

Setting the Scene:

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is to be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol-based rub frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

GUIDANCE:

You run a retail outlet. To protect staff and customers, you should manage entry into the outlet, only allowing a limited number of people into your outlet at any given time.

You should put up signage to ask customers with symptoms not to enter the store, and to remind both staff and customers to always keep 2 metres from other people, wherever possible.

You should regularly encourage staff to wash their hands with soap and water as often as possible and for 20 seconds every time.

If feasible, you should also put up barriers at all points of regular interaction to further reduce the risk of infection for all parties involved, cleaning the barriers regularly. You should still advise staff to keep 2 metres apart as much as possible.

To protect your staff, you should remind colleagues daily to only come into work if they are well and no one in their household is self-isolating

SKOPES

| Potential Hazards | | Assessment of Risk | | |
|-------------------|--|--------------------|-----|------|
| Ref | | Low | Med | High |
| 1 | Risk of infection due to lack of social distancing between staff | | x | |
| 2 | Risk of infection due to lack of social distancing between staff and customers | | x | |
| 3 | Poor hygiene/ cleaning | | x | |
| 4 | Public intending to harm by intimidation of staff | x | | |
| 5 | Risk of infection due to stock movement procedures | x | | |
| 6 | Contact of shared resources and facilities | x | | |
| 7 | Staff shortages due to unavailability | | x | |
| 8 | Emotional wellbeing of staff and customers | | x | |

| Control Measures |
|---|
| <p>SALES FLOOR</p> <ul style="list-style-type: none"> • Limiting the number of team members in store/dept at any one time • Limiting the number of team members on breaks together • Gloves will be made available • Face masks will be work by all team members at all times • Screens will be in place at all cash and wraps “Skopes Stores” • Team members will adhere to social distancing whilst carrying out their duties • Display graphics displayed around the store social distancing and know the signs of Covid-19 will be in all areas of each store “Skopes Stores” • Customer one-way system at the doors will be marked by arrows on the sales floor and customers will be advised of the direction of travel verbally by the greeting team member. “Skopes Stores” • No friends or family should be allowed into our stores to spend time speaking to the team. • Our store Management should minimise host centre management and security time spent in our stores • Face to face meetings should be discouraged, telephone or email are available as are other platforms instead • All internal doors, bar Fire and toilet doors, should be propped open to minimise contact risk |
| <p>CUSTOMER SERVICE</p> <ul style="list-style-type: none"> • Limiting the number of customers in store at any one time, a team member will be positioned at door to greet each customer and keep the number at the required level, they will be wearing PPE, supplied, face mask and High Vis vest. “Skopes Stores” • Customer service will be limited, mostly verbal no close contact keeping social distancing in mind at all times. |

SKOPES

- Large groups of customers should be discouraged considering the rule of 6 and gov guidelines on gatherings in public places.
- Team members should always adhere to social distancing guidelines
- Customers will be able to use fitting rooms. Fitting rooms will be sanitised regularly and items tried on but not purchased will be isolated for 48 hours before being returned to stock.
- We will carry out alterations, ensuring our team members limit face to face situations.
- Customer dwell areas will be set up with social distancing in mind.
- Social distancing markers and graphics around the store “Skopes Stores”
- We will ensure adequate walkways and space is given to enable customers to walk our stores/depts. freely and avoiding close contact with others with ease, this may involve removal of floor fixtures from the shop floor

DELIVERIES AND STOCK MOVEMENT

- Staff should wear disposable gloves to receive all deliveries
- TNT drivers should unload the van and the store will provide them with runner rails, social distancing rules should be adhered to when dealing with all delivery drivers
- There will be no deliveries unless discussed with Area manager for at least the first 2 weeks of trading
- Team members should wash their hands after dealing with any delivery

TILL POINT / CASH AND WRAP

- Only 1 team member behind the cash and wrap at any time
- Screens will be put in place adjacent to each cash and wrap “Skopes Stores”
- Team members will hand sanitize after every transaction
- Customers will be held behind a taped line on the floor and queue in 2 metre distances, foot stickers will be positioned where we would like them to stand “Skopes Stores”
- Queue begins here graphics have been produced highlighting social distancing
- We can take card transactions and cash. Host store rules will apply to concessions
- Refunds can be processed staff should use gloves to inspect any returned items which should then be quarantined for 48 hours before being processed.
- Any irate customers / will be asked to leave the premises and centre security should be called immediately

CLEANING AND HOUSEKEEPING

- All contact points should be regularly cleaned with the appropriate cleaning equipment
- Cash and wrap cleaned twice daily
- Staff areas, Door handles, toilets, kettle, microwave, for example should all be cleaned after each person has used them
- Team members should have their own cup or mug and refrain from any communal use of plates etc
- Use of the facilities are at the individual’s discretion

SKOPES

- The team will be actively encouraged to bring their own packed lunch / drinks / flasks etc
- There should be no build-up of dishes in any staff areas, each team member to wash their own immediately after use.
- Wash your hands regularly posters will be in place in all staff areas, Managers to ensure that all team members wash their hands and hand sanitise regularly throughout the day
- Hand sanitiser will be available at front of store, cash and wrap, staff areas

FIRST AID

- Anyone carrying out first aid should wear the appropriate PPE, face covering and gloves

STAFF AND CUSTOMER WELLBEING AND EMOTIONAL SUPPORT

- Store Managers should feedback to Area Managers any best practice and or other suggestions or concerns they have about their teams working environment.
- Signage and store layouts must be clear and enable customers to shop our store without fear of breaching social distancing guidelines.
- During store evacuation procedures managers must ensure that social distancing is adhered to
- Your Area Manager/Head of Retail and HR are here to support you and are available to discuss any concerns you may have.
- We would ask that colleagues support, encourage and have patience with each other.
- Visit the GOV.UK website – Guidance for the public on the mental health and wellbeing aspects of coronavirus (COVID-19) for useful advice