

Activity	Coronavirus transmission in stores	Reference No	CRNASPDWIDD230320R6	GAME Retail Ltd. Risk Assessment
Location	Retail stores	Assessor (Print)	Sean Widdowson and Sarah Stallard	
Date	13 th August 2020	Assessor (Sign)		

Risk Assessment Scoring	Severity of hazard (S)		Likelihood of Occurrence (L)		RPN (Risk Priority Number)			
	RPN = S x L	1	Low: First aid injury/property damage only (inconsequential damage to property)	1	Low: Highly Unlikely (Freak accident)	4	8	12
	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 of hazard	Step 2 Who and how?	Step 3A			Step 3B							
		Existing Control Measures	Risk			Additional controls needed (Where appropriate)	By when and by whom?	Revised Risk				
			S	L	RPN			S	L	RPN		
Transmission of virus due to close proximity to each other	<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 using tape to help customers follow current government guidelines.</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 advised 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 on rotating messages on digital screens covering social distancing and the wearing of face coverings</p> <p>Perspex "Sneeze screens" Installed at counter till points</p> <p>Face coverings provided for all staff one per 4 hour shift and their use is strongly encouraged with teams trained on the importance of them to protect each other</p> <p>Compulsory eLearning module on PPE use for all employees to complete before their first shift</p> <p>Compulsory eLearning module on social distancing created for all employees to complete before their first shift</p> <p>Staff search procedures changed to allow completion while maintaining social distancing</p>	3	1	3							0

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Surfaces and products in store could transmit the virus	<p>Employees and customers</p> <p>People could transmit the virus between themselves by everyday handling of products</p> <p>People could transmit the virus between themselves during the purchasing process</p>	<p>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</p> <p>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</p> <p>Employees aware of the cleaning regime Risk Assessment and Safe System Of Work in place for cleaning of high contact surfaces at regular intervals</p> <p>Customer information and guidance displayed at entrance and on rotating messages on digital screens covering social distancing and the wearing of face coverings</p> <p>A4 posters at tills advising customers to pay by contactless wherever possible</p> <p>PPE provided to store teams for each shift</p> <p>Compulsory eLearning module on PPE use for all employees to complete before their first shift</p> <p>Compulsory eLearning module on policy changes created for all employees to complete before their first shift</p> <p>Employees trained that PDQ machines should be wiped down between each customers use</p> <p>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</p>	3	1	3						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 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 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 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 coming within 2m of someone under the 1m+ rules, particularly if the customer is not wearing a face covering	3	1	3						0
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	3	1	3						0

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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 Brand representatives no longer allowed to visit stores adoc and need to get authorisation from Head Office fi this changes Contractors allowed to visit stores to complete maintenance works and testing but employees trained to advise them on entry to maintain social distancing, wash/sanitise their hands regularly including on entry to 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 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
Transmission of virus where someone has symptoms	Employees, contractors, visitors and customers An employee displaying symptoms of the virus may be infectious to others	Employee informed to follow all government advice relating to self-isolation Cleaning regime in place to clean all high contact surfaces regularly Deep clean risk assessment and safe system of work available from Area/Regional managers for use when they in conjunction with the Health & Safety team deem it required	3	2	6						0

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Transmission of virus to vulnerable employees	Employees, contactors, visitors and customers Vulnerable workers in moderate/high risk groups may be at risk of developing more severe symptoms if they contract the virus Other workers with pre-existing medical conditions may be at risk of developing more severe symptoms if they contract the virus	The company is following the current group/government guidelines in terms of advising staff when they can attend work Individual risk assessments completed/updated for any clinically or extremely clinically vulnerable employees before they return to work Individual risk assessments completed/updated for anyone with a pre-existing medical condition Area managers advised to ensure individuals at risk are identified in all stress and risk assessments are completed where necessary Based in the outcomes of individual risk assessments addition control mitigations to be implemented in relevant stores	3	2	6						0
Risk of violence or verbal abuse towards staff enforcing COVID control measures with the general public	Employees Employees may be physically or verbally abused while trying to enforce customers to adopt COVID measures in store	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	2	1	2						0
					0						0
					0						0

Risk assessment review

- 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)

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13/09/20	20													