

Merchandising COVID-19 Controls	No. 5	
	Authorised By: Chris Shaw (Head of Safety & Sustainability)	
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Description of Work:	All Personnel Working on Site - COVID-19 protection
Performing Merchandising activities - COVID-19.	Potential Hazards: Cross-infection/contamination – COVID-19. As per Government guidelines, please ensure that you follow points covered below.

Personal Protective Equipment (PPE) Required <i>(Check the box for required PPE):</i>		
 Face Shield / Visor	 Face Covering	 Appropriate Footwear
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Medically exempt	Highly recommended if not mandated by national law, or even local rules such as Transport for London.	Closed toe and heel footwear

Safe Work Procedure Checklist:
<p>1. Before Travelling to Store:</p> <ul style="list-style-type: none"> ▪ Do not leave your home if you have coronavirus symptoms: <ul style="list-style-type: none"> ○ a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature) ○ 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) ○ a loss or change to your sense of smell or taste ▪ To protect others, do not go to places like a GP surgery, pharmacy or hospital. Stay at home. ▪ Contact NHS online https://111.nhs.uk/covid-19/ to check and obtain further advice. ▪ Contact your Manager by telephone to advise if you have been advised to stay at home. ▪ Public Transport 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. Transport for London, 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. ▪ If you can, when sitting next to the window ensuring that it is open to increase ventilation into the vehicle. ▪ Consider searching for more space on the upper decks of buses, as people tend to access the closest and lower deck first. ▪ 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. <p>2. Travelling to Store:</p> <ul style="list-style-type: none"> ▪ Unless you live in the same household, do not car share unless all occupants are wearing a face covering. ▪ If you walk to store with a colleague, we recommend maintaining social distancing between yourselves. ▪ Merchandisers commuting to store on public transport – follow national and local rules for wearing face coverings. We recommend that they are still worn, even if not required by law. ▪ Merchandisers travelling on public transport on business (i.e. journey from one store to another) – as above. ▪ 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). <p>3. Arrival to Site:</p> <ul style="list-style-type: none"> ▪ When arriving at store follow their guidelines for access. Face coverings are still recommended for use in store, even if not mandated by law. Please follow the requirements in your specific nation.

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4. Welfare on Site:

- **EATING / DRINKING**
During the pandemic period 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)/face covering 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. 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).
- Before you sign into store, fit your face covering (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. This is good practice if not mandated by your country.
- Personal protective equipment (PPE)
 - Face shield (visor) / face covering shall be provided for all Merchandisers in order to enclose the nose and mouth in the shop.
 - Where this is not mandated by your country, we still recommended that they are worn.
 - Bottles of hand sanitiser shall continue to be provided to each Merchandiser.
 - Face coverings shall be provided to those Merchandisers.
- 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.
- 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

7. Emergency Procedures

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

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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. Do not allow the face shield to rise on the head, as the bottom of the shield needs to be lower than your chin. Ensure the sides are folded along the crease lines to ensure additional enclosure.
4. At the end of your visit, sanitise your hands thoroughly and remove your face visor after leaving the store. Remember to wash the face shield with soap and hot water, but not to use anything abrasive on the visor as it will easily scratch and cause problems with visibility.

Fitting and Removing Face Covering – Before entering retail stores or on public transport

- Keep your spare face coverings in a clean, waterproof bag (such as a ziplock bag marked 'clean').
- Ensure you do not touch the inside (white side) of the covering when putting it on, and ideally sanitise your hands before doing so. Use the adjustment toggles to tighten the covering to ensure a snug fit.
- Make sure the bottom of the face covering goes underneath the chin, and that it covers the mouth and nose.



Washing your Face Covering

- Once you have left the stores for the day, carefully remove and place into a sealed container or ziplock bag marked 'used'.
- Take home and wash 'used' coverings.
- Wash at 60 degrees. Do not bleach. Tumble dry on low heat or air dry. Medium / low heat iron. Do not dry clean.

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

UK GREETINGS LTD - MERCHANDISING - GENERAL RISK ASSESSMENT FORM

Date:	16th July 2021	Assessed By:	Chris Shaw (Head of Safety & Sustainability)
Location:	Customer's facilities	Assessment No.:	COVID-19 (Special Risk Assessment) v.5
Task/Premises:	Merchandising - Field Based (COVID-19)	Review Date:	-

ACTIVITY	HAZARD	PERSONS IN DANGER	Severity	Risk	Risk Rate	MEASURES TO FOLLOW / COMMENTS
General	COVID-19 Cross-Infection	Merchandiser	-	-	-	<p>ENGLAND - From 19th July 2021: Step 4 of the roadmap out of lockdown will relax measures in England, including the need to wear a mask or face covering in all settings, and social distancing. This was established under specific Coronavirus law.</p> <p>However we must still comply with workplace health and safety legislation and whilst the previous measures mandated by Government have been removed, the responsibility for ensuring a safe working environment has shifted to employers and employees. Covid-19 remains a workplace hazard and concern, which must be managed through this risk assessment, in addition to training and communication. We all continue to have a duty of care to H&S within our business.</p> <p>The measures covered in this risk assessment reflect the status of COVID-19 cases, and the continuing need to protect you.</p> <p>There are differences between restrictions across the nations that we service (England, Scotland, Wales, Northern Ireland and Republic of Ireland). This risk assessment covers general requirements for the protection of all Merchandisers against COVID-19. Where a specific control is recommended/advised, such as face coverings, but your particular nation still mandates it by law; you must follow your country's law!</p>
General Social Distancing	COVID-19 Cross-Infection	Merchandiser	4	4	16	<p>Social distancing is still to be exercised according to the specific rules of the nation. In those countries where social distancing is no longer mandated, we still recommend that this is followed by the Merchandiser at all times (where possible). Also, where calls can be arranged at times that are less frequented by customers, this still is recommended.</p> <p>Face coverings shall be provided to every Merchandiser, together with instructions for use. This supports the provision of personal bottles of hand sanitiser. (See general - surface contact measure below).</p> <p>Public Transport is an extremely challenging environment for Merchandisers travelling between stores on business. Whilst social distancing during these particular journeys may not be mandated in your nation, face coverings are still provided for this group for use during these journeys. There will also be exceptions to the general rules of the nation (for instance, Transport for London still requires the compulsory wearing of face coverings). Please follow national and local rules.</p> <p>Face Coverings The wearing of face coverings in retail stores may no longer be a legal requirement in some nations. Where this is the case, we still highly recommend their use. Please follow the specific rules of your nation.</p>
General Vulnerable Persons	COVID-19 Cross-Infection	Merchandiser	10	2	20	<p>Government Imposed Restrictions - Clinically Extremely Vulnerable employees Please follow the specific rules of your nation, and discuss any individual concerns with your manager.</p>
General Surface Contact	COVID-19 Cross-Infection	Merchandiser	4	2	8	<p>Cleaning hands Individual bottles of hand sanitiser are being 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 sanitiser/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.</p> <p>Utilise cleaning products in store such as anti-bacterial wipes, hand sanitiser for cleaning down trolleys and cages. If these items are available in store to purchase, these can be claimed back through expenses.</p>
General Vulnerable Persons	COVID-19 Cross-Infection	Merchandiser	10	2	20	<p>Vulnerable employees / family members Please follow the specific rules of your nation, and discuss any individual concerns with your manager.</p>
General Symptoms	Symptoms	Merchandiser	4	4	16	<p>Symptoms those exhibiting symptoms should immediately contact their manager by telephone. They should self-isolate in accordance with the latest Government guidelines: > a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature) > 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) > a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal</p> <p>Follow the specific rules of your nation.</p>

Categories (For Severity and Risk Scores given above):			
Severity 1	Delay only	Risk 1	Very unlikely
Severity 2	Minor injury	Risk 2	Unlikely
Severity 4	Lost time injury / illness	Risk 4	May happen
Severity 6	Major injury	Risk 6	Likely
Severity 8	Permanent disability	Risk 8	Very likely
Severity 10	Death	Risk 10	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.