## Appendix X: retail ARea: Completed Risk Assessment

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| **Risk Identification and Assessment and Control** | | | | | | |
| **Dept./Faculty:**  Click here to enter text. | | **Job/Work: Retail** | | | **Date:** Click here to enter a date. | |
| **1. Identify Critical tasks** | **2. Risk Assessment** | | **3. Hazard Control Mitigation (see table above for ideas)** | **4. Controls Available**  **Please select ALL controls that will be used in your work area** | | **5. Steps you need to take** |
| Critical Task(s)/Work | Risk(s) exposure | Risk Rating (L, M, H) | Type(s) of Controls (Hierarchy)  Select one or more options | Description of Control(s) | |  |
| **Building Access – Welcoming Customers into the store** | ***Exposure to COVID-19*** | ***L*** | **Physical Distancing**  **Elimination**  **Administrative**  **PPE** | Hand sanitizer available to people as they enter the building  SIGNS posted at all designated building entrances indicating that all employees, students, contractors, or visitors exhibiting COVID-like symptoms are not allowed to enter the building.  Post signage at the workplace to inform everyone of the measures in place.  Remind all visitors to reschedule if they experience symptoms typical of COVID-19 or are placed on self-isolation.  Determine the occupancy limit for your store/retail space and [post it](https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-occupancy-limit?lang=en) at the entrance.  Ensure customers understand the protocols in place at the workplace. Consider posting requirements at the entrance to the store, as well as posting these to the company website, social media, or through email communications.  Use physical queue line controls such as crowd control cones or floor markers at entrances.  When possible, monitor the number of customers entering and leaving the store. Once the maximum number of people for a store is reached, allow one person in for every person that leaves.  If possible, separate incoming and outgoing customer flow.  Ensure any staff that are expected to manage line-ups of customers are trained in COVID-19 protocols. Ensure that they have support and strategies for dealing with customers who may be unwilling or who are unable to understand the approach to managing volumes.  Do not hand out any coupons, samples, testers, or flyers. | | *Managers to ensure that Facilities Services has placed hand sanitizer stations at each designated building entrance*  *Managers to ensure that Facilities Services has posted signs at each designated entrance*  *(*[*Entry Check workers*](https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-entry-check-workers?lang=en&origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fforms-resources%23sort%3D%2540fcomputeditemdatefield343%2520descending%26f%3Alanguage-facet%3D%5BEnglish%5D%26tags%3DCovid-19%7Ca96b6c96607345c481bb8621425ea03f)*)*  *(*[*Entry check visitors*](https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-entry-check-visitors?lang=en&origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fforms-resources%23sort%3D%2540fcomputeditemdatefield343%2520descending%26f%3Alanguage-facet%3D%5BEnglish%5D%26tags%3DCovid-19%7Ca96b6c96607345c481bb8621425ea03f)*)*  *Managers to ensure that Facilities Services has posted signs at each designated entrance*  *Managers to ensure that Facilities Services has posted signs at each designated entrance*  *Managers to fill out the occupancy limit template*  *Managers to ensure information is posted*  *Managers ensure a procedures is developed and implemented*  *Managers ensure a procedures is developed and implemented*  *Managers to work with Facilities on traffic flow*  *Managers ensure a procedures is developed and implemented*  *Managers to ensure this practice is followed* |
| **STORE LAYOUT** | ***Exposure to COVID-19*** | ***L*** | **Elimination/Physical Distancing**  **Engineering**  **Administrative**  **PPE** | If possible, rearrange the store layout to support physical distancing. Consider limiting the products and services or store-front space available until restrictions are removed.  If physical distance cannot be maintained, [barriers](https://www.worksafebc.com/en/resources/health-safety/information-sheets/covid-19-health-safety-designing-effective-barriers?lang=en) such as plexiglass or polymer barriers, may be used.  Consider the use tape markers on the floor to designate areas and directions to move throughout the store.  Evaluate and rearrange specific areas of the store where it may be a challenge to practice physical distancing, such as waiting areas, fitting rooms, elevators, and check out areas.  If rearranging an area is not possible, establish procedures to follow physical distancing practices, such as posting maximum occupancy limits and restricting entry.  If it is not possible to maintain physical distance with clients, consider the use of masks. Masks can reduce the spread of droplets from the wearer, but may not prevent the wearer from inhaling the droplets of others. It is therefore important to ensure that customers are wearing masks as well as the workers to ensure protection for both parties. Refer to VIU safe work procedure guidance on the [selection and use of masks](https://www.worksafebc.com/en/resources/health-safety/information-sheets/covid-19-health-safety-selecting-using-masks?lang=en).  Consider creating cohorts of workers who work together and who do not interact with other cohorts. This will assist in reducing transmission throughout the workplace in the event that a staff member becomes ill. | | *Managers ensure a procedures is developed and implemented*  *Managers to contact Facilities with barrier needs*  *Managers to contact Facilities with traffic flow signage needs*  *Managers ensure a plan is developed and implemented*  *Managers ensure a procedures is developed and implemented*  *Managers ensure a procedures is developed and implemented*  *Managers ensure a procedures is developed and implemented* |
| **STAFF COMMON SPACES** | ***Exposure to COVID-19*** | ***L*** | **Elimination/Physical Distancing**  **Engineering**  **Administrative**  **PPE** | * Single-person access if entry into constricted area is required. * Determine Capacity of common areas. * Arrange chairs at a table to ensure 2m distance is maintained between workers (if not possible install plexiglass dividers at tables) * signage stating no food consumption (unless it is a lunch room) * Shared equipment should be cleaned and disinfected after each use BY THE USER. * Post Hand Hygiene signs in common areas. * Wash hands on entry into and exit out of common area | | * *Managers to develop process and communicate all changes related to using communal areas clearly to all employees.*   *Managers ensure that Facilities Services has determined capacity of communal areas.*  *Facilities to post* [*Capacity Sign*](https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-occupancy-limit?lang=en) *at entrance to each common area*  *Managers to contact Facilities with barrier needs*  *Managers to post signage and to communicate this change to employees*  *Managers to ensure that* *disinfectant is available for use. (task)*  *Managers to ensure that all employees are trained on the safe use of the disinfectant (create a Safe Work Procedure).*  *Managers to ensure that Facilities Services has posted hand* [*Hygiene signs*](https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-handwashing?lang=en&origin=s&returnurl=https%3A%2F%2Fwww.worksafebc.com%2Fen%2Fforms-resources%23first%3D10%26sort%3D%2540fcomputeditemdatefield343%2520descending%26f%3Alanguage-facet%3D%5BEnglish%5D%26tags%3DCovid-19%7Ca96b6c96607345c481bb8621425ea03f) *in all Common Areas (task)*  *Managers to develop entry/exit process and communicate entry/exit expectations to all employees* |
| **PAYMENT AND TILL AREAS** | ***Exposure to COVID-19*** | ***L*** | **Elimination/Physical Distancing**  **Engineering**  **Administrative**  **PPE** | * Provide physical [barriers](https://www.worksafebc.com/en/resources/health-safety/information-sheets/covid-19-health-safety-designing-effective-barriers?lang=en), such a plexiglass, if the physical distancing requirement cannot be maintained. Ensure the barriers cover all areas where the customer is expected to move around while interacting with the cashier. * Place alcohol-based hand sanitizer near pay stations. * Curbside pick-ups or staff-assisted purchases (e.g., large items or building materials) should be done with prepayment and a means of identification, and by ensuring physical distancing is maintained. * Some customers will need to pay with cash. For customers using credit cards, have the customers scan or tap their cards and handle the card readers themselves where possible. * Establish hygiene practices that include washing or sanitizing hands after handling cash or cards handled by the public. * Have customers hold their ID so it is visible and allows identification for controlled products. * If reusable bags are accepted at a retail store, the store should consider asking customers to pack the bags themselves. * If workers handle or pack goods into reusable bags they are expected to practice frequent handwashing. | | *Manager to communicate to Facility Services that a barrier needs to be installed at the front desk*  Manager ensure this is in place and supply is available  *Managers ensure a procedures is developed and implemented*  *Managers ensure a procedures is developed and implemented*  *Managers ensure a procedures is developed and implemented*  *Managers ensure a procedures is developed and implemented*  *Managers ensure a procedures is developed and implemented*  *Managers ensure a procedures is developed and implemented* |
|  |  |  | **Elimination/Physical Distancing**  **Engineering**  **Administrative**  **PPE** | Mark spaces on the floor where people can stand at the checkout with intervals of 2 metres for customers to line up.  Use of contactless payment methods and require hand hygiene after handling cash, passes, membership cards, and other shared items.  Sanitize counter after each customer transaction at the desk | | *Manager to communicate to Facility Services that floor decals are required to be installed*  *Manager to ensure hand sanitizer is available for front desk employees*  *Manager to ensure disinfectant is available for front desk employees and employees have received training how to use the disinfectant safely* |
| **ASSISTING CUSTOMERS** | ***Exposure to COVID-19*** | ***L*** | **Elimination/Physical Distancing**  **Engineering**  **Administrative**  **PPE** | 2m distancing between all workers and customers in the space is required  If <2m not possible, install a [barrier](https://www.worksafebc.com/en/resources/health-safety/information-sheets/covid-19-health-safety-designing-effective-barriers?lang=en) (e.g., plexiglass shields) between workstations  Avoid sharing workstations where possible   * Consider stopping, reducing or modifying your customer interaction, demonstration, and assistance practices to reduce contact intensity and number of contacts. * To minimize physical contact with customers, offer online or telephone orders with delivery or pick up services as alternatives to shopping in person. * Encourage customers to consult your product catalogue using your website or virtual catalogue to find product information. * Any retailers serving food or beverages should refer to the [Restaurants, cafés, and pubs protocols](https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/restaurant-cafes-pubs) and risk assessment. | | Arrange workstations/tills at least 2 metres apart and away from communal pathways.  *Barrier requests: To Facilities indicating the number of barriers required in the office area.*  *If shared workstations: add enhanced cleaning process and hygiene protocols, ensuring that frequently-touched surfaces are addressed such as the computer keyboard and mouse, desk surface, and telephone.*  *Managers ensure a procedures is developed and implemented*  *Managers to update practices and alter service delivery, develop pick up procedures if required*  *Manager to update practise and alter service delivery.*  *Managers ensure a procedures is developed and implemented* |
| **HAND HYGIENE** | ***Exposure to COVID-19*** | L | **Elimination/Physical Distancing**  **Engineering**  **Administrative**  **PPE** | Hand Hygiene posters are posted throughout the facility  Provide hand hygiene supplies throughout library if washroom facilities are not available. | | [***Hygiene***](https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-cover-coughs-sneezes?lang=en) ***Measures Poster***  [***Hand Hygiene Poster***](https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-handwashing?lang=en) |
| **FITTING ROOMS** | ***Exposure to COVID-19*** | L | **Elimination/Physical Distancing**  **Engineering**  **Administrative**  **PPE** | Consider closing fitting rooms  Remove unnecessary or decorative objects from inside of fitting rooms to facilitate cleaning and hygiene practices.  Fitting rooms are separated by [barriers](https://www.worksafebc.com/en/resources/health-safety/information-sheets/covid-19-health-safety-designing-effective-barriers?lang=en), limiting the risk of transmission between rooms. However, you may consider closing every other fitting room to reduce the overall number of people in the changing area.  Determine the protocols for cleaning fitting rooms.  Refrain from handing out tokens or placards to customers with the number or items to try on. Consider other options, such as writing the number of items on a whiteboard on the door.  Ask customers to leave unwanted items in a designated location, including hangers. | | *Manager to determine if this is feasible.*  *Manager to determine if this is feasible.*  *Managers ensure a procedures is developed and implemented*  *Managers ensure a procedures is developed and implemented*  *Manger to implement if feasible*  *Managers ensure a procedures is developed and implemented* |
| **STOCKING SHELVES AND MANAGING DISPLAYS** | ***Exposure to COVID-19*** | L | **Elimination/Physical Distancing**  **Engineering**  **Administrative**  **PPE** | Consider stopping or reducing stock shelving and product display arrangements during the store operating hours. Where stocking or product display arrangements are needed during operating hours, define safe practices for workers. Consider closing aisles while restocking or placing a sign asking customers to stay 2 metres apart.  Place signage and information for customers asking them to follow store policy on touching merchandise.  Workers should wash their hands before and after they are finished stocking or rearranging shelves or product displays.  Establish hygiene practices that address the needs of the workplace that includes the requirement to [wash or sanitize hands](https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-handwashing?lang=en) after coming into contact with public items. | | *Managers to determine if this is feasible and will update any procedures*  *Manager will contact Facilities about signage*  *Managers ensure a procedures is developed and implemented*  *Managers ensure a procedures is developed and implemented* |
| **DELIVERIES/SHIPPING RECIEVING** | ***Exposure to COVID-19*** | L | **Elimination/Physical Distancing**  **Engineering**  **Administrative**  **PPE** | Delivery drivers should be reminded to maintain their distance and not enter the warehouse unless necessary.  Coordinate access for contractors at the workplace and remind them of the physical distancing requirement. | | *Managers ensure a procedures is developed and implemented and communicated with contracted companies* |
| **MERCHANDISE RETURNS** | ***Exposure to COVID-19*** | L | **Elimination/Physical Distancing**  **Engineering**  **Administrative**  **PPE** | Establish hygiene practices that address the needs of the workplace that includes the requirement to [wash or sanitize hands](https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-handwashing?lang=en) after coming into contact with public items. | | *Managers ensure a procedures is developed and implemented* |