

Overview

<p>Scope</p>	<p>This document assesses the risks relating to Covid-19 as the United Kingdom . Measures have been taken to reflect the risks to all those who work and visit our stores alongside the most up to date guidance, legislation and advice from the Government, Public Health England and our local authorities.</p> <p>This document assesses the risk to our team members, concessions partners, customers, contractors and third parties from the Covid-19 virus within our stores, offices and associated activities.</p> <p>As with all Risk Assessments, this is a live document and in these unprecedented times will be constantly under review as the advice is updated and the risk evolves.</p> <p>This Risk Assessment focusses on the key areas of retail space front of house (customer facing, shop floor areas) retail space back of house (stock rooms, loading bays, stairwells, locker rooms, plant rooms etc.) and office spaces. This includes all four stores (Oxford Street, Manchester Exchange, Manchester Trafford and Birmingham) as well as any surrounding offices used by Selfridges Retail (including Leicester). This document is also shared with our team members, concession partners and relevant third parties as well as being available on the Selfridges website.</p> <p>This assessment has been created following consultation with various employees and teams throughout the Selfridges organisation. The significant findings have been captured, communicated and made available through a library of documents used in briefings and training sessions and as reference materials that can be accessed by Selfridges team members and concession partners at any time. These documents are also under constant review and are updated accordingly.</p> <p>Supporting Documents</p> <p>Selfridges have created various training and briefing documents to communicate the controls and expectations from the 19th July 2021. These documents have been communicated to all Selfridges team members, concessions partners and third parties. This Risk Assessment is also available to all those who work at Selfridges and to our customers, or other interested third parties, via the Selfridges website.</p>		
<p>Date Undertaken</p>	<p>V9 – July 2021</p>	<p>Review Date</p>	<p>This assessment, and the supporting documents, will be reviewed regularly or following any changes to guidance, practices or following an incident/issue or change in risk. Any new findings will be communicated and made available to team members, concession partners, third parties, contractors and customers.</p>
<p>Completed By</p>	<p>B. King (Head of Health and Safety)</p>		
<p>General Safety Notes</p>	<p>In creating this document, we have assessed the risk to our TMs, CP, CON and Cus in the context of our environments, operations and the wider risks across the four cities Selfridges operates in (London, Leicester, Birmingham, Manchester). As always Selfridges has collaborated with all relevant parties and, as has been the case since February 2020, a steering committee made up of senior individuals has been the forum for discussion and decision.</p> <p>Selfridges has used the advice and principles within the “Working Safely During Coronavirus (Covid 19): guidance from Step 4” suite of documents published 14th July 2021, namely;</p> <ul style="list-style-type: none"> Shops, Branches and Close Contact Services 		

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- Offices, Factories and Labs
- Construction and other Outdoor Work
- Events and Attractions

Selfridges will review them and consider their advice in conjunction with the risks within our business to both those who work and those who visit our stores and offices.

Throughout the Coronavirus pandemic, Selfridges Retail Limited has followed the advice from the U.K. Government and Public Health England (PHE).

The control measures identified within this document follow the principles of;

- Self-isolation for anyone who has a confirmed case of Covid-19, or displaying any of the recognised symptoms or living with anyone who is a confirmed case
- Identifying anyone who can work from home and instructing them to do so
- Social distancing maintained for all of our back of house (BOH) areas
- Regular hand washing, in particular at communal touch points (escalator rails, doors, lift buttons, till points etc.) facilitated by the installation of hand sanitising points in key areas
- Face coverings to be worn at all times within the stores and offices by our team members and concession partners
- Physical barriers at tills to provide protection between TMs, CPs and Cus
- Enhanced cleaning programme throughout the stores, back of house areas and office spaces
- Ventilation, both mechanical and where possible naturel, to be used wherever possible and controlled to provide the most efficient use of these systems

Risk Assessment

Risk assessment rationale - Scores are calculated in the opinion of the assessor. Likelihood refers to the possibility that a given event may occur. Severity refers to the level of impact caused. In order to work out a risk rating score, multiply the likelihood score by the severity score and use the key to identify the risk level:

<i>Likelihood</i>	<i>Score</i>	<i>Severity</i>	<i>Score</i>
Certain To Occur – This will happen	5	Very High (Fatality, major reputational impact)	5
Very Likely - Highly probable that it will happen	4	High (hospitalisation, medium reputational impact)	4
Likely - Possibly may happen	3	Medium (first aid required e.g. strain, sprain, incapacitation, minor reputational impact)	3
Rare - Do not expect it to happen but it is possible	2	Low (minor first aid required, e.g. small cut/abrasion, no reputational impact)	2
Very Rare - This probably will never happen	1	Very Low (discomfort or inconvenience to individual, no reputational impact)	1

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Likelihood	x	Severity				
		Very Low (1)	Low (2)	Medium (3)	High (4)	Very High (5)
	Certain To Occur (5)	5	10	15	20	25
	Very Likely (4)	4	8	12	16	20
	Likely (3)	3	6	9	12	15
	Rare (2)	2	4	6	8	10
	Very Rare (1)	1	2	3	4	5

To determine the risk level, calculate Likelihood x Severity. Hazards are listed in order of pre control risk rating.

Low Risk = 1-8 Safe to continue, should be regularly monitored to ensure the control measures remain effective.

Medium Risk = 9-12 Implement additional controls where possible and monitor regularly that they remain effective.

High Risk = 13-25 Activity must not proceed until risks are reduced to a low or medium level.

Hazard/Hazardous Activity	How employees or other parties may be harmed	Existing control measures risk rating (pre control)	Additional control measures required and risk rating (post control)
Risk of Coronavirus spread – due to someone entering the store or office space with the virus	<p>Potential for the spread the coronavirus</p> <ul style="list-style-type: none"> Customers, team members, concession partners or contractors entering the store or office with the Covid-19 virus <ul style="list-style-type: none"> This could be either individuals displaying symptoms or presenting as asymptomatic Potential for any other party to touch surfaces or contract the virus through close proximity (droplets in the air that are then breathed in or absorbed through the eyes) 	<p>The areas in this assessment include;</p> <ul style="list-style-type: none"> Retail areas front of house – shop floor, fitting rooms, public entrance and exit points, lifts, escalators, till points Retail areas back of house – stock rooms, corridors, team member entrances, locker-rooms, changing rooms, loading bays, plant rooms and delivery areas Office Spaces – desk areas, meeting rooms, kitchens, toilets, showers <p>Control Measures</p> <ul style="list-style-type: none"> Selfridges Retail Limited (SRL) will follow advice and guidance from Public Health England (PHE), the World Health Organisation (WHO) and the latest U.K Government advice and also consider the local risks within the stores and the cities in which Selfridges operates Selfridges has used the advice and principles within the “Working Safely During Coronavirus (Covid 19): guidance from Step 4” suite of documents published 14th July 2021, namely; 	<ul style="list-style-type: none"> N/A

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		<ul style="list-style-type: none"> • Shops, Branches and Close Contact Services • Offices, Factories and Labs • Construction and other Outdoor Work • Events and Attractions <p>Most importantly, SRL is following the 6 steps listed within these documents to protect individuals, TMs, CP, CON and Customers;</p> <ul style="list-style-type: none"> • Complete this RA • Provide adequate ventilation • Clean more often • Turn people away with Covid symptoms • Allow people to “check-in” • Communicate and train – the risks, controls and measures in place <ul style="list-style-type: none"> • Team members, concession partners, contractors and customers (TM, CP, CN, CUS) are instructed not to enter our buildings should they have a confirmed case of Covid-19, be suffering with any of the main symptoms, be living with anyone who has been confirmed to have Covid-19 or have been contacted via the track and trace system <ul style="list-style-type: none"> ○ This is communicated through training and briefing documents to TM, CP and CN and advertised to our CUS at all entry points prior to entering our stores ○ If a team member is unwell and displaying the following symptoms - a dry persistent cough, a fever (temperature of 38+), a loss of smell and/or taste and/or shortness of breath, or they live with or in close contact with someone who is a confirmed case, they must stay at home and self-isolate for 10 days following the Selfridges Suspected Case process <ul style="list-style-type: none"> • The three areas mentioned above, the activities that take place in these locations and their environments have been assessed and amended as necessary to achieve the principles listed in the “General Safety Notes” above <ul style="list-style-type: none"> ○ Working groups have been created to review the retail (including back of house) and office spaces to consider the requirements needed to safely operate these areas. This has been carried out with operational colleagues and teams throughout the business to ensure the correct level of insight, consultation and feedback and the implementation of the appropriate measures to allow us to operate safely ○ Following these assessments, briefing documents have been produced to provide clarity relating to the safe arrangements for specific activities – these documents are available to all Selfridges team members and Concession Partner Managers within a reference library and can be accessed online at any time 	
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		<ul style="list-style-type: none"> • Social Distancing – Social distancing will remain in place for all TMs throughout BOH areas and wherever possible in FOH spaces <ul style="list-style-type: none"> ○ Social distancing measures will be in place for both our teams, concession partners, contractors, including our retail (BOH), office and communal spaces ○ All retail areas (back of house), office spaces and any shared spaces have been assessed and amendments made as necessary to achieve safe social distancing of 2m – this includes the removal of some fixtures and fittings to create additional space and the installation of physical barriers where 2m cannot be achieved ○ We have introduced floor markings and signage in our team member areas to support social distancing and in retail spaces to clearly indicate the distances we require from all parties ○ ○ Escalators will also have markings to illustrate the 2m distancing required ○ Stock rooms have been assessed, maximum capacities identified and signage installed indicating what these capacities are ○ Capacity within lifts will be limited to one person per lift (or two people from the same household) unless 2m can be achieved in which case clear markings will be installed to indicate where people must stand ○ Should a task be identified a “Two Person Process” has been created to allow for this task to be undertaken safely. This involves PPE, limiting the task duration, ensuring those carrying out the task aren’t face to face where-ever possible and any other measures appropriate for the task at hand ○ Concession partners have been communicated to regarding Selfridges’ position on social distancing and instructed to comply and manage their teams and environments accordingly ○ Contractors will operate under their own Risk Assessments and Methods Statements however they will be expected to follow Selfridges’ Covid Secure measures including social distancing. Should contractors identify tasks whereby social distancing cannot be achieved they will be required to develop control measures that mitigate and control the risks of infection spread. The RAMS are reviewed and accepted prior to access being granted. Selfridges has Building Control Officers (BCOs) who monitor activity throughout the store in Oxford Street (London) including the supervision of contractors. These BCOs are on shift 24/7 ○ Where social distancing cannot be maintained physical barriers will remain in place to protect our teams and customers – this is at all till points and any other areas identified ○ Capacities will be monitored in real time within all stores with an automatic counting system installed. This will allow Duty Managers to monitor the numbers within the stores and take action should distancing become a challenge ○ Customers will be encouraged to social distance via signage at the entry points 	
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		<ul style="list-style-type: none"> ○ Till points will have physical barriers to provide a barrier between customers and TMs/CP Back of house areas ○ Markings on the floor and signage within back of house areas such as stockrooms, corridors, entrances and loading bays will be installed to illustrate this principle ○ One-way systems within some of these areas have been introduced to reduce the risk of people not maintaining social distancing ○ Sterile areas and give-way procedures have also been introduced to further enable safe movement in these areas ○ The activities and environments in our back of house areas have assessed to ensure our safe principles, including distancing, can be achieved, including areas used by our CPs (stockrooms for example) and those used by third parties (the Loading Bay for example) ● Close Contact Services – various measures will remain in place <ul style="list-style-type: none"> ○ Treatments and services have been assessed to ensure they can be done safely, these treatments will continue to be monitored to ensure they are carried out safely and in line with the most recent Government guidance – especially those involving close proximity (“close contact” services, for example haircuts and beauty treatments) ○ Face coverings and disposable aprons will remain for those carrying out close contact beauty services ○ Screens will also remain in place to provide additional protection between customers and TM/CPs ○ Hand sanitiser will be used prior to each service ○ Pre-screening will continue with the Covid questions regarding symptoms, including those they live with ○ Appointments for bookings will continue to manage the timings and pre-screening ○ Testers will be cleaned and used sparingly ○ Any applicators will be disposable ○ Any “two person activities” will have controls such as PPE, no face to face, limited wherever possible ● Contact – <ul style="list-style-type: none"> ○ A&B teams will be used wherever possible ○ Distancing and screens will remain in staff welfare areas ○ Where possible start times will remain staggered ● Face Coverings – <ul style="list-style-type: none"> ○ TM/CPs will continue to wear face coverings within Selfridges stores ○ Face coverings have been provided to all team members and concession partners with instruction that they must be worn at all times in the stores (FOH and BOH) and office locations ○ Cus are encouraged to wear face coverings as per the Government 	
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		<p>guidance for crowded spaces</p> <ul style="list-style-type: none"> • Personal Protective Equipment (PPE) – where tasks have been identified as requiring PPE, this will be issued to those people carrying out those specific tasks • Ventilation – <ul style="list-style-type: none"> ○ Mechanical ventilation is provided throughout the vast majority of areas within the stores ○ Air changes are monitored and controlled through a Building Management System (BMS) ○ Natural ventilation is also provided wherever possible through opening windows and doors ○ Selfridges Facilities and Mechanical and Engineering teams are managing the ventilation within Selfridges stores and are responsible for the assessment and reporting of these systems – the H&S team will provide additional checks • Working From Home – <ul style="list-style-type: none"> ○ Selfridges will not encourage any TMs or CPs to return to the offices ○ Only those who cannot work from home will be allowed back into the stores and offices ○ Anyone identified as “high risk” or “extremely vulnerable” will be asked to work from home or paid to stay at home ○ There is infrastructure, both hardware and software, that allows good quality working from home such as Office365, Sharepoint, Microsoft Teams and laptops and mobile phones • Suspected and Confirmed Cases – There is a robust set of procedures for both <ul style="list-style-type: none"> ○ Anyone suspected as having Covid-19 is instructed to self-isolate (displaying symptoms, having been in “close contact” with a confirmed case or having been contacted via NHS Test and Trace scheme) ○ Any confirmed case will be instructed to self-isolate – an investigation will identify any close contacts who will also self-isolate, additional cleaning (incl “Fogging”) will take place in all associated areas and a process notifying senior managers takes place to consider any additional measures needed to control any risk ○ Return to Work – a process to clarify that everyone is checked prior to returning to work is established which confirms that each individual is safe to do so and poses no further risk to others ○ Temperature checking will be carried out at team member and contractor entrance areas to identify anyone displaying this key symptom – anyone registering a “high” temperature will be asked to return home, self-isolate and monitor their health (the process is captured within the Temperature Checking document) 	
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		<ul style="list-style-type: none"> • Handling Goods – <ul style="list-style-type: none"> ○ Hand sanitiser is available at all till points and within loading bays to allow for regular sanitising of hands both before and after handling goods • Fitting Rooms – <ul style="list-style-type: none"> ○ Further fitting rooms have been opened up which should allow for better control of distancing within waiting areas or on the shop floor ○ Time between customer use, as per the guidance, will be implemented ○ A “hygiene ceremony” will be retained to ensure hands are sanitised by both TM/CPs and Cus ○ UV(c) Light units have been purchased and installed to further lower the risk of contamination through clothing • “Check-in” – <ul style="list-style-type: none"> ○ Selfridges will retain the ability for Cus to scan in as “encouraged” by the Government guidance • Signage and Communication – <ul style="list-style-type: none"> ○ TMs, CPs and CON will have signage installed and briefing packs available clarifying the position and controls in place ○ Cus will have signage throughout the stores making it clear what is still retained in terms of controls, what is “encouraged” and what is personal choice ○ Briefing packs and this RA will be available on a TM and CP platform for viewing at any time and will also be hosted on the Selfridges website for Cus and third parties should they wish to view it ○ Selfridges will provide refresher training, and additional upskilling to our team members on the additional measures they should take to protect themselves, our customers and our products ○ Signage and information confirming the Covid Secure control measures are also installed at entrance points, including the entrance for all Contractors • Testing – <ul style="list-style-type: none"> ○ In line with the Government strategy for testing all team members and concession partners have been encouraged to take advantage of the community testing for asymptomatic people. This has been communicated via the Internal Communications team ○ Testing kits have also been purchased and are available for TMs within the stores. This is to further support the Government strategy on testing ○ In some areas Selfridges will insist on daily testing to lower the risk of 	
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		<p>asymptomatic people coming into the business – this has been used where there have been cases within a specific department or location</p> <ul style="list-style-type: none"> • Hand Sanitiser – <ul style="list-style-type: none"> ○ Regular hand washing will be encouraged for TM, CP and CN with hand sanitising units installed at all entrance points and communal touch points – this will be available for CUS use also ○ Stations will remain at all till points to allow for hand sanitising at this stage of the interaction • Cleaning Schedules – <ul style="list-style-type: none"> ○ An increased programme of cleaning will be carried out each day in both retail and back of house areas, this will include a hygiene clean each night ○ • Travel – <ul style="list-style-type: none"> ○ Travel is limited to only business essential activities that cannot be done remotely ○ International travel is not permitted – as and when it is a process will be followed to limit numbers and risk to those travelling and, upon their return, their colleagues and customers <p>Office and Welfare Spaces</p> <ul style="list-style-type: none"> • Office spaces have had capacity reduced with anyone who can continue to work from home instructed to do so <ul style="list-style-type: none"> ○ Banks of desks have been limited to allow for 2m distancing ○ Access and egress has been amended to ensure these areas can be used safely ○ Meetings will continue to be conducted virtually with meeting rooms used as additional, safe office space ○ Physical screens have been installed to provide additional protection where 2m distancing is not achievable • Welfare areas, including canteens, toilets and locker rooms, have also been redesigned and/or the process for their use changed to allow for 2m social distancing <ul style="list-style-type: none"> ○ Toilets will be restricted to one person use ○ Kitchen areas in offices will also be limited to single person use, they will be used for storage and preparation of food and drink and not be used for eating 											
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4	x	4	=	16									
2	x	4	=	8									
		High	Low										

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Risk of Coronavirus spread following a confirmed case with a team member, concession partner, contractor or customer	<p>A team member is confirmed to having Coronavirus</p> <ul style="list-style-type: none"> Potential for TM, CP, CN or CUS to contract the virus through touching surfaces or being in close proximity to someone who has the virus 	<p>The control measures recorded in the section above will also limit the risk of this hazard occurring</p> <ul style="list-style-type: none"> Should a confirmed case be established – The Incident Management Group (IMG) process will be followed – this is an established process for all major incidents <ul style="list-style-type: none"> The process map for confirmed coronavirus cases is available through MyWorkday, it is briefed out by managers, concession managers, Project Managers and also available for Selfridges team members on the MaaS360 app on management work mobiles and will be briefed to all parties (Retail Ops, HR, H&S, HR Admin support staff and Heads of departments) The IMG, having been informed of a confirmed case, will take the appropriate measures depending on the scenario, this may include; <ul style="list-style-type: none"> Cordoning or closing of specific areas Identifying and tracing any contacts or may have worked closely with them Deep cleaning all relevant areas – work space (retail or office), locker room, canteen, stockroom and back of house areas Any cleaning identified will be carried out by the cleaning contractors following their safe systems of work Assessing the environments and activity undertaken within this space and making any necessary changes to either All details will be recorded through the H&S team who support with the investigation, collating of information, advice and the return to work process Self-isolation, whether due to a suspected or a confirmed case, is instructed and monitored via the H&S team. A return to work procedure is followed in both cases and details recorded to ensure no-one returns to the business without having fully recovered or posing a risk to the others 				<ul style="list-style-type: none"> N/A 					
		4	x	4	=	16	3	x	4	=	12
		High					Medium				

Action	Owner	Due Date
Continue to monitor and assess the control measures to ensure they are implemented correctly – this will be achieved through an inspection programme focussing on the key areas identified	H&S, Retail Operations management teams, Heads of departments in all areas	Ongoing
Monitor and review the advice from Public Health England (PHE) and the U.K. Government to ensure the most recent and relevant guidance is being followed	H&S	Ongoing

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