

Activity	Coronavirus transmission in stores	Reference No	CRNASPDWIDD230320R11	<b>GAME Retail Ltd. Risk Assessment</b>
Location	Retail stores	Assessor (Print)	Sean Widdowson	
Date	16 August 2021	Assessor (Sign)		

Risk Assessment Scoring  RPN = S x L	Severity of hazard (S)		Likelihood of Occurrence (L)		RPN (Risk Priority Number)			
	1	<b>Low:</b> First aid injury/property damage only (inconsequential damage to property)	1	<b>Low:</b> Highly Unlikely (Freak accident)	4	8	12	16
	2	<b>Moderate:</b> Minor consequence (Lost time/light duties injury up to 7 days / Minor damage)	2	<b>Medium:</b> Unlikely (Possible not expected next 12 months)	3	6	9	12
	3	<b>High:</b> Major consequence (Over 7 day injury / Damage that stops operations / HSE enforcement)	3	<b>High:</b> Likely (Hazard constant, daily weekly opportunity)	2	4	6	8
	4	<b>Significant:</b> Critical consequence (Long term injury/ fatality / HSE Prohibition)	4	<b>Very high:</b> Almost certain (Hazard constant, realised if any control absent)	1	2	3	4
<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 trained to maintain a safe distance (as detailed in government guidance) whenever possible and to allow others to pass through doors, pinch points, 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 employees often work) using tape to help customers and employees follow current government guidelines</p> <p>Markings placed behind till points to help employees 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>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 employees maintained or side screens added if not possible</p> <p>All employees advised face coverings are required by law (unless exempt) and provided for all employees if they do not wish to wear their own</p> <p>Employees trained to wear a visor if likely to come within 2m of someone particularly if there is a chance customer may not be wearing a face covering</p> <p>Employees trained that search procedure has changed to allow completion while maintaining social distancing by self scanning with the security wands</p> <p>Posters in place in all lifts instructing customers and employees that lifts are to be used by one household/support bubble at a time only</p>	3	2	6				0
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		<p>Music not to be played instore above a volume that would require people to raise their voices to talk normally</p> <p>Shopfloor routes kept clear to enable social distancing to maintained with non-essential items removed where necessary</p> <p>Shop floor social distancing champion to be in place at all times monitoring the number of customers in store and following the traffic light system to take action to control customer numbers where required and employees trained</p> <p>A-fame poster / tensor barrier available to place across doorway when required to assist social distancing champion in maintaining numbers in store</p> <p>Employees trained in the correct use of PPE</p> <p>Improved click and collect process to reduce time customers spend in store when collecting orders</p>									

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Transmission of virus on surfaces and products in store	<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 could transmit the virus to themselves when completing cleaning</p>	<p>Employees trained 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 used when completing visibly dirty tasks or when using cleaning products as per normal processes and to follow the guidance given on donning and de-gloving</p> <p>Cleaning regimes increased to ensure regular cleaning of high contact areas and management instructed to amend schedule to their store where required</p> <p>Employees aware of the increased cleaning regime in store and the intervals for the cleaning of high contact surfaces</p> <p>Hand sanitiser available in multiple locations as required including: at all till points, shared work equipment (such as PC's, phones and disc repair machines, testing equipment), employee welfare, back doors and delivery areas with reminder poster in place</p> <p>POS at tills advising customers to pay by contactless wherever possible</p> <p>Employees trained that PDQ machines should be wiped down between each customer use if the customer touches the machine</p> <p>Hand sanitiser made available for customer use with a poster displayed to invite customers to use it</p> <p>Employees trained in the correct use of PPE</p>	3	2	6						0

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Interactive user displays and demonstrations in-store transmitting virus	Employees and customers  Employees and customers may transmit the virus between themselves when touching or trying on demo units	Employees trained not to test, try on or demonstrate headsets, keyboards, mice, control pads, PC's etc.  All powered displays and demo pods that encourage customer interaction are switched off or have pads removed  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 trained 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 (Headsets/VR units)  Employees trained to follow hand hygiene procedures after trading in or returning products  Employees trained that trade in and returned stock to be wiped down where possible before being processed.	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 trained 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  Employees trained to wear a visor if likely to come within 2m of someone particularly if there is a chance a 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 trained 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  Employees trained that trade in and returned stock to be wiped down where possible before being processed.  Employees trained to wipe down all stock bought to the counter by a customer before it is returned to the shop floor  Employees trained not to handle paperwork/electronic signature devices from drivers where possible or wash/sanitise their hands immediately afterwards	3	1	3				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	Employees trained and suppliers advised that brand representatives or anyone else 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 refreshments	Employees  Virus may be transmitted between employees while making and drinking refreshments and taking breaks	Employees trained to wipe down surfaces before using employee welfare facilities where food is consumed  Employees trained to only make refreshments for themselves  Employees trained not to handle each other's cups, bottles and food containers  Employees trained 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 if 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 employees 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>External specialist cleaning teams on standby for deep cleaning and sanitising of any key areas as required</p> <p>Outbreak plan and flow charts in place to ensure potential for workplace transmission is minimised, cases recorded and correct actions taken including RIDDOR reporting where needed</p> <p>Employees guidance document available providing Q&amp;A and COVID health advice</p>	3	1	3						0
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 employees when they can attend work</p> <p>Individual risk assessments completed/updated for anyone with a pre-existing medical condition including clinically or extremely clinically vulnerable employees before they return to work 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>Area managers to ensure individuals at risk are identified in all stores and risk assessments are completed where necessary</p>	3	2	6						0

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Risk of violence or verbal abuse towards employees 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
Mental health injuries	Employees  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	Company mental health risk assessment completed  Retail trust helpline available to all employees should they need support	3	2	6					0
Contraction of virus when traveling to or between company premises	Employees  Employees may contract the virus when coming in close contact with others while using public transport	Employees advised to walk and cycle between locations or use private vehicles where possible  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, wear face coverings and not exceed 2 people per vehicle  Employees advised not to use public transport where possible and to wear a face covering at all times if they have to  Employee guidance document available on traveling safely	3	1	3					0

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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>Employees trained to report any non-compliance to control measures to their line manager, their line managers manager or the confidential hotline as appropriate</p> <p>Weekly COVID audits completed, recorded and monitored centrally to ensure compliance to COVID control measures</p> <p>Area managers, health &amp; Safety teams and Risk and Loss Prevention Investigators checking to ensure COVID control measures are in place during visits</p>	3	1	3					0
Transmission of virus while providing first aid	<p>First Aiders, Employees, Visitors and Contractors, customers</p> <p>Transmission of virus due to close contact with the casualty while providing treatment</p> <p>Transmission of virus while providing CPR to the casualty</p> <p>Transmission of virus due to contamination by bodily fluids</p>	<p>First aid only to be provided by trained first aiders</p> <p>First aiders provided with additional PPE including visors, disposable aprons, personal hand sanitising gel, disposable gloves and face masks</p> <p>First aiders kept up to date with advice on how to minimise risk while treating casualties</p> <p>First aiders kept up to date with advice on how to provide CPR safely such as if to provide rescue breaths</p> <p>First aiders reminded of the importance of maintaining good hand and respiratory hygiene and disposing of potentially contaminated materials safely</p>	3	2	6					0

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Transmission of virus through particles in the air	<p>Employees, Visitors and Contractors, customers</p> <p>A lack of natural or mechanical ventilation may increase the risk of people transmitting the virus to each other</p>	<p>Managers trained to ensure issues with mechanical ventilation (not including recirculating mechanical ventilation such as air conditioning) are reported to property as a priority</p> <p>Employees trained to leave non fire doors open wherever possible without compromising security; such as toilet doors or doors between inner rooms</p> <p>Employees trained to leave windows open in back of house area where possible without compromising security</p> <p>Employees trained to avoid working together in small rooms and enclosed spaces wherever possible</p> <p>Employees advised of the maximum customer capacity for their premises to reduce number of airborne particles at any one time</p>	3	2	6					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)
30/06/2021	16/08/21	Y	S Widdowson					
15/11/21								