

COVID-19 RISK ASSESSMENT / MANAGING OUR CUSTOMERS

Assessment Number	TEMPUR 001	Process, Operation or Activity being Assessed	STANDARD CONTROL MEASURES IN MANAGING OUR CUSTOMERS	STORES		
Sheet No.	1 of 2					
SPECIFIC HAZARD		Risk(s) Identified and/or person(s) affected	Control Measures Necessary & Already in Place	Additional Controls	RRP see over	
<ul style="list-style-type: none"> Transmission of Covid-19 from the store environment, colleagues and consumers interaction. 		<ul style="list-style-type: none"> All staff Members of the public External delivery drivers Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions Anyone else who physically comes in contact with you in relation to your business 	<p>We have introduced strict cleaning and Social distancing procedures in our Store Operating Policy and highlighted these in RA004 & RA006.</p> <p>Consumer Management and Communication</p> <ul style="list-style-type: none"> Signage will be provided by the company detailing what social distancing measures we will be taking, and advisory posters provided around the store. Signage placed at the entrance of the store, cash desk, stockroom and kitchen area Closed door operating policy as per Store Operating Policy, allowing only one couple in store for smaller stores and two couples for larger stores at any time. PPE and Disposable mattress protectors available for consumers to try our products, once used these are disposed of safely (1 per customer). <p>Payments</p> <ul style="list-style-type: none"> PDQ machine – Signs will be placed at the till point to inform customer of the distance. Cash - can be accepted. Store staff to hand sanitize before and after handling any cash payments. Credit and Debit card - Contactless payment limit amount is increased to £45, utilise this process where possible. Mobile phone payments have no limit and are contactless, and this would be the preferred method of payment where possible. 	<ul style="list-style-type: none"> Store Operating Policy is available for all staff members on a read and sign basis. Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap. Also reminded to catch coughs and sneezes in tissues 	2	
<p>TO HELP PREVENT ACCIDENTS THE CONTENTS OF THIS RISK ASSESSMENT MUST BE BRIEFED TO, AND FULLY UNDERSTOOD BY, ALL RELEVANT STAFF. BRIEFINGS MUST BE RECORDED OVERLEAF</p>			Prepared by:	M McFarlane	Signed: M McFarlane	Date: 01.05. 2020. (Updated 04.11.2020)
			Authorised by:	T James	Signed: T James	Date: 01.05. 2020. (Updated 04.11.2020)

DECLARATION RECORD

This Declaration Record must be completed by all employees and copies to the HR Manager as soon as each briefing is completed

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<p>RISK RATING PRIORITY (RRP) SYSTEM (as adopted from S Rodway Associates Limited System) This Risk Assessment reflects the conditions observed and information provided at the time of the assessment. The Risk Rating Priority (RRP) system used takes account of many factors to give a relative indication of priority based on :</p> <ol style="list-style-type: none"> a. Likelihood of injury b. Seriousness of potential injury c. How often does the risk arise? d. How many people are affected? e. Would effects of an accident be immediate or long-term? f. Could effects of an accident be catastrophic? g. Specific legal requirements 		
RRP 1	Very high probability of severe harm if all Control Measures are not implemented IMMEDIATE ACTION REQUIRED	
RRP 2	Significant probability that major harm will occur if all Control Measures are not implemented. URGENT ACTION REQUIRED	
RRP 3	Moderate probability of major harm or very high probability of minor harm if all Control Measures are not implemented. MEDIUM TERM ACTION REQUIRED (up to 3 months)	
RRP 4	Majority of Control Measures in place. Probability of minor harm low to moderate. LONGER TERM ACTION REQUIRED (up to 6 months)	
RRP 5	All Control Measures in place. Probability of harm none to very low. MONITOR AND MAINTAIN CONTROL MEASURES	