

COVID-19 Risk assessment Retail Premises

Company name Wilkinson Cameras

Date of assessment May 2020

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by who?	Action by when?	Done
<p>Customers and employees transmitting the virus to each other.</p>	<p>Customers and employees could transmit the virus by being too close to each other.</p>	<ul style="list-style-type: none"> ■ Staff must keep 2m apart from staff & customers ■ Social distancing signage at entrance to store ■ Social distancing signage displayed around store ■ Limit the number of customers coming into store ■ We will operate one employee to one customer ■ Customers not allowed to just walk into store ■ Customers not allowed to browse freely ■ Must take a seat and wait to be served ■ Floor marked out with "keep 2m apart tape". ■ Staff provided with masks & visors ■ Avoid lengthy face to face product demonstrations ■ Hand sanitizer available for customers & staff ■ Disposable gloves provided for handling goods ■ Staff instructed to wash hands regularly ■ Provide regular breaks to allow hand washing. ■ Have a designated pickup point in store where goods will be placed, and customers can take away. ■ Staff should always wash their hands when they arrive and leave the store. ■ Staff encouraged to wash their clothes on a very regular basis. ■ Identify pinch points instore. 	<ul style="list-style-type: none"> ■ Daily briefing to staff regarding: - ■ Social Distancing ■ Hygiene ■ Wearing PPE ■ Restricting the number of customers who enter the store, especially for part time staff 	<p>Store Manager Assistant Manager</p>	<p>Daily</p>	

COVID-19 Risk assessment Retail Premises

<p>Customers and employees contracting the virus from contaminated surface areas.</p>	<p>Customers and employees could contract the virus by touching contaminated surface areas then touching their face.</p> <p>Contaminated areas could be computer keyboards, mouse, fingerprint readers, PDQ pin pads, tablets / iPads, mobile phones, Cewe Kiosk, display cabinets and counters, products on display around the store.</p>	<ul style="list-style-type: none"> ■ Deep clean of store prior to re-opening ■ Rigorous cleaning program implemented ■ Cleaning duties signage displayed in staff areas ■ Customers must not handle products unless they wear disposable gloves. ■ Disposable gloves provided for staff and customers ■ Gloves to be disposed of safely after use ■ Staff instructed to wash hands regularly ■ Provide regular breaks to allow hand washing. ■ Serve customers at a specific point in the store each time rather than different points around the store. ■ Staff could have a till point each initially. 	<ul style="list-style-type: none"> ■ Daily briefing to staff regarding: - ■ Items to be cleaned after every use ■ Areas to be cleaned regularly ■ Areas to be cleaned daily ■ Demonstrating equipment using gloves ■ Hygiene 	<p>Store Manager Assistant Manager</p>	<p>Daily</p>	
<p>Employees having symptoms of COVID-19</p>	<p>Employees could transmit the virus to customers and other staff if they have symptoms of COVID-19.</p>	<ul style="list-style-type: none"> ■ Staff told not to attend work if they have symptoms of COVID-19. ■ Staff should stay at home for 7 days if they have the symptoms of COVID-19 ■ People in the same household who do not display symptoms should isolate for 14 days ■ Signage displayed in staff areas explaining what to do if they have symptoms. 	<ul style="list-style-type: none"> ■ Remind staff about staying at home if they show symptoms of COVID-19. 	<p>Managers</p>	<p>On going</p>	
<p>Virus transmitted from delivery drivers</p>	<p>Employees could contract the virus from a delivery driver or by signing a PDA for proof of delivery.</p>	<ul style="list-style-type: none"> ■ Employees instructed not to sign PDA's ■ Just give their name and let the driver enter it ■ Wilkinson Cameras deliveries, driver to observe 2m rule whilst at the store. Also provided with facemask and visor and hand sanitizer. Visor not to be worn whilst driving. ■ Wilkinson Cameras stock boxes to be placed in stockroom or the area where they are checked off. ■ Only the delivery driver should carry these boxes. ■ Wash your hands after taking a delivery 				

COVID-19 Risk assessment Retail Premises

Virus transmitted from parcels, packaging and equipment returned from repair.	<p>Employees could contract the virus by touching contaminated boxes, packaging and equipment being returned from repair.</p>	<ul style="list-style-type: none"> ■ Open boxes wearing disposable gloves ■ Dispose of packaging safely ■ Leave any equipment in their plastic bags, do not open. ■ Advise your customer to clean their equipment as per the manufacturers guidelines when they get home. ■ Wash your hands after handling any returned repairs. 				
Virus transmitted from Cewe Kiosk	<p>Staff and customers could contract the virus from contaminated touch screen areas on the kiosk. Where stores have two kiosks this could breach the 2m distance rules.</p>	<ul style="list-style-type: none"> ■ Staff instructed to clean kiosk thoroughly before and after use by a customer. ■ Wash your hands after cleaning Kiosk ■ Only have 1 Cewe Kiosk in operation 	<ul style="list-style-type: none"> ■ Check there is a safe distance around Cewe kiosks. Will any distance issues be caused when they are in use? 	<p>Managers</p>	<p>01/06/2020</p>	
Virus transmitted from equipment demonstrations	<p>Customers and employees could contract the virus if they handle contaminated equipment and merchandise on display around the store</p>	<ul style="list-style-type: none"> ■ Customers not allowed to browse and handle goods. ■ Disposable gloves provided for any demonstrations, then thrown away after use. ■ For demonstrations put the equipment down, step back and let you customer pick up the equipment. Adopt the same process for handing it back. ■ All equipment to be cleaned using alcohol wipes after it has been demonstrated whilst wearing gloves. ■ Keep demonstrations as brief as possible ■ Wash your hands after any demonstrations 				
Virus transmitted by staff coughing / sneezing	<p>Customers and employees could contract the virus if staff do not follow the correct etiquette when coughing or sneezing.</p>	<ul style="list-style-type: none"> ■ Staff instructed to cough or sneeze into a tissue ■ This must be disposed of safely after use ■ Staff to wash hands ■ Signage for sneezing & coughing etiquette 				
Virus transmitted by sharing personal items such as pens	<p>Customers and employees could contract the virus by sharing personal items such as pens.</p>	<ul style="list-style-type: none"> ■ Staff instructed not to share personal items ■ Pens should be made available for customer use only and must be cleaned using alcohol wipes once used. ■ Wash your hands after any cleaning any items used by a customer. 				

COVID-19 Risk assessment Retail Premises

Virus transmitted from handling cash and coins	Customers and employees could contract the virus from contaminated bank notes and coins.	<ul style="list-style-type: none">■ We will encourage customers to pay by card.■ We'll display signage near the Kiosk.■ Wear disposable gloves to handle any cash and coins, then dispose of them straight away.■ Wash your hands.				

Assessment review date August 2020