

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, and the continued guidance updates since this government announcement. 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>V10 – October 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), October Revision updated by Megan Flanagan (Health and Safety Manager)</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, (and updated September 21), namely;</p>		

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- Shops, Branches and Close Contact Services
- 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;

- Encouraging team members to stay at home if they are experiencing symptoms
- 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
- Introducing more flexible ways of working so that people can work from home more often where their role allows
- Creating space by reducing pinch points and keeping in some screens where practical
- 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 natural, 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:

Likelihood	Score	Severity	Score
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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impact)

x	Severity					
		Very Low (1)	Low (2)	Medium (3)	High (4)	Very High (5)
Likelihood	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) 	<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 	<ul style="list-style-type: none"> N/A

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	<p>through the eyes)</p>	<ul style="list-style-type: none"> • 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, (and updated in September 2021) namely; <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 ○ Concession partners have been communicated to regarding Selfridges’ position on social distancing and instructed to comply and manage their teams and environments accordingly <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 	
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		<ul style="list-style-type: none"> o safely o 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 • Back of house areas & offices <ul style="list-style-type: none"> o Signage in place with a focus on remaining respectful, hygiene, and ventilation o Enhance cleaning protocols will remain o Increased sanitising points will be introduced and hand washing signage will remain a key focus throughout the winter months o UV sanitising machines for use where needed o Sterile areas and give-way procedures and hygiene ceremonies have also been introduced to further enable safe movement in these areas o The activities and environments in our back of house areas have assessed to ensure our safe principles, can be achieved, including areas used by our CPs (stockrooms for example) and those used by third parties (the Loading Bay for example) o Offices will follow a flexible way of working with reduced numbers of team members in the offices (flexi-workers will work in our buildings 2 days a week) o In our canteens we have retained some of our screens for team members who would feel more comfortable to use these when on their breaks o 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 • Front of house – <ul style="list-style-type: none"> o Screens will remain in place at our till points o Signage remains in place with a focus on hygiene o Ventilation is continuously monitored through our BMS system o Sanitising stations and enhanced cleaning regimes remain in place o We continue to plan our events, experiences and launches to ensure the safety and wellbeing of our customers and team members is a priority • Close Contact Services will follow the revised close contact services procedure 	
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		<p>where face masks, hygiene protocols and screens will remain as controls. Each brand will continue to provide a risk assessment for any close contact service which is reviewed by Selfridges.</p> <ul style="list-style-type: none"> • Contact – <ul style="list-style-type: none"> ○ Where teams are required to work closely together, contact times and cross over of teams will be reviewed to reduce contact ○ Face coverings should be worn for these identified activities ○ Where possible start times will remain staggered • Face Coverings will be a personal choice though we will still encourage face coverings to be worn in crowded places and will ask our team members to wear face masks when carrying out activities that involve contact for a prolonged period. • 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 • 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 	
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		<p>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)</p> <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 has allowed for better control of distancing within waiting areas or on the shop floor ○ 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 	
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		<ul style="list-style-type: none"> ○ In some areas Selfridges will insist on daily testing to lower the risk of asymptomatic people coming into the business – this has been used where there have been cases within a specific department or location • 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 is continuously reviewed in line with government guidance and advice 											
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		High	Low										
<p>Risk of Coronavirus spread following a confirmed case with a team member, concession partner, contractor or customer</p>	<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 	<ul style="list-style-type: none"> • N/A 										

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		<ul style="list-style-type: none"> 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 											
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		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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