

Activity	Coronavirus transmission	Reference No	CRNADCTRNWIDD240220R3	GAME Retail Ltd. Risk Assessment
Location	DC and welfare areas	Assessor (Print)	Sean Widdowson and Iain Hyland	
Date	26th March 2020	Assessor (Sign)		

Risk Assessment Scoring RPN = S x L	Severity of hazard (S)		Likelihood of Occurrence (L)		RPN (Risk Priority Number)			
	1	Low: First aid injury/property damage only (inconsequential damage to property)	1	Low: Highly Unlikely (Freak accident)	4	8	12	16
	2	Moderate: Minor consequence (Lost time/light duties injury up to 7 days / Minor damage)	2	Medium: Unlikely (Possible not expected next 12 months)	3	6	9	12
	3	High: Major consequence (Over 7 day injury / Damage that stops operations / HSE enforcement)	3	High: Likely (Hazard constant, daily weekly opportunity)	2	4	6	8
	4	Significant: Critical consequence (Long term injury/ fatality / HSE Prohibition)	4	Very high: Almost certain (Hazard constant, realised if any control absent)	1	2	3	4
1 to 3: Trivial/Low Ensure controls maintained		4 or 7: Moderate Take action to reduce the risk within 3 - 6 months		8 to 11: Substantial Take action to reduce the risk within 1 months		12 to 16: Intolerable Stop activity immediately		

Step 1	Identify the hazards (Anything with the potential to cause harm)	Step 2	Decide who might be harmed & how	Step 3A	Evaluate & then score the risk with the existing controls
Step 3B	Decide on additional controls needed to reduce risk and then evaluate & score the Risk again. Detail who will action the control measure and when	Step 4	Decide the best method to communicate your findings with those affected & then do so <i>Note additional/removed controls from generic stores risk assessments that staff need to be aware of on the "Amended control measures record" & communicate these with the store team</i>	Step 5	Set initial review date and print

Step 1 Summary o hazard	Step 2 Who and how?	Step 3A			Step 3B					
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			S	L	RPN			S	L	RPN

<p>Direct transmission of virus due to close proximity to each other</p>	<p>Employees, Visitors, Drivers and Contractors in the DC including offices, welfare areas and Bistro</p> <p>People may spread the virus between them due to their close proximity to each other</p> <p>Over-crowding particularly in welfare areas may cause people to unintentionally become in close proximity to each other</p>	<p>Employees instructed during daily briefings to keep at least 2m apart at all times and other social distancing guidelines such as to allow each other to pass through doors, security check points, rooms, corridors, walkways or other confined spaces before entering themselves.</p> <p>Posters displayed around the DC, Bistro, lockers and welfare areas to remind employees of the social distancing measures in place</p> <p>WAM's policing there areas at all times to embed the culture and enforce control measures. Logs kept and any non-compliance recorded. Repeat non-compliance will result in the DC management discussing the importance of maintaining the measures with the employee involved</p> <p>Tape placed on floor every 2m both sides of security gates and turnstile (DC and office), in between the turnstile and security gate, in front of security lodge window and in the queue in the bistro to demark where people should stand</p> <p>Security monitoring social distancing and reporting non-compliance</p> <p>Equipment re-positioned where possible to ensure employees are not required to work next to each other</p> <p>All drivers advised of social distancing protocols on arrival and via posters in relevant areas</p> <p>All employees from the DC office to be WFH wherever possible</p> <p>All home workers to complete company eLearning course and self-assessment</p> <p>Breaks arranged in shifts to reduce overcrowding in welfare areas</p> <p>Employees split between locker areas to prevent over crowding</p> <p>Meetings to only be held where essential</p> <p>Meetings to be kept to the minimum number possible, to be held in as large an area as possible and</p>	<p>3</p>	<p>2</p>	<p>6</p>	<p>Entrance/exit to DC</p> <ul style="list-style-type: none"> •Security monitoring social distancing and reporting non-compliance •Rules relaxed about clocking in and out time, so that staff don't congregate •Suspension of random searches: Staff to go through the security gate and empty pockets (surfaces in this area are now easy wipe) and hand sanitiser is present •No member of staff is being wanded by security <p>Returns</p> <ul style="list-style-type: none"> •Scanning station use reduced to 50% •Preowed recall moved downstairs to increase capacity and allow social distancing •Distance between scanning stations and matching desk to be increased to allow physical separation •Only one person inside a trailer at a time when trailer tipping •Returns being palletized downstairs rather than using belt <p>Picking</p> <ul style="list-style-type: none"> •Picking restricted to 1 person in RF •Picking restrcited to 2 of 3 scanning stations and 2 of 5 induct stations <p>Goods in</p> <p>Deliveries spread throughout the day to minimise risk of drivers and interacting</p> <p>Driver paperwork bing stamped instead of signed and not handled by employees</p> <p>Online</p>	<p>3</p>	<p>1</p>	<p>3</p>
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		<p>a minimum distance of 2m between each other to be maintained at all times</p> <p>DC Management will complete workplace inspections twice a day, record compliance and create action plan to deal with any non-compliance – Record of inspections kept in DC.</p> <p>HOD's and Director's visits to DC to be recorded with confirmation of compliance checks to be kept</p>				<ul style="list-style-type: none"> •Only using 2 of 4 packing benches to maintain distancing •Using a max of 3 matchers upstairs and 2 downstairs to maintain distancing •Changed online replenishment so that there are fewer manual moves – sorter and RF now running daily •If assisting courier loading employee to ensure 2m distance •Signage introduced to state only one person per aisle when picking <p>Store returns</p> <ul style="list-style-type: none"> •Scanning station use reduced to 50% •Preowed recall moved downstairs to increase capacity and allow social distancing 						

<p>Cross contamination transmission from a contact surface</p>	<p>Employees, Visitors, Drivers and Contractors in the DC including offices, welfare areas and Bistro</p> <p>Transmission of the virus between people during every day operational activities</p> <p>Transmission of virus on reusable gloves</p> <p>Transmission of the virus on disposable gloves</p>	<p>Employees regularly instructed to following strict personal hygiene regimes including washing/sanitising their hands frequently during stock/equipment contact and before touching their face, taking breaks etc.</p> <p>Employees reminded of the above during daily briefings.</p> <p>Cleaning regime in place to clean all high contact surfaces regularly with individual time frames based on frequency of contact</p> <p>Head office cleaning team supplanting DC cleaning regime</p> <p>Deep clean risk assessment and safe system of work available for use when and if required</p> <p>Posters displayed around the DC, Bistro, lockers and welfare areas to remind employees of the importance of hygiene and regular hand washing/sanitising</p> <p>Posters displayed around the DC, Bistro, lockers and welfare areas reminding employees displayed to remind staff no handshaking (Multiple language)</p> <p>Provision of additional hand soap, sanitiser and paper hand drying towels</p> <p>Hand sanitiser placed around the DC with focus on high risk areas (Returns, web returns, truck/combi parking areas etc.)</p> <p>RF guns and WMS/ JDA terminal to be cleaned at start of each day</p> <p>Wherever possible terminals, RF GUNS and other work equipment is to be nominated for use by specific individuals and cleaned before use</p> <p>Trucks, combis and other work equipment wiped down daily and hand sanitiser used after each use</p> <p>Gloves of any kind are not to be used in the DC during the pandemic unless specifically instructed by the DC management team for specific tasks. Where used they must be disposable and hands must be washed/sanitised after removal.</p>	<p>3</p>	<p>1</p>	<p>3</p>					<p>0</p>
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Web returns transmitting virus to employees in the DC	<p>Employees processing web returns in the DC</p> <p>Transmission of any virus still present on products returned from stores to employees in the DC</p>	<p>Employees regularly instructed to following strict personal hygiene regimes including washing/sanitising their hands frequently particularly when processing web returns and before touching their face, taking breaks etc.</p> <p>Posters displayed in web returns area to remind employees of the importance of hygiene and regular hand washing</p> <p>Web returns subject to 3 day quarentine from posting/collection before processing, 5 days where possible</p> <p>Online trade-in suspended</p>	3	1	3							0
Reverse logistics transmitting virus to employees in the DC	<p>Employees processing recalled stock in the DC</p> <p>Transmission of any virus still present on products returned from stores to employees in the DC</p>	<p>Employees regularly instructed to following strict personal hygiene regimes including washing/sanitising their hands frequently particularly when processing recalls and before touching their face, taking breaks etc.</p> <p>Posters displayed in recall area to remind employees of the importance of hygiene and regular hand washing/sanitising</p> <p>Where possible recalls subject to 3 day quarentine from posting/collection before processing, 5 days where possible</p>	3	1	3				3	1	3	

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Direct transmission of virus due to working on equipment in close proximity to each other	<p>Employees completing specific tasks</p> <p>The virus may be transmitted between employees where they are working within 2m of each other due to the configuration of the work environment and equipment required</p>	<p>DC to be audited to assess where employees cannot work more than 2m from each other</p> <p>Areas and equipment should be reconfigured to allow employees to work 2m apart</p> <p>Guards in the security lodge should be advised to discuss their working practices internally to ensure they are maintaining social distancing.</p>	3	2	6	<p>Following adjustments to be made to ensure all employees can work 2m apart:</p> <p>Online</p> <ul style="list-style-type: none"> •Stock moves desk being flipped 270 degrees so that can have two people working •Matching areas upstairs and downstairs physically moved to ensure distancing from packers and to allow matchers to work without interacting •Physical markings put in place to show 2m around goods in desk so that staff don't cluster •Despatch area reorganised to maintain separation between scanning and loading of Royal Mail cages •WAM's desk – moved 2m apart • <p>Returns</p> <ul style="list-style-type: none"> •Distance between scanning stations and matching desk to be increased to allow physical separation 		3	1	3

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A confirmed case of COVID-19 being present in the workplace in the last 72 hours transmitting the virus to others	<p>Employees, Visitors, Drivers and Contractors in the DC including offices, welfare areas and Bistro</p> <p>Virus left by infected/potentially infected person may still be present on high contact surfaces and transmitted to other employees</p>	<p>Employees regularly instructed to following strict personal hygiene regimes including washing/sanitising their hands frequently during stock/equipment contact and before touching their face, taking breaks etc.</p> <p>Employees reminded of the above during daily briefings.</p> <p>Posters displayed around the DC, Bistro, lockers and welfare areas to remind employees of the importance of hygiene and regular hand washing/sanitising</p> <p>H&S team available to be contacted for advice where required</p> <p>Deep clean of relevant areas conducted where someone with symptoms has been in the workplace AND they/a household member has been confirmed with COVID-19 in the last 72 hours</p> <p>Deep clean risk assessment and safe system of work available for use when and if required</p>	3	1	3						0
Non employee on site may transmit the virus to employees and vice versa	<p>Employees, Visitors, Drivers and Contractors in the DC including offices, welfare areas and Bistro</p> <p>People may transmit the virus between them while visitors and contractors attend stores</p>	<p>No visitors/contractors allowed on site unless H&S or business critical with monitoring by engineering manager</p> <p>All employees from the DC office to be WFH wherever possible</p> <p>All home workers to complete company eLearning course and self-assessment</p> <p>Where contractors and visitors are permitted on site they are asked if they have any of the symptoms detailed by the government/authorities and if they live in the same household as anyone that has started displaying the symptoms in the last 14 days.</p> <p>Where contractors and visitors are permitted on site they are briefed to; Maintain social distancing protocols, Not shake hands with employees, Wash/sanitise their hands regularly and sanitise any equipment they work on.</p>	3	1	3						0

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Transmission of virus when making, obtaining and consuming refreshments	<p>Employees in the DC including offices, welfare areas and Bistro</p> <p>Virus may be transmitted between staff while making and drinking refreshments and taking breaks</p>	<p>Cleaning regime in place to ensure increased frequency cleaning of high contact surfaces in all welfare areas</p> <p>Vending machine controls and retrieval slot to be cleaned down regularly in line with the above.</p> <p>Self-serve condiments and food contact items in the Bistro removed and administered by Bistro team individually (i.e. Food service tongs/spoons, condiments, cutlery and cutlery caddies, trays, sweetener and sugar holders, coffee stirrers etc.)</p> <p>Re-usable bistro items to be cleaned thoroughly between uses (trays etc.)</p> <p>Employees informed to only make refreshments for themselves</p> <p>Employees informed not to handle each other's cups, bottles and food containers</p> <p>Employees informed not to share food from the same food container such as tubs of sweets</p> <p>Tables in welfare tables restricte to one person per table with signage in place.</p>	3	1	3					0
Transmission of virus where someone has symptoms in the workplace	<p>Employees, contactors, visitors and customers</p> <p>An employee displaying symptoms of the virus may be infectious to others</p>	<p>Employee informed to follow all group/government advice relating to self-isolation</p> <p>People team available to support and advise in conjunction with H&S team where required</p> <p>Cleaning regime in place to clean all high contact surfaces regularly with individual timeframes based in frequency of contact</p> <p>Deep clean risk assessment and safe system of work available for use when and if required</p>	3	2	6					0

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Transmission of virus to vulnerable employees from high risk groups	<p>Employees in the DC including offices, welfare areas and Bistro</p> <p>Vulnerable workers in high risk groups may develop more severe symptoms if they contract the virus</p> <p>Employees WFH may face hazards from incorrect DSE use</p>	<p>Follow the current group/government guidelines in terms of advising staff to work from home and protecting vulnerable workers.</p> <p>Any staff over 60 or that have existing health conditions which may increase their risk of developing severe symptoms to contact people team for further advice or to follow current government guidance.</p> <p>All home workers to complete company eLearning course and self-assessment</p>	4	1	4							0
					0							0
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S	L		RPN	S	L			RPN	
Risk assessment review									
<ul style="list-style-type: none"> If there are additional controls to be implemented, the latest date for completion should be the review date. Once completed a new review date of +12 months should be added (unless the risk assessment dictates otherwise) If there are no additional controls to be implemented then a review date of +12 months should be added (unless the risk assessment dictates otherwise) If there is a significant change in the workplace including people affected, or a related incident occurs the risk assessment must be reviewed Every 3 years a new risk assessment must be completed 									
Step 5 Review date	Review completed date	Additional controls completed? Y/N/NA	Reviewed by (Print)	Reviewed by (Sign)	I have read and understand the findings of this risk assessment and agree to comply with the control measures as stated				
					Manager (print & sign)	Manager (print & sign)	Manager (print & sign)	Manager (print & sign)	
26/06/20	30/06/20	NA	Sean Widdowson						
25/09/20									