

Debenhams

Debenhams Risk assessment – Working Safely with Covid-19

Company name: Debenhams

Completed by: Debenhams Health & Safety

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Debenhams has prioritised the health, safety and welfare of its colleagues, customers, contractors and visitors when taking decisions regarding the re-opening of its stores. The following risk assessment identifies the hazards and risks associated with operating under Covid-19 conditions, and the control measures to eliminate or reduce those risks as far as is reasonably practicable. This document has been written in consultation with representative members of the workforce, and with consideration of guidance provided by Public Health England and the HSE, and will be reviewed continuously to ensure it remains up to date and new information is received.

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Contamination by airborne particles and/or surfaces carrying Covid-19 virus	Vulnerable colleagues who may be more susceptible to infection by Covid-19 virus	Vulnerable colleagues or those living in households where there are vulnerable persons have been asked to remain at home	Colleagues asked to discuss their situation with their line managers regarding a potential return to work. All government guidelines regarding this population will be followed.	Colleague & Line Manager	Prior to re-attendance in store	As and when required

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		under "shielding" protocols				
Contamination by airborne particles and/or surfaces carrying Covid-19 virus	Colleagues	Guidance for all colleague provided on company Intranet site regarding Covid-19 safety protocols Social distancing implemented in the workplace.	A brief has been prepared which all colleagues will receive a brief before returning to work to explain what actions are taking place to keep colleagues and customers safe, and the expectations regarding compliance with these actions. This advice will be refreshed in line with Government guidelines.	Store Management	Prior to re-opening	Complete
		Guidance for all colleagues regarding actions to take in the event of themselves or a member of their household reporting a suspected or confirmed case of Covid-19	Signage will be provided for colleague areas to remind colleagues of rules regarding	Store Management	Prior to re-opening	Complete
			Service centres in use will be limited and Perspex screens installed on tills in use to provide a barrier	Store Management	Prior to re-opening	Complete

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		<p>Provision of sanitising gel for use by colleagues.</p> <p>Provision of sanitising wipes to clean shared equipment after use (e.g. computer keyboards, phones etc.)</p> <p>Amendments to cleaning regimes to increase focus on key touch points in the workplace such as door handles, lift buttons, desks surfaces</p>	<p>between colleagues and customers.</p> <p>For front-of-house colleagues not working on service centres, contact with customers will be minimised by the limiting or removal of services such as fitting rooms, beauty services etc. until such time as these are no longer considered to be risk to colleagues or customers and in line with Government guidance.</p> <p>Additional cleaning materials will be provided to enable frequent cleaning by colleagues of local touch points such as card readers, service desk surfaces etc. Used cleaning materials such as</p>	<p>All</p> <p>Store Management</p>	<p>Upon re-opening</p> <p>Prior to re-opening and subject to regular review</p>	<p>Complete</p> <p>Complete</p>

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			<p>used wipes, couch roll etc. to be double bagged and then disposed of as per normal procedure.</p> <p>Consideration will be given to colleague rest areas and welfare facilities to ensure social distancing can be implemented</p>	Store Management	Prior to re-opening and subject to regular review	Complete
			<p>Consideration will be given to staggering shift times and signing-in procedures to avoid over-crowding at colleague entry points.</p>	Store Management	Prior to re-opening and subject to regular review	Complete
			<p>Consideration will also be given to the optimal time for stock replenishment.</p>	Store Management	Prior to opening and subject to regular review	Complete
			<p>Consideration will be given to control measures to be implemented in back-of house office areas.</p>	Store Management	Prior to re-opening	Complete

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			Supplies of PPE will be procured and distributed for use by colleagues for areas and tasks where it is deemed necessary and effective	Store Operations	Prior to opening and subject to regular review	Complete
Contamination by airborne particles and/or surfaces carrying Covid-19 virus	Customers and colleagues	Public notices in place asking visitors not to enter if they are displaying symptoms of the virus and reminding them of requirements for social distancing.	Consideration will be given for safe queuing arrangements outside the store, which may be in conjunction with external parties such as shopping centres.	Store Management	Prior to opening and subject to regular review	Complete but subject to review
			To limit congestion in store and optimise social distancing, consideration will be given to limiting the number of customers allowed in the store at any one time.	Store Management in consultation with Area Manager	Prior to opening and subject to regular review	Complete
				Store Management	Prior to opening	Complete

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			Sanitising gel stations to be placed at each entrance for customer use.	Store Management	Prior to re-opening and subject to regular review	Complete
			Consideration will be given to the most effective ways of regularly communicating to our customers safe shopping protocols, including but not limited to: colleague meet & greet at the entrance; additional signage at entrances and around the store; recorded announcements.	Store Management	Upon re-opening - subject to review	Complete
			Standard customer toilet and baby changing facilities will remain closed until such time as sufficient cleaning resource can be guaranteed. Accessible facilities will be closed but available on request and subject to cleaning post use	All		

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			<p>Where additional customer assistance is required, consideration will be given to how this can be done safely.</p> <p>Cafes and restaurants will be closed until such time as Government guidance is updated.</p> <p>Consideration will be given to managing risks associated with customer use of fitting rooms, including but not exclusive to the limiting use of the facility, quarantine of handled stock, and arrangements for cleaning and sanitising the areas.</p> <p>At service centres, social distancing will be maintained by means of</p>	<p>Store Management</p> <p>Store Management/Area Manager</p> <p>Store Management</p>	<p>Prior to re-opening and subject to regular review</p> <p>Upon re-opening - subject to review</p> <p>Upon re-opening - subject to review</p> <p>Prior to re-opening</p>	<p>Complete but subject to review</p> <p>Complete</p> <p>Complete</p> <p>Complete</p>

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			<p>floor markings and supervision.</p> <p>Customer order kiosks will remain out of use until it is deemed safe to do so.</p> <p>Consideration will be given to arrangements for the quarantining of stock returned by customers, in line with Government guidance</p> <p>In each store consideration will be given to the placement of all fixtures, displays and furniture to maximise space and optimise social distancing.</p> <p>In each store consideration will also be given to ways to limit congestion at “pinch points” such as lifts and escalators.</p>	<p>Store Management</p> <p>Store Management</p> <p>Store Management</p> <p>Store Management</p>	<p>Upon re-opening - subject to review</p> <p>Upon re-opening - subject to review</p> <p>Upon re-opening and subject to regular review</p> <p>Prior to re-opening and subject to regular review</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete</p>

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Potential increased risk of contamination by product/persons visiting multiple sites via the supply chain	Contractors Colleagues Customers	All contractors required to follow any and all safe working protocols in place with respect to Covid-19	All contractors requested to provide their risk assessment for their own safe working practices.	Contractors to supply to Building Services Department	Upon resumption of service provision	complete
	Delivery Drivers Colleagues	Social distancing implemented in the workplace.	All contractor suppliers will be advised of the requirement to provide their own PPE, sanitising gel etc.	Contractors	On each visit to store premises	complete
		Provision of sanitising gel for use by colleagues.	Store specific risk assessments carried out in stores with specific reference to measures to control the risk of Covid-19 on the site loading bay and whilst driving company vehicles	Store Managers / Loading Bay teams	Upon resumption of service provision	Complete
			Risk Assessment carried out with specific reference to measures to control the risk of Covid-19 at the Distribution Centre	Management at the Distribution Centre	In place since initial risks identified	Complete

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Risks associated with working in an office environment	Support centre Colleagues, Visitors and Contractors	Social distancing implemented in the workplace. Provision of sanitising gel for use by colleagues.	Risk Assessment carried out with specific reference to measures to control the risk of Covid-19 at Support centres.	Support Centre Facilities Management	Prior to re-opening	Complete