

Activity	Coronavirus transmission in stores	Reference No	CRNASPDWIDD230320R8	<b>GAME Retail Ltd. Risk Assessment</b>
Location	Retail stores	Assessor (Print)	Sean Widdowson and Sarah Stallard	
Date	29 <sup>th</sup> September 2020	Assessor (Sign)		

Risk Assessment Scoring	Severity of hazard (S)		Likelihood of Occurrence (L)		RPN (Risk Priority Number)			
	<b>RPN = S x L</b>	<b>1</b>	<b>Low:</b> First aid injury/property damage only (inconsequential damage to property)	<b>1</b>	<b>Low:</b> Highly Unlikely (Freak accident)	<b>4</b>	<b>8</b>	<b>12</b>
	<b>2</b>	<b>Moderate:</b> Minor consequence (Lost time/light duties injury up to 7 days / Minor damage)	<b>2</b>	<b>Medium:</b> Unlikely (Possible not expected next 12 months)	<b>3</b>	<b>6</b>	<b>9</b>	<b>12</b>
	<b>3</b>	<b>High:</b> Major consequence (Over 7 day injury / Damage that stops operations / HSE enforcement)	<b>3</b>	<b>High:</b> Likely (Hazard constant, daily weekly opportunity)	<b>2</b>	<b>4</b>	<b>6</b>	<b>8</b>
	<b>4</b>	<b>Significant:</b> Critical consequence (Long term injury/ fatality / HSE Prohibition)	<b>4</b>	<b>Very high:</b> Almost certain (Hazard constant, realised if any control absent)	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>1 to 3: Trivial/Low</b> Ensure controls maintained		<b>4 or 7: Moderate</b> Take action to reduce the risk within 3 - 6 months		<b>8 to 11: Substantial</b> Take action to reduce the risk within 1 months		<b>12 to 16: Intolerable</b> Stop activity immediately		
<b>Step 1</b>	Identify the hazards (Anything with the potential to cause harm)	<b>Step 2</b>	Decide who might be harmed & how	<b>Step 3A</b>	Evaluate & then score the risk with the existing controls			
<b>Step 3B</b>	Decide on additional controls needed to reduce risk and then evaluate & score the Risk again. Detail who will action the control measure and when	<b>Step 4</b>	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" &amp; communicate these with the store team</i>	<b>Step 5</b>	Set initial review date and print			

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<p>Transmission of virus due to close proximity to each other</p>	<p>Employees, Visitors and Contractors, customers</p> <p>Employees, visitors and contractors may spread the virus between them due to their close proximity to each other behind tills or in back areas.</p> <p>Customers may spread the virus between them due to their close proximity to each other</p> <p>Employees and customers may spread the virus between them due to their close proximity to each other on the sales floor or at the till point</p> <p>Over-crowding in stores may cause people to unintentionally become in close proximity to each other</p>	<p>Employees informed to keep a safe distance apart (as detailed in government guidance) whenever possible and to allow each other to pass through doors, rooms or corridors before entering themselves</p> <p>Markings placed on floor every 2m in all areas (including behind the counter and also back areas where multiple staff often work) using tape to help customers and staff follow current government guidelines</p> <p>Markings placed behind till points to help staff socially distance behind the tills. Employees trained where people need to pass within 2m they are to do so back to back</p> <p>Stores advised of maximum number of tills to be used to keep everyone a safe distance apart</p> <p>Stand here stickers placed in front of tills</p> <p>Employees trained to step back when not using the till or passing something to or from the customer</p> <p>Employees informed to keep a safe distance apart (as detailed in government guidance) from customers when on the shop floor replenishing stock on the shop floor</p> <p>Customer information and guidance displayed at entrance and/or on rotating messages on digital screens covering social distancing, the wearing of face coverings and encouraging people to touch less</p> <p>Perspex "Sneeze screens" Installed at counter till points that are in use and 2m distance between staff maintained or side screens added if not possible</p> <p>All staff advised face coverings are required by law (unless exempt) and provided for all staff if they do not wish to wear their own</p> <p>Staff advised to wear a face shield if likely to come within 2m of someone particularly if there is a chance customer may not be wearing a face covering</p> <p>Staff search procedures changed to allow completion while maintaining social distancing</p>	3	2	6	<p>Stores to display capacity posters in their windows displaying the number of people permitted in the store at any time.</p> <p>Manager to be trained on how and when to manage the number of people in store in both proactive and reactive ways</p>	<p>02/10/20 Operations</p> <p>16/10/20 H&amp;S/ Training dept.</p>			0
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		Posters in place instructing customers lifts are to be used by one household/support bubble at a time only  Music not to be played instore above a volume that would require people to raise their voices to talk normally									
Surfaces and products in store could transmit the virus	Employees and customers  People could transmit the virus between themselves by everyday handling of products  People could transmit the virus between themselves during the purchasing process	Employees informed to wash/sanitise their hands regularly including after handling product, before and after serving a customer, whenever touching shared equipment, after cleaning and after touching things on the shop floor and before eating, drinking or taking breaks with reminder posters in place  Employees trained that disposable gloves are to be single use only and only used when completing visibly dirty tasks or when using cleaning products as per normal processes and to follow the guidance given on use and de-gloving  Cleaning regimes increased to ensure regular cleaning of high contact areas  Employees aware of the increased cleaning regime in store and the intervals for the cleaning of high contact surfaces  Hand sanitiser available in multiple locations as required including: at all till points, shared work equipment (such as laptops, PC's, phones and disc repair machines), staff welfare and delivery areas  Customer information and guidance displayed at entrance and on rotating messages on digital screens covering social distancing and the wearing of face coverings  A4 posters at tills advising customers to pay by contactless wherever possible  Employees trained that PDQ machines should be wiped down between each customers use  Hand sanitiser made available for customer use with a poster displayed to invite customers to use it. COSHH risk assessment completed and available upon request	3	1	3	Lifts to display posters indicating maximum 1 household/support bubble at a time	10/10/20 Operations				0

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Interactive user displays in-store transmitting virus	Employees and customers  Employees and customers may transmit the virus between themselves when touching or trying on demo units	Employees informed not to touch user displays unless necessary, to wash/sanitise their hands afterwards and reminder posters are in place  Employees informed not to test, try on or demonstrate headsets, keyboards, mice, control pads, PC's etc.  All powered displays and demo pods that are encourage for customer interaction are switched off  Posters displayed on interactive displays asking customers not to touch displays or try demo units	3	1	3						0
Trade in and returns	Employees  Employees may transmit the virus to themselves while testing items that come into close proximity or contact with their face	Employees informed to exchange VR headsets, headsets or any other item that needs to be placed in close proximity/contact to their face or head for testing without verifying the fault  Trade in of products that would require potential COVID unsafe practices to test suspended  Staff trained to follow hand hygiene procedures after trading in or returning products  Staff trained that trade in and returned stock to be quarantined for 2 or 3 days (based on current local guidance) before processing	3	1	3						0
Transmission of virus while demoing tech devices	Employees and customers  The virus may be transmitted to people when passing tech devices between them during the sale process or getting physically close to them	Employees informed to show customers the condition of the phone without handing it to them wherever possible. If not they are to wipe down the phone afterwards and wash/sanitise their hands with reminder posters are in place  Staff advised to wear a face shield if likely to come within 2m of someone particularly if there is a chance customer may not be wearing a face covering	3	1	3						0

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Transmission of the virus during stock handling processes, including deliveries, returns, merchandising and PI counts	Employees  The virus may be transmitted to employees from contaminated stock and marketing materials	Employees informed to following strict personal hygiene regimes including washing/sanitising their hands after all stock contact before touching their face, taking breaks etc. And reminder posters are in place  Staff trained that trade in and returned stock to be quarantined for 2 or 3 days (based on current guidance) before processing  Staff trained to wipe down all stock bought to the counter by a customer before it is returned to the shop floor if this is required	3	1	3	Mini speakers to be provided to each store to allow them to test headphone sockets on tech trade ins	17/10/20 Commercial team	3	1	3
Contractors/visitors in store may transmit the virus to employees and vice versa	Employees, contractors and visitors  People may transmit the virus between them while visitors and contractors attend stores	Visitors to only be allowed in store if business critical  Employees trained and suppliers advised that brand representatives visiting stores must stay in public areas, maintain social distancing, follow any regional law such as wearing face coverings and are not permitted to leave anything in stores or to ask employees to handle anything  Managers trained to advise contractors on entry to maintain social distancing, wash/sanitise their hands regularly including on entry to the store, wear a face covering and wipe down any equipment they handle when they have finished  Managers trained to record details of contractors and visitors (incl. reps) using web link provided upon entry into the store	3	1	3					0
Transmission of virus when making and consuming staff refreshments	Employees  Virus may be transmitted between staff while making and drinking refreshments and taking breaks	Employees informed to wipe down surfaces before using staff welfare facilities where food is consumed  Employees informed to only make refreshments for themselves  Employees informed not to handle each other's cups, bottles and food containers  Employees informed not to share food from the same food container such as tubs of sweets	3	1	3					0

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Transmission of virus where someone has symptoms	<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 strictly follow all government advice relating to self-isolation and not to attend or remain at work of they or someone in their household has symptoms or if they have been told to self-isolate by NHS test &amp; trace</p> <p>Managers trained to ensure they have up to date contact details for all staff to assist NHS test and trace where required</p> <p>Flow chart available for managers to follow when someone presents with symptoms or has been in close contact with someone that has symptom</p> <p>Deep clean risk assessment and safe system of work available on the intranet and from Area/Regional managers for use when they in conjunction with the Health &amp; Safety team deem it required</p>	3	1	3	Outbreak plan to be developed to specifically list actions to be taken including use of existing flow chart. A defined SPOC (Single Point Of Contact) to be detailed.	10/10/20 Health & Safety Manager	3	1	3
Transmission of virus to vulnerable employees	<p>Employees, contactors, visitors and customers</p> <p>Vulnerable workers in moderate/high risk groups may be at risk of developing more severe symptoms if they contract the virus</p> <p>Other workers with pre-existing medical conditions may be at risk of developing more severe symptoms if they contract the virus</p>	<p>The company is following the current group/government guidelines in terms of advising staff when they can attend work</p> <p>Individual risk assessments completed/updated for any clinically or extremely clinically vulnerable employees before they return to work and upon and reviewed regularly or upon change</p> <p>Where possible vulnerable workers to be given tasks that keep them away from the general public as much as possible</p> <p>Individual risk assessments completed/updated for anyone with a pre-existing medical condition</p> <p>Area managers to ensure individuals at risk are identified in all stores and risk assessments are completed where necessary</p>	3	2	6					0
Risk of violence or verbal abuse towards staff enforcing COVID control measures with the general public	<p>Employees</p> <p>Employees may be physically or verbally abused while trying to enforce customers to adopt COVID measures in store</p>	<p>Employees trained not to enforce or advise customers to social distance between themselves, to wear face coverings or to use hand sanitiser except via the posters placed in store</p>	2	1	2					0

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Mental health injuries	<p>Employees</p> <p>Employees mental health may be harmed in various ways such as from isolation during closures, concern from the risks posed by the virus to their health and job security</p>	<p>Company mental health risk assessment completed</p> <p>Retail trust helpline available to all employees should they need support</p>	3	2	6	<p>Training of people team employees in mental health first aid so they can be available to support the stores</p> <p>Mental health training for area managers</p>	<p>01/02/21</p> <p>Healthy working company and the people team</p> <p>01/02/21</p>	2	2	4
Contraction of virus when traveling between company locations	<p>Employees</p> <p>Employees may contract the virus when coming in close contact with others while using public transport</p>	<p>Employees advised to walk and cycle between locations or use private vehicles where possible</p> <p>Employees advised not to share a vehicle with people outside of their household/support bubble and if unavoidable to sit as far apart as possible and where face coverings</p> <p>Employees advised not to use public transport where possible and to wear a face covering at all times if they have to</p>	3	1	15					0
Control measures not being implemented	<p>Employees, Visitors and Contractors, customers</p> <p>Employees may not be aware of control measures they need to follow to prevent spread of the virus</p> <p>Critical control measures in store may lapse or be missed leading to the spread of the virus</p>	<p>Compulsory eLearning modules covering all key control measures including, policy changes, face coverings, visors, disposable gloves and social distancing for all employees to complete before their first shift</p> <p>Covid audit completed in every store monthly to ensure control measures are in place</p>	3	1	3					0



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<b>Risk assessment review</b>												
<ul style="list-style-type: none"> <li>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)</li> <li>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)</li> <li>If there is a significant change in the workplace including people affected, or a related incident occurs the risk assessment must be reviewed</li> <li>Every 3 years a new risk assessment must be completed</li> </ul>												
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)	
01/11/2020												