

# MATCHES FASHION

<b>RA title</b>		COVID-19 Risk Assessment – MATCHESFASHION (All Stores)						<b>Risk factor</b>											
<b>Project title</b>		Retail Opening		<b>Risk assessment no.</b>		COVID001		<b>Risk quantity</b>		No risk to individual health		Minor health impact, low risk of contracting virus		Significant risk of contracting virus		Severe health impact			
<b>Location</b>		All stores																	
<b>Person conducting assessment</b>		Ian Clarke (H&S Advisor) John Ashton (Head of Property)		<b>Assessment Date</b>		24/07/2020													
				<b>Reviewed by date</b>		24/07/2021													
<b>Persons exposed (tick box)</b>										Almost no probability		A		A		A		U	
✓	Employees	✓	Other workers	✓	Customers/visitors		Young persons												
✓	New/expectant mothers			✓	Vulnerable persons		Others												
<b>Estimated total number of persons at risk</b>					1-50 depending on the store					A high probability		A		U		U		U	
<b>S = Safety related hazard. H = Health related hazard.</b>										Almost certain		A		U		U		U	
<b>Hazards (What might cause harm?)</b>		<b>S</b>	<b>H</b>	<b>Hazards (What might cause harm?)</b>		<b>S</b>	<b>H</b>												
1. Travel routes / shift patterns		✓	✓	17.								Acceptable		Unacceptable					
2. Pedestrian traffic routes / Social Distancing		✓	✓	18.															
3. Fire/Emergency Evacuation		✓	✓	19.															
4. Travelling to work		✓	✓	20.															
5. Hazardous substance		✓	✓	21.															
6. Cross-contamination		✓	✓	22.															
7. Virus spread through coughs, sneezes and breath		✓	✓	23.															
8. Lack of washing/sanitising facilities		✓	✓	24.															
9. Lack of PPE		✓	✓	25.															
10. Lack of communication		✓	✓	26.															
11. Deliveries		✓	✓	31.															
12.				32. Other															
<b>Comments</b>								<b>Risk level</b>		<b>Action</b>									
<p>Everyone must work together to protect the safety of each other in accordance with Health and Safety at Work Act 1974 part 1; schedules 2 and 7.</p> <p>Controls within the report have been sourced from the Government Guidance Documents and from other guidance documents publicly available.</p> <p>This risk assessment document sits alongside the general risk assessment for the work being undertaken. This document will be reviewed in light of any government guidance changes and by the review by date highlighted above.</p>								Insignificant		No action required and no documentary records need to be kept.									
								Acceptable		No further preventative actions. Monitoring required to ensure that controls in place are properly maintained.									
								Unacceptable		Work to cease immediately pending implementation of improved control measures in line with latest government guidelines.									
								<b>Notes</b>											
								<ul style="list-style-type: none"> <li>There is a Return To Work – COVID-19 Risk Assessment Checklist that feeds into this document.</li> </ul>											

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Hazard number (from previous page)	Nature of risk (What might go wrong?)	Risk before controls U/A/ insignificant	Control measures (How do you stop it going wrong?)	Control measures implemented by (name)	Risk after controls U/A/ insignificant
1-10	<b>TRAVEL ROUTES / SHIFT PATTERNS</b> Lack of ability to social distance during travel to building and arrival at the building	Unacceptable	In accordance with government advice, the use of a car, bicycle or walking is preferred. However, where this is not possible, employees and customers must follow government guidance when using public transport (e.g. social distancing, hand sanitising and wearing of face covering on public transport).  There is limited footfall and access is managed by security, which will help ensure that there is no crossover.	All employees & customers	Acceptable
	<b>SYMPTOMATIC</b> Risk of transfer due to persons who may be infected attending the property.	Unacceptable	Employees and customers will not attend site if they are symptomatic. If displaying symptoms during the working day, that member of staff will leave immediately after advising management and self-isolate at home.  Guidance and information will be provided to employees reminding them of their duty to follow government guidance.  Senior management and employees will work together to ensure anxiety around COVID-19 is minimised. Communication will be maintained throughout the duration of the pandemic.	All employees	Acceptable
	<b>ACCESS / EGRESS</b> Employees entering the property.	Unacceptable	There is one main exit and egress from this building. There is limited footfall and while it is not expected to be exceeded, the number of customers allowed in the store at any one time will be limited (maximum number will be specific to the store based on size/layout).  Customers will be asked to sanitise their hands and wear a mask when they arrive by the front-of-house guard. Masks will be provided for those customers who do not have one.  Front doors will either remain open to remove these touchpoints or be managed by the front-of-house guard.  In the event of emergency, normal procedures should be followed, in accordance with social distancing protocols where possible.	All employees	Acceptable

# MATCHES FASHION

	<p><b><u>SOCIAL DISTANCING</u></b> Exposure to COVID-19 leading to infection, resulting in catching the coronavirus.</p>	Unacceptable	<p>Customers will be briefed on social distancing and hand sanitising on arrival. Due to the limited number of customers on site at any one-time, verbal instructions at this stage are suitable rather than signage throughout the retail space, however this will be reviewed.</p> <p>The briefing will include</p> <ul style="list-style-type: none"> <li>• Please ensure you keep two meters from others.</li> <li>• Please give way when using the staircase.</li> <li>• Browsing and touching product is permitted, but please only try on items you intend to purchase.</li> <li>• If you do wish to purchase, we would ask that you use contactless payments.</li> </ul> <p>For employee-only areas, the office, stock and kitchen areas will be limited to a set number of staff (signage will be displayed).</p>	All employees & customers	Acceptable
	<p><b><u>COMMUNICATIONS</u></b> Employees consulted and kept informed of the management of COVID-19 exposure.</p>	Unacceptable	<p>Senior management and employees will work together to ensure anxiety around COVID-19 is minimised. Communications will be maintained throughout the duration of the pandemic.</p> <p>Business communications will be sent out to all employees providing an update on the latest government guidance and our social distancing and hygiene measures we are implementing. In each communication, feedback/ suggestions should be sought and employees encouraged to raise any concerns that they have.</p>	All employees	Acceptable
	<p><b><u>DELIVERIES</u></b> Exposure to COVID-19 leading to infection resulting in catching the coronavirus.</p>	Unacceptable	<p>When goods are delivered or collected, a safe way of working will be adopted (i.e. avoid contact with any delivery drivers, keep 2 metres from delivery driver and to wash hand after touching any delivery).</p> <p>Stock will be delivered by the internal drivers and left in designated back of house areas such as corridors or staff entrances to ensure goods are not passed from hand to hand. Collections will follow the same process. This is to reduce the amount of time a delivery driver is in store and the locations within the store that they may go. There will be no passing of goods between drivers and staff.</p> <p>All waste will be left in an appropriate location prior to being put out for collection.</p>	All employees	Acceptable

# MATCHES FASHION

	<b><u>VISITORS/CONTRACTORS</u></b> Visitors and contractors needing to be managed if on site.	Unacceptable	<p>There are no workplace visitors permitted on site until further notice (i.e. customers only).</p> <p>Any contractors to provide evidence of full set of COVID-19 specific RAMS prior to attending. No contractor to be working on site while there are appointments.</p> <p>All non-essential maintenance will be completed out of hours.</p>	All employees, contractors and visitors	Acceptable
	<b><u>SIGNAGE</u></b> Employee need to be informed of the safety procedures that need to be followed.	Unacceptable	<p>Due to the limited number of customers expected on site at any one-time, verbal instructions at this stage are suitable within the retail space rather than signage throughout the retail space, however this will be reviewed.</p> <p>Signage will be provided where appropriate within the employee-only areas to include instructions on the maximum number if persons permitted in the back of house rooms/areas.</p>	All employees & customers	Acceptable
	<b><u>PERSONAL HYGIENE</u></b> Exposure to COVID-19 leading to infection resulting in catching the coronavirus.	Unacceptable	<p>Hand washing is the most important method of controlling the spread of the virus. Employees and customers will wash their hands for 20 seconds using soap and water, or use hand sanitiser, when they arrive at the building, before breaks, after breaks, between appointments and before they leave to go home.</p> <p>Hand sanitiser will be in place at entrance, kitchen, till points, bathrooms.</p> <p>There will be regular staff communications urging good hygiene practice at all times.</p>	All employees & customers	Acceptable
	<b><u>CLEANING</u></b> Exposure to COVID-19 leading to infection resulting in catching the coronavirus.	Unacceptable	<p>Prior to re-opening, the store will undergo a deep clean and will be treated with an anti-bacterial fogging product that provides protection against pathogens, including COVID-19, for up to 30 days.</p> <p>There will be an enhanced daily cleaning regime in place prior to opening for trade.</p> <p>Changing rooms will be cleaned after use each and every time with anti-viral products, focusing on touchpoints with staff, using all appropriate PPE.</p> <p>iPads/payment readers will be cleaned after use.</p> <p>Guard will clean any touchpoints on/around the entrance door throughout the day at appropriate intervals</p>	All employees & customers	Acceptable

# MATCHES FASHION

	<p><b><u>PRODUCT HYGIENE</u></b> Exposure to COVID-19 leading to infection resulting in catching the coronavirus.</p>	Unacceptable	<p>Clothes tried on but not purchased will be steam cleaned and transferred into an area of stockroom and quarantined for 48 hours before being returned to shop floor. Staff will be wearing gloves when transferring product and all items will be covered in garment dust bags or in boxes and it will be noted which day they were stored and when they can return to shop floor.</p> <p>Disposable pop socks will be provided for those wishing to try on shoes.</p> <p>Jewellery tried on will be cleaned with anti-bacterial wipes or via ultra-sonic bath before putting back on display. Staff will be wearing appropriate PPE during the process.</p>	All employees & customers	Acceptable
	<p><b><u>FIRE EVACUATION</u></b> Fire alarm activation and evacuation.</p>	Acceptable	<p>In the event of a fire alarm activation, the usual fire evacuation procedure will be followed, with staff adhering to social distancing when evacuating and while at the assembly point. If, however there is a perceived risk to life, then evacuating immediately to a place of safety takes precedence over social distancing measures for that period of time (i.e. just during the evacuation process until the arrival at the assembly point).</p>	All employees & customers	Acceptable
	<p><b><u>PPE</u></b> Exposure to COVID-19 leading to infection resulting in catching the coronavirus.</p>	Acceptable	<p>Additional PPE and face coverings have recently been deemed beneficial by the government guidance for this type of work, but is not defined as compulsory for retail staff.</p> <p>If employees chose to wear a face covering, they have been informed of the following:</p> <ul style="list-style-type: none"> <li>• It is important to use face coverings properly and wash your hands before putting them on and taking them off.</li> <li>• When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.</li> <li>• Change your face covering if it becomes damp or if you've touched it.</li> <li>• Change and wash your face covering daily.</li> <li>• If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.</li> </ul> <p>For Customers it is now a requirement to wear face coverings within stores and these must be worn when entering and for the duration of the shopping experience.</p>	All employees & customers	Acceptable