

## Coronavirus Risk Assessment

This is the statement of policy and specific arrangements for managing the additional risks to health and safety as a result of the Coronavirus/COVID-19 pandemic. The Board of Directors of Gower Enterprises Limited (trading as E-Cigarette Direct) have determined that it is not possible for all members of staff to work from home and a core team of staff must remain to ensure that the store network can continue to function. In order to minimise the risk to all staff, the Board of Directors have undertaken the following risk assessment and actions.

<b>Location/Dept:</b> Retail Stores		<b>Date Re-Assessed:</b> 19/07/2021			<b>Assessed by:</b> Ben Cartwright - Head of Retail		
<b>Task/Activity:</b> Retail Sales (coronavirus)		<b>Review Date:</b> Regular ongoing, in line with Government changes			<b>Reference Number:</b> ECD RETAIL STORES 2020		
Activity/ Task	Hazard/Risk	Persons at Risk	Controls in Place	Severity (1-5)	Likelihood (1-5)	Risk/ Priority	Additional Controls Required
Working in Retail Stores	Contact with persons suffering from or potentially exposed to coronavirus	Employees Contractors Customers Visitors Members of the Public	<p>An <a href="#">Emergency Action Plan (EAP)</a> is in place and has been communicated to all employees and visitors, including what symptoms to look out for and what action to take. EAP to be displayed in visible areas around the workplace.</p> <p>All employees are instructed to follow government guidance on self-isolating and adhere to advice given.</p> <p>Guidance on Test and Trace has been given and where eligible, employees are strongly recommended to take part in the government's testing programme for COVID-19 and ensure that the results are communicated to senior management.</p>	3	2	6	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p><a href="#">Shops and branches - Working safely during coronavirus (COVID-19) - Guidance</a></p> <p>Control measures will be revised and updated when the latest government guidance is released.</p>

			<p><a href="#">Welsh Government guidance change</a> from 10/03/2021, if you are contacted by track and trace or know that you have been in contact with a positive COVID-19 case you must still self isolate AND book an NHS test, despite whether you have symptoms or not. Previously you could only book a test if you had symptoms. You also must still complete the self-isolation period of 10 even if you have a negative result.</p> <p><b>(<a href="#">English Government guidance</a> was updated again on 24/06/2021, “You can arrange to have a single PCR test whether or not you have symptoms”... “If you have a negative PCR test result during your 10 day isolation period, you must continue to self-isolate as you could still become infectious and pass the infection onto others. Stay at home for the full 10 days to avoid putting others at risk.”</b></p> <p>If the test results reveal that the individual has contracted COVID-19, action will be taken as prescribed in the Emergency Action Plan.</p> <p>A Return to Work interview and form will be completed when an employee returns from self-isolating or has been diagnosed with COVID-19.</p> <p>Employees working in stores have been reduced to the minimum possible with managerial staff working from home where possible.</p> <p>Visitors and Contractors have been reduced to the minimum possible.</p>				
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		<p>Line Management and Supervisors have been given responsibility as Social Distancing Officers to maintain social distancing rules.</p> <p>Current WELSH Government guidance on Social Distancing distances rules has been put in place until 7th August 2021. Signage in stores point to max customers, one way systems and reminders to maintain social distancing, with floor markers in place.</p> <p>All workstations in use and customer standing points allow for the current WELSH Government guidance on Social Distancing distances rules between persons occupying workstations and other customers.</p> <p>ENGLISH stores social distancing guidelines relaxed from the 19th July 2021, however through company guidance, communication and supporting point-of-sale we continue to encourage keeping a safe distance in all stores.</p> <p>Till points have been identified as having a higher potential for the current Government guidance on Social Distancing Distances rules to not be observed, so screens have been installed to minimise risks to both staff and customers.</p> <p>Each worker has their own assigned stationery. Shared tills can be used with their own stylus pens for touch screen use.</p>				
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		<p>Frequent cleaning and disinfecting guidance has been established, with particular attention paid to customer, display, kitchen, staff and facilities areas. Staff/Kitchen and facilities areas have been restricted to a single user at any one time with each person disinfecting surfaces after use using antibacterial wipes.</p> <p>Fire doors must remain closed as fire doors are an important fire safety measure, keep fire doors closed and follow government advice on hand washing and cleansing hard surfaces.</p> <p><b>All shop entrance doors are to remain open during opening hours to ensure a constant flow of fresh air to circulate through the shop.</b></p> <p>Government guidance for <a href="#">Keeping workers and customers safe during COVID-19 in shops and branches</a> does not supersede any legal obligations relating to health and safety</p> <p>Posters and signage is in place to remind workers about hygiene and cleaning procedures.</p> <p>If employees or known visitors test positive for coronavirus, in line with Government Guidance - <a href="#">7.1.2 Outbreaks in the workplace</a> - further advice will be sought from the local Health Protection Team. They will take over the risk assessment process from that point.</p> <p>Once symptomatic or potentially exposed, all surfaces that the person has come into significant contact with must be cleaned, including:</p>				
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			<ul style="list-style-type: none"> <li>All surfaces and objects which are visibly contaminated with body fluids; and</li> <li>All potentially contaminated high-contact areas such as toilets, door handles, telephones, displays, demo products, counters, sneeze screens, tills, etc.</li> </ul> <p>Public areas where a symptomatic individual has passed through and spent minimal time in (such as store entrance) but which are not visibly contaminated with bodily fluids do not need to be specially cleaned and disinfected.</p> <p>If a person becomes ill in a shared space, these should be cleaned using disposable cloths and household detergents, according to current recommended workplace legislation and practice.</p>				
Working in Retail Stores	Contact with persons who may have been exposed to coronavirus	Employees Contractors Customers Visitors	<p>Employees who are suspected to have coronavirus are to self-isolate in accordance with the government guidance.</p> <p>Other persons who may have been exposed to the coronavirus have been instructed by the government guidance to self-isolate. Please see Government Guidance for the latest advice around self Isolating.</p> <p>Employees who have returned from overseas should review the latest guidance from the Foreign and Commonwealth Office (FCO). Depending on which country they have returned from, they may need to self-isolate, even if they do not show any symptoms.</p>	3	2	6	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p><a href="#">Travel advice: coronavirus (COVID-19)</a></p> <p>Control measures will be revised and updated when the latest government guidance is released.</p>

		Employees who have returned from other countries should self-isolate if they start showing symptoms of coronavirus.				
Contact with packages or items handled by persons who may have been exposed to coronavirus		<p>All existing risk assessments will be maintained and followed. There is currently no perceived increase in risk for handling post or freight from specified areas.</p> <p>It is strongly advised to hand sanitiser before and after any items are passed between customers or visitors and employees.</p>	3	1	3	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>Control measures will be revised and updated when the latest government guidance is released.</p>
Contact with products and or display items and or any other items handled by persons who may have been exposed to coronavirus		<p>All colleagues and visitors to any retail store to use hand sanitiser before and after an exchange of a physical item, this includes, however, non exhaustive of:</p> <ul style="list-style-type: none"> <li>• Products owned by the company or the customer</li> <li>• Cash, card, or other payment methods, ID etc</li> <li>• point of sale material such as leaflets or product menus</li> </ul> <p>In particular, any products that are not behind the counter or behind screens or lockable displays, extra caution should be adhered to:</p> <ul style="list-style-type: none"> <li>• Products on 'Flavour Island' will have hand sanitiser available for use and signage to remind customers "look and not touch, to ask for assistance".</li> </ul>	3	1	3	

			<ul style="list-style-type: none"> <li>Guidance given to customers for the handling of products, given that the products we sell are for oral usage, discouragement should be emphasised for anyone bringing products near to their mouth or nose</li> </ul> <p>All products, displays, point of sale materials etc should be wiped down regularly throughout each working day.</p> <p>Do not encourage vaping in stores. Do not allow sampling of e-liquids with any of our devices. Colleagues who want to vape, should always do so when there are no visitors or customers present and where possible into the back area of the store, or directly out of the front entrance door.</p>				
	<p>Disposal of waste that may be contaminated by a coronavirus sufferer</p>		<p>All waste that has been in contact with the relevant person, including used tissues, and masks if used, should be put in a plastic rubbish bag and tied. The plastic bag should then be placed in a second bin bag and tied. It should be put in a safe place and marked for storage until the result is available. If the individual tests negative, this can be put in the normal waste.</p> <p>Should the person test positive, the Health Protection Team will provide instructions about what to do with the waste.</p>	<p>3</p>	<p>1</p>	<p>3</p>	

	Overseas travel by employees	<p>Employees Contractors Customers Visitors</p>	<p>If travel is essential, employees should review the latest FCO advice before travelling. Border entry restrictions may prevent travel regardless of how essential it is.</p> <p>A monitoring system has been established for employees to inform HR of recent and planned travel and changes to this travel.</p> <p>Employees must comply with any local restrictions and quarantine orders from local authorities when operating overseas.</p> <p>Employees who have returned from overseas should review the latest guidance from the FCO. Depending on which country, they may need to self-isolate, even if they do not show any symptoms. Employees who have returned from other countries should self-isolate if they start showing symptoms of coronavirus.</p>	3	2	6	<p>FCO advice will be reviewed regularly.</p> <p><a href="#">Travel advice: coronavirus (COVID-19)</a></p>
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Working in Retail Stores	Contracting and spreading of infection	Employees Contractors Customers Visitors	<p><b>The requirement to wear face coverings in law will be lifted in England from the 19th July 2021. However, the Government expects and recommends that people wear face coverings in crowded areas.</b></p> <p>In England, from the 19th July 2021, although the requirement to wear face coverings in law will be lifted, where colleagues are in close proximity with a visitor or a customer or come from behind the till and sneeze screen, colleagues <b>MUST</b> wear a face covering.</p> <p>Wearing a face covering in shops and supermarkets in WALES become mandatory from the 14th September 2020. The new rule DOES apply to retail staff. <b>UPDATE 14th JULY 2021: In Wales, In line with legislation, all colleagues and customers in Wales must continue to wear face masks whilst in store unless exempt.</b></p> <p><b>In England from the 19th July 2021 the following changes will apply:</b></p> <ul style="list-style-type: none"> <li>● <b>Although colleagues will not need to stay 2 metres apart from people they do not live with, colleagues are advised to keep a safe distance from each other and from customers and whenever possible.</b></li> </ul> <p><b>In Wales from Saturday 7 August 2021 (if conditions allow) the following changes to social distancing will apply:</b></p> <ul style="list-style-type: none"> <li>● <b>Although colleagues will not need to stay 2 metres apart from people they do not live</b></li> </ul>	3	2	6	<p>Guidance and recommended risk control measures will be sourced directly from the GOV.UK website wherever possible.</p> <p>Control measures will be revised and updated when the latest government guidance is released..</p> <p><a href="https://www.nhs.uk/conditions/coronavirus-covid-19/">https://www.nhs.uk/conditions/coronavirus-covid-19/</a></p> <p><a href="#">Face coverings: when to wear one, exemptions, and how to make one</a></p>
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			<p>with, colleagues are advised to keep a safe distance from each other and from customers and whenever possible</p> <ul style="list-style-type: none"> <li>• Until the relaxation of the 2 meter rule, signage in stores is in place to guide customers and visitors to adhere to social distancing guidelines, with a combination of floor markers, 1 way system and maximum customers.</li> </ul> <p>However, in order to minimise risk at a time of high prevalence, colleagues should limit the close contact they have with those they do not usually live with.</p> <p>Supporting point-of-sale will be visible in stores.</p> <p>Any point-of-sale stands (lecterns) on the shop floor area are to be removed, to prevent any pinch points. 'Staff Area' Signs will be sent to use in the stands and positioned in the gap from shop floor to behind the counter, to further assist with maintaining safe distances from visitors and customers.</p> <p>Any colleagues, customers and visitors who have face mask exemption are to be extra vigilant in maintaining a safe distance from others outside of their household.</p> <p>Whether disposable or reusable, It is important to use face coverings properly and wash your hands before putting them on and taking them off. Washable masks must be washed after every use.</p>				
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			<p>Basic infection controls should be followed as recommended by the government.</p> <p>Posters are displayed in staff welfare areas:</p> <ul style="list-style-type: none"> <li>● Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.</li> <li>● Put used tissues in the bin straight away.</li> <li>● Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available.</li> <li>● Try to avoid close contact with people who are unwell.</li> <li>● Clean and disinfect frequently touched objects and surfaces.</li> <li>● Do not touch your eyes, nose or mouth if your hands are not clean.</li> </ul> <p>Persons worried about symptoms should use the NHS 111, only call if they cannot get help online.</p> <p>Anyone experiencing a new, continuous cough; high temperature; and now also a loss of or change in your normal sense of smell or taste can book a test by visiting <a href="http://www.nhs.uk/coronavirus">www.nhs.uk/coronavirus</a></p> <p>Those unable to access the internet can call 119 in England and Wales</p>				
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PLEASE SEE DAILY MONITORING CHECKLIST ON PAGE 6

## Risk/Priority Indicator Key

Severity (Consequence)
1. Negligible (delay only)
2. Slight (minor injury / damage / interruption)
3. Moderate (lost time injury, illness, damage, lost business)
4. High (major injury / damage, lost time business interruption, disablement)
5. Very High (fatality / business closure)

Likelihood
1. Improbable / very unlikely
2. Unlikely
3. Even chance / may happen
4. Likely
5. Almost certain / imminent

RISK / PRIORITY INDICATOR MATRIX						
Likelihood	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5
SEVERITY (CONSEQUENCE)						

Summary		Suggested Timeframe
12-25	High	As soon as possible
6-11	Medium	Within the next three to six months
1-5	Low	Whenever viable to do so

## Monitoring Checklist

Ensure that you have:

- Reviewed latest Government & NHS Guidance
  - [COVID-19: guidance for employees, employers and businesses](#)
  - [Travel advice: coronavirus \(COVID-19\)](#)
  - [Coronavirus \(COVID-19\)](#)

Action	Yes	Confirmed by	Comments
Reviewed the updated guidance from the government	Y	Ben Cartwright	19/07/2021
Reviewed and updated the risk assessment to incorporate any changes to the guidance	Y	Ben Cartwright	19/07/2021
Ensured sufficient stocks of soap, hand sanitiser and disinfectant are available	Y	Ben Cartwright	19/07/2021
Identified and implemented the (new) recommended control measures	Y	Ben Cartwright	19/07/2021