

<b>Merchandising COVID-19 Controls</b>	<b>No. 2</b>	
	<b>Authorised By:</b> Chris Shaw (Head of Safety & Sustainability)	
Issue/Review Date: 19/05/2020 Next Review Date: Ongoing	Page Number: 1 of 3	

<b>Description of Work:</b>	<b>All Personnel Working on Site during COVID-19 lockdown</b>
Performing Merchandising activities during heightened lockdown periods (COVID-19).	<b>Potential Hazards:</b> Cross-infection/contamination – COVID-19. <b><u>As per Government guidelines, please ensure that you follow the social-distancing and points covered below.</u></b>

<b>Personal Protective Equipment (PPE) Required</b> (Check the box for required PPE):		
 Face Shield / Visor	 Face Covering	 Appropriate Footwear
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Business journeys on public transport	Closed toe and heel footwear

<b>Safe Work Procedure Checklist:</b>
<p><b>1. Before Travelling to Store:</b></p> <ul style="list-style-type: none"> <li>▪ <b><u>Do not leave your home if you have coronavirus symptoms:</u></b> <ul style="list-style-type: none"> <li>○ a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)</li> <li>○ a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)</li> </ul> </li> <li>▪ To protect others, do not go to places like a GP surgery, pharmacy or hospital. Stay at home.</li> <li>▪ Contact NHS online <a href="https://111.nhs.uk/covid-19/">https://111.nhs.uk/covid-19/</a> to check and obtain further advice.</li> <li>▪ Contact your Manager by telephone to advise if you have been advised to stay at home.</li> <li>▪ <b>Public Transport</b> is to be used when other methods cannot be used. Where public transport is used, plan ahead and travel outside of the busiest times, particularly first thing in the morning. Please try to take the most direct route and avoid busy interchanges. Check the information pages for your public transport provider, e.g. <b>Transport for London</b>, whom are planning to publish details of the busiest stations and lines. Where possible, if your destination is a known busy station/stop, consider disembarking one stop before and walk the remaining way.</li> <li>▪ If you can, when sitting next to the window ensuring that it is open to increase ventilation into the vehicle.</li> <li>▪ Consider searching for more space on the upper decks of buses, as people tend to access the closest and lower deck first.</li> <li>▪ Where possible avoid standing or sitting directly facing another passenger when waiting or onboard the vehicle. Side-by-side or facing in opposite directions is good practice, but we know this can be sometimes impossible.</li> </ul> <p><b>2. Travelling to Store:</b></p> <ul style="list-style-type: none"> <li>▪ Unless you live in the same household, do not car share as this does not maintain social distancing.</li> <li>▪ If you walk to store with a colleague, maintain at least 2m distance between yourselves.</li> <li>▪ <b>Merchandisers travelling on public transport on business (i.e. journey from one store to another)</b> shall be provided with a face covering. Some stations will have systems in place to aid social distancing, but of course this will be unpredictable and, in many cases, impossible. It is therefore advised that face coverings are worn prior to entering the station. Details on wearing face coverings can be found later in this document. Even when wearing face coverings, try to avoid touching the mask during your journey.</li> <li>▪ Use hand sanitiser once you have left the station/stop, as you will have likely held poles, handles, pushed stop buttons, or walked up steps using handrails etc. Replacement supplies are to be requested via your Merchandising Manager. As the sanitiser liquid is flammable due to the alcohol content, ensure you keep the bottle away from heat sources (such as smoking materials). Keep the bottle in a cool area of the car (glove box or centre console).</li> </ul> <p><b>3. Arrival to Site:</b></p> <ul style="list-style-type: none"> <li>▪ When arriving at store follow their guidelines for access. If required, queue in an orderly manner, maintaining at least 2m distance between yourself and our store operatives. If you need to sign in, ensure you have your own pen to avoid using shared equipment.</li> </ul>

<b>Merchandising COVID-19 Controls</b>	<b>No. 2</b>	
	<b>Authorised By:</b> Chris Shaw (Head of Safety & Sustainability)	
<b>Issue/Review Date:</b> 19/05/2020 <b>Next Review Date:</b> Ongoing	<b>Page Number:</b> 2 of 3	

#### 4. Welfare on Site:

- **EATING / DRINKING**  
During the period of self-isolation/lockdown, we encourage personnel to eat/drink away from the store. If a drink is required follow the 'Hygiene on Site' section below.
- **TOILETS**  
Toilet areas should be fully stocked with handwashing soap. This should be used where hand sanitiser is not readily available. If the dispenser is running low, please advise a store colleague. **DO NOT WAIT UNTIL IT HAS RUN OUT TO TELL SOMEONE.** The on-site cleaning team shall maintain these units.

#### 5. Hygiene on Site

- Avoid touching your eyes, nose or mouth, and the inside of your face shield (visor) if your hands are not clean.
- Regularly wash your hands with soap and water as often as possible and for at least 20 seconds every time. Use your hand sanitiser to support this frequent hand soap. Hand sanitiser is not there to replace handwashing with soap and hot water, it is there to enhance good hygiene when these facilities are not available or easily accessible.

Please ensure that your hand sanitiser is used in connection with work purposes only.

- Wash your hands after using the toilet and before eating and drinking (see above).
- After you have signed into store, go to the toilets to fit your face shield (see fitting instructions below).
- Wash your hands when you finish your store visit, and again when you arrive home.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards

Together with social distancing, good hygiene is one of the upmost important things we ask you to do. For details on hand washing, see the technique sheet covered later in this document).

#### 6. Working in Store

- Maintain social-distancing at all times. For instance, if a customer is already at the fixture where you need to go next, you should wait for them to finish before going to the location. If a customer needs to access a section you are working on, move to the side to allow them access. Remember to keep 2m apart even during normal conversations on site.
- Personal protective equipment (PPE) – A face shield (visor) and bottles of hand sanitiser shall be provided to each Merchandiser. Face masks shall be provided to those Merchandisers whom travel on public transport on business hours, in order to travel between stores.
- Use any disinfectant/sanitisation sprays in store for cleaning the handles on step ladders, comps/cages, trollies and foot stools. Ask in store if you are not sure where this equipment is made available. If this is not available then use your hand sanitiser after use.
- For smaller stores the environment may need greater awareness
- Where possible and space permitting, sort any orders or build shippers etc in the warehouse, stock room or back office & then take your stock to the fixture so its ready to quickly go straight out
- Where possible, complete all admin such as red book, empty pockets and compliance away from the shop floor
- If the fixture is near a till point or queue, see if the store will temporarily re-route the queue or perhaps open an alternative till. If there is Post Office facility creating a queue, investigate with the store when the Post Office is closed or has a quieter time, that might be more agreeable.
- If you have concerns, its important to speak to the store management and explain your concerns. They may be able to put up a temporary block on the aisle or reduce the number of people entering the store. Most calls to smaller stores are shorter so they may be flexible and able to accommodate. Store management have a responsibility for your safety as well as customers.
- When working try to keep your back to the queue, even with someone directly behind you, if you are not facing them, the risk is lower. If you feel anyone is too close, politely ask them if they would be kind enough to step back
- If after taking the above measures, and even explored any of your own possible solutions, you still have serious concerns about your safety; please explain to store management to give them a final opportunity to help. If you do not receive a satisfactory response, you may leave with a view to returning when the store is quieter.
- If you do leave ensure the area is made safe and is clear. Notify your Merchandising Manager of any concerns & situations arising, with the names of any store management you have spoken to and calls that have not been fully completed.

<b>Merchandising COVID-19 Controls</b>	<b>No. 2</b>	
	<b>Authorised By:</b> Chris Shaw (Head of Safety & Sustainability)	
Issue/Review Date: 19/05/2020 Next Review Date: Ongoing	Page Number: 3 of 3	

### 7. Emergency Procedures

- Follow the usual store emergency procedures, but ensure you continue to maintain social distancing as much as possible during any evacuation.

### Fitting and Removing Face Shield (Visor)

1. Before putting on your face visor, wash your hands for at least 20 seconds with soap and water, or rub your hands thoroughly with your hand sanitiser.
2. Check for defects on your visor, and report issues to your Manager.
3. At the end of your visit, wash your hands thoroughly and remove your face visor. You can also wash this with soap and hot water, but remember not to use anything abrasive on the visor as it will easily scratch and cause problems with visibility.

### Fitting and Removing Face Covering (Business journeys on public transport)

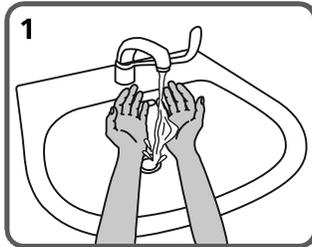
- Ensure you do not touch the inside (blue side) of the mask when putting it on, and ideally sanitise your hands before doing so.
- Make sure the bottom of the mask goes underneath the chin, and that it covers the mouth and nose.
- Ensure there are no wide gaps between your face and mask (see the differences in the photos below). The wired section at the top of the mask should be shaped to follow the contours around your nose and cheeks.



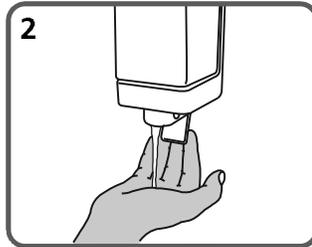
- Dispose of your face mask once finished using it in suitable bin.

**Remember to look after your equipment and hand sanitiser, as they will look after you!**

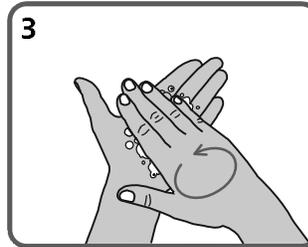
# Hand-washing technique with soap and water



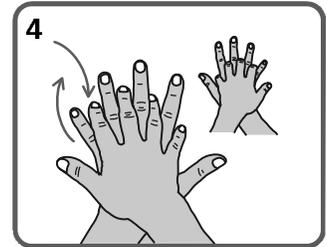
1  
Wet hands with water



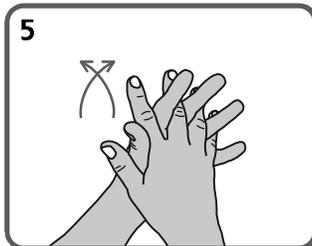
2  
Apply enough soap to cover all hand surfaces



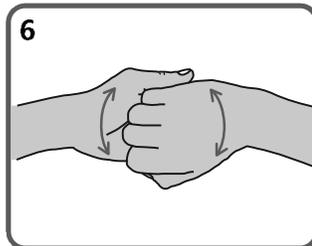
3  
Rub hands palm to palm



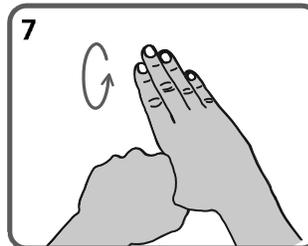
4  
Rub back of each hand with palm of other hand with fingers interlaced



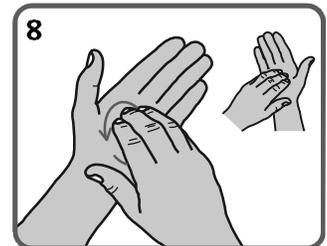
5  
Rub palm to palm with fingers interlaced



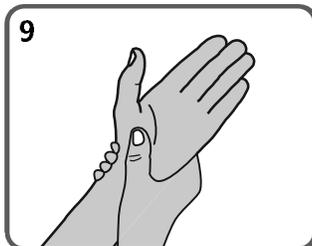
6  
Rub with back of fingers to opposing palms with fingers interlocked



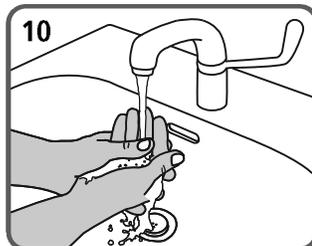
7  
Rub each thumb clasped in opposite hand using a rotational movement



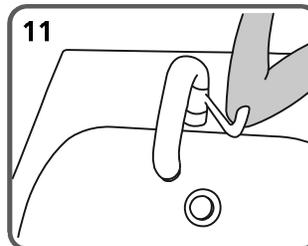
8  
Rub tips of fingers in opposite palm in a circular motion



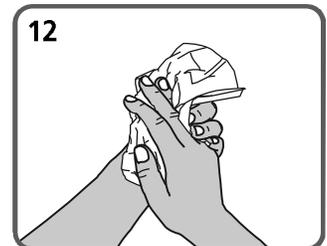
9  
Rub each wrist with opposite hand



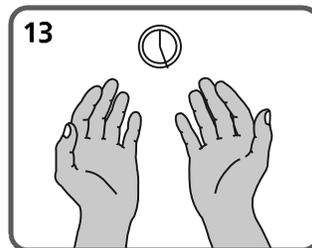
10  
Rinse hands with water



11  
Use elbow to turn off tap if required



12  
Dry thoroughly with paper towels where available. If not, using a hand dryer is perfectly acceptable.



13  
Hand washing should take 15-30 seconds no less. Remember we all need to work together to keep ourselves safe

**UK GREETINGS LTD - MERCHANDISING - GENERAL RISK ASSESSMENT FORM**

<b>Date:</b>	15th May 2020	<b>Assessed By:</b>	Chris Shaw (Head of Safety & Sustainability)
<b>Location:</b>	Customer's facilities	<b>Assessment No.:</b>	COVID-19 (Special Risk Assessment) v.2
<b>Task/Premises:</b>	<b>Merchandising - Field Based (COVID-19)</b>	<b>Review Date:</b>	-

ACTIVITY	HAZARD	PERSONS IN DANGER	Severity	Risk	Risk Rate	MEASURES TO FOLLOW / COMMENTS
<b>General Social Distancing</b>	COVID-19 Cross-Infection	Merchandiser	<b>4</b>	<b>4</b>	<b>16</b>	<p><b>Social distancing</b> is to be exercised by the Merchandiser at all times where possible. Politely ask customers to be considerate of the need to support 2m distance, and understand what they are looking for on the fixture. At that point you can point them to the section whilst allowing them access and working on a different section. It is understandable that this is a less efficient approach.</p> <p>Where possible calls are to be arranged at times that are less frequented by customers. Stores are controlling customer access to ensure social distancing is maintain.</p> <p>A face shield (visor) shall be provided to every Merchandiser, together with instructions for use. Gloves are to be phased out and replaced with supplies of hand sanitiser, which shall be provided to each Merchandiser. (See <b>general - surface contact</b> measure below).</p> <p><b>Public Transport</b> is an extremely challenging environment for Merchandisers travelling between stores on business. Social distancing during these particular journeys is not possible and unpredictable. Therefore surgical face masks shall be provided for this group for use during these journeys. This will be supported with information on their use, together with other informative on good practice. Additional supplies are available upon request.</p>
<b>General Surface Contact</b>	COVID-19 Cross-Infection	Merchandiser	<b>4</b>	<b>2</b>	<b>8</b>	<p><b>Cleaning hands</b> COVID-19 transmission is neither prevented nor protected by gloves, if the gloves become contaminated from surface contact. Therefore in order to enhance the protection for Merchandisers, individual bottles of hand sanitiser shall be provided as an effective means to regular clean hands during store visits, or after using public transport when travelling between stores.</p> <p>Where possible still use hand santiser/hand soap within store in order to prolong the allocated hand sanitiser. Should a store run out of sanitiser / hand soap, immediately bring this to the attention of a store colleague. Replacement bottles shall be provided.</p> <p>Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze. Put used tissues in the bin straight away</p> <p>Avoid touching your eyes, nose, or mouth with unwashed hands. Do not eat or drink in store.</p> <p>Utilise cleaning products in store such as anti-baterial wipes, hand santiser for cleaning down trolleys and cages. If these items are available in store to purchase, these can be claimed back through expenses.</p>
<b>General Vulnerable Persons</b>	COVID-19 Cross-Infection	Merchandiser	<b>10</b>	<b>2</b>	<b>20</b>	<p><b>Vulnerable employees / family members</b> should be considered in accordance with the latest Government guidelines. You should not work if you are classed as high risk, and NHS has contacted you due to having a medical condition.</p>
<b>General Symptoms</b>	Symptoms	Merchandiser	<b>4</b>	<b>4</b>	<b>16</b>	<p><b>Symptoms</b> those exhibiting symptoms should immediately contact their manager by telephone. They should self-isolate in accordance with the latest Government guidelines: &gt; a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature) &gt; a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)</p>
<b>General Commuting</b>	Commuting / Store Access	Merchandiser	<b>4</b>	<b>4</b>	<b>16</b>	<p><b>Commuting / Store Access</b> If driving to store at later hours, park close to the store entrance, in a well lit area. Keep mobile phones or other valuables out of sight, and immediately proceed to your normal entrance point.</p>

Categories (For Severity and Risk Scores given above):

<b>Severity 1</b>	Delay only	<b>Risk 1</b>	Very unlikely
<b>Severity 2</b>	Minor injury	<b>Risk 2</b>	Unlikely
<b>Severity 4</b>	Lost time injury / illness	<b>Risk 4</b>	May happen
<b>Severity 6</b>	Major injury	<b>Risk 6</b>	Likely
<b>Severity 8</b>	Permanent disability	<b>Risk 8</b>	Very likely
<b>Severity 10</b>	Death	<b>Risk 10</b>	Certain



The higher this score the greater the injury outcome and likelihood of occurrence. Adherence to the 'measures to follow / comments' will adequately control the specified activities. (Scores: Below 25 = AMBER, Above 25 = RED).  
Items shown in *ITALIC* require further action.