 • Hand sanitizer dispenser located at store entrance and exit, stock room entrance and at other locations in store • Baird Guidelines for retail stores indicate customers to be encouraged to use hand sanitizer on entering store • One-way customer flow markings/signage provided in store where practicable • Store Manager to arrange additional support provided to disabled shoppers if the customer flow system is not practicable for them to use • Store Manager to arrange additional support in explaining store COVID-19 arrangements for those particular needs due to protected characteristics e.g. visually impaired • 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 			



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		<p>followed</p> <ul style="list-style-type: none"> • Stores to ensure ventilation using fresh air is increased as far as possible by keeping non-fire doors and windows open, using portable fans in suitable locations to increase air movement, and by increasing the fan speed on any fixed installation – information added to Baird Guidelines (c) • Flooring in front of fire doors (e.g. to stock rooms) marked as “no stopping area” to prevent inadvertent contact between customers and staff • 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 accommodated by appointment • Baird Guidelines for retail stores indicate store replenishment should occur outside store opening times • Baird Guidelines for retail stores indicates that the use of face coverings are mandatory unless worker is exempt • Limited number of customers visits Baird Group stores with children • Poster displayed at store entrance clarifying it is customers responsibility to ensure any children they bring into store follow social distancing rules (c) 			



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		<ul style="list-style-type: none"> Use of poster about children covered in Baird Guidelines for retail stores (c) 			
Exposure to Chemical/Substance (COVID-19) Airborne exposure to COVID-19 due to need for those present in store to raise their voices when communicating	Very high	<ul style="list-style-type: none"> Some stores play local background music or are located in shopping centre that play background music If background music played too loudly people encouraged to raise/project their voices – this increases the risk of aerosol transmission Baird Guidelines for retail stores updated to include instruction that any background music to be played at low volume (c) 	Not likely	Medium	
Exposure to Chemical/Substance (COVID-19) Groups of more than 30 people attending in-store event	Very high	<ul style="list-style-type: none"> Occasionally stores host events to increase customer visits/raise awareness Specific risk assessment developed for events – these will now include COVID-19 considerations 	Not likely	Medium	
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	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	



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store but fail to follow COVID-19 guidelines					
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 after each use • Signs displayed indicating cashless purchasing/refunds only • Scanner listed in Baird Guidelines for retail stores in hygiene and cleaning requirements (c) 	Not likely	Medium	
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"> • Use of fitting rooms covered in Baird Guidelines for retail stores • Fitting rooms only open for key types of fitting e.g. weddings (c) • Entry/use of fitting rooms managed by staff • Customers to be encouraged to use fitting rooms one at a time, unless they require specific assistance • Fitting rooms to be left empty for at least two minutes between uses – or, where more than one fitting room is available, fitting rooms to be used alternately (but not at the same time for social distancing) • When a fitting room has been vacated, the door/curtain will be left open to increase fresh air flow into fitting room 	Not likely	Medium	



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		<ul style="list-style-type: none"> • Hazard tape to be put on floor at least 2m from each fitting rooms entrance to comply with social distancing where appropriate • Queueing system set up outside fitting rooms complying with 2m social distancing rules • One-way flow created through fitting rooms where possible • Fitting rooms to be opened to comply with social distancing e.g. alternate fitting rooms in use • Fitting rooms cleared of moveable items e.g. chairs/foot stools – these are to be provided if a customer has a specific need for them • Fittings rooms added to store cleaning checklist • When fitting rooms in use, Baird Group employee will supervise use to ensure COVID-19 rules complied with • Fitting room to be cleaned after each use by wiping down hard surfaces with sanitising solution/detergent and spraying fitting room door-curtains with sanitising solution/detergent • Customer return rules allow customers to try on clothes at home and return them later • Any clothes tried on by customers in fitting rooms or at home undergo 48 hours before being placed back on the shop floor/stockroom • Hand sanitiser provided close to fitting rooms and customers encouraged to use it on entry and exit from fitting room (c) • Where fitting rooms are in an enclosed space, Baird Guidelines for retail stores, managers encouraged to consider installing portable fan in 			



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		area to increase air flow (c)			
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	
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 48 hours before moving it to stock room or shop floor Employee must wear disposable gloves when handling returned clothes within quarantine time Employee must wash hands immediately after touching returned clothing within quarantine time Baird Guidelines for retail stores includes guidelines for click and collect and website 	Not likely	Medium	



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		purchases to exclude use of stores for transfer (c)			
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 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 carried out in store 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 employees not to share pens COVID-19 poster included in pack sent to stores for display in stock room (c) 	Not likely	Medium	
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 	Not likely	Medium	



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		hands <ul style="list-style-type: none"> Baird Guidelines for retail stores clarifies that store champions are responsible for maintaining stocks of PPE/hand sanitiser/cleaning products (c) 			
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 Store managers review and implement suitable measures for improving ventilation in back of house areas – this can include the system of “purging” the area (opening all windows and doors) for periods of time during the day to attempt to dilute any virus that may be present (c) 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 Single use paper towels or hand driers provided in toilets Baird Guidelines for retail stores instruct stores to remove cloth-based towels (c) Employees that use shopping centre toilets or leave the store for breaks instructed to wash/sanitise hands on return in Baird Guidelines for retail stores (c) Handwashing posters provided to stores to be displayed by each handwash basin (c) Staff encouraged to sanitize toilet flush, tap 	Not likely	Medium	



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		<p>handles, lock and door handle each time they use toilet in Baird Guidelines for retail stores (c)</p> <ul style="list-style-type: none"> • Toilets included in hygiene and cleaning section of Baird Guidelines for retail stores (c) <p>Kitchen</p> <ul style="list-style-type: none"> • 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) • Some stores have kitchens in the stock rooms, some have separate kitchen/amenities, some have combined kitchen/offices • Staggered break times • Baird Guidelines for retail stores indicate that paper towels should be provided in kitchen • Baird Guidelines for retail stores instruct employees to wash/sanitise hands thoroughly 			



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		<p>before and after eating</p> <ul style="list-style-type: none"> • 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 (c) <p>Smoking Areas</p> <ul style="list-style-type: none"> • Smoking area outside or provided by shopping centre 			



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		<p>Leaving the store during breaks</p> <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/sanitise their hands in Baird Guidelines for retail stores (c) 			
<p>Exposure to Chemical/Substance (COVID-19) Employee exposure to infected people and/or surfaces, etc whilst using office</p>	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	
<p>Exposure to Chemical/Substance (COVID-19) Acceptance of deliveries from warehouses</p>	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, knock on door and then step 2m from door (c) Baird Guidelines for retail stores instructs workers to wash/sanitise their hands after handling delivery 	Not likely	Medium	



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		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 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 all 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 when reopening store after greater than 24 hour closure (c) 	Not likely	Medium	
Exposure to Chemical/Substance (COVID-19) Exposure to infected people and/or surfaces, etc during an incident that requires first aid	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 person while awaiting 1st aid, both Baird Group employee and injured person should wear face covering and disposable gloves Immediately after injured person passed onto 	Not likely	Medium	



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		shopping centre management, Baird Group employee should remove PPE and dispose of it and wash hands thoroughly <ul style="list-style-type: none"> 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 people and/or surfaces, etc during an evacuation	Very high	<ul style="list-style-type: none"> Employees to carry out evacuations as per current procedures Employees to follow social distancing guidelines as soon as they reach the assembly point 	Not Likely	Medium	
Exposure to Chemical/Substance (COVID-19) Security issues associated with face coverings	Very high	<ul style="list-style-type: none"> Customers/Employees must wear face coverings while visiting stores Where stores located in shopping centres, landlords should display notices indicating face coverings must be removed at the request of police officers/staff Security mechanisms for staff in the event of customer aggression assessed in each store risk assessment 	Not Likely	Medium	
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	Very High	<ul style="list-style-type: none"> Baird Guidelines for retail stores indicates each 	Not Likely	Medium	

<p>Reference: Baird Group retail stores COVID-19 (rev6)</p> <p>Subject : COVID-19</p> <p>Location: Suit Direct/Ben Sherman/Jeff Banks retail stores</p>	 <p>Clwyd Associates Ltd www.clwydassociates.co.uk</p> <p>RISK ASSESSMENT RECORD SHEET</p>	<p>Assessment by: Grainne Kelly, Paul Thompson, Amanda Argent Authorised by: Amanda Argent</p> <p>Assessment Date: 22/05/2020 Reviewed: 01/06/20, 04/06/20, 06/07/20, 25/09/20, 11/12/20, 30/03/21</p>
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Hazard Description	Severity	Comments/Current controls	Likely-hood	Risk	Recommendations
<p>(COVID-19) Keeping COVID-19 risk assessment up to date as UK Government guidelines updated and more information becomes available</p>		<p>store should identify a Store Champion who is the expert in store guidelines for COVID-19</p> <ul style="list-style-type: none"> • Store Champion will provide training on COVID-19 procedures to other employees in store • Information about COVID19 continually being updated • Government guidance on managing COVID-19 risks changing regularly • Risk assessment updated following changes to Government Guidance – dates logged on risk assessment • Retail Director responsible for keeping COVID19 risk assessments and risk assessment summaries up to date for Baird Group retail stores • 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 			