

Overview

Scope

This document assesses the risks relating to Covid-19 following the second national lockdown prior to the opening of our stores on the 2nd December 2020. Measures have been taken to reflect the most up to date guidance, legislation and advice from the Government, Public Health England and our local authorities. Selfridges have also amended our procedures relevant to the Tiers that the different stores have been placed. Selfridges has followed the advice, guidance and legislation relating to these Tiers and implemented changes accordingly.

This document assesses the risk to our team members, concessions partners, customers, contractors and third parties from the Covid-19 virus as Selfridges undertakes trading of our stores, operates within our office spaces and all other related activity associated with these activities taking place within Selfridges premises, this includes activity during “lockdown” throughout the month of November 2020.

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.

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). There is a separate Risk Assessment covering the food and restaurants operation. This document is also shared with our team members, concession partners and relevant third parties as well as being available on the Selfridges website.

This assessment has been created following consultation with various workers and teams throughout the Selfridges organisation. The significant findings have been captured, communicated and made available through a library of documents to be 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.

Supporting Documents

Government Guidance Checklists have been created in conjunction with this Risk Assessment and are available for all team members, concessions partners and third parties. They provide specific details regarding the four stores, the associated activities, and should be read alongside this document. Policies, briefing documents, online training and reference documents that capture our control measures, safe working arrangements and new processes are available and communicated to all Selfridges team members and concession partners.

Government Guidance Checklists

- 1 – Government Guidance Checklist Oxford Street
- 2 – Government Guidance Checklist Birmingham Bullring
- 3 – Government Guidance Checklist Manchester Exchange
- 4 – Government Guidance Checklist Manchester Trafford Centre
- 5 – Government Guidance Checklist – Offices
- 6 – Government Guidance Checklist Construction
- 7 – Government Guidance Close Contact Services

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	8 – Government Guidance Checklist Events		
Date Undertaken	V6 – 30/11/2020	Review Date	This assessment, and the supporting documents, will be reviewed regularly or following any changes to guidance, practices or following an incident/issue. Any new findings will be communicated and made available to team members, concession partners, third parties, contractors and customers.
Completed By	B. King (Head of Health and Safety)		
General Safety Notes	In creating this document, we have followed the advice and principles within the Government guidance documents; • Keeping Workers and Customers Safe During Coronavirus (Covid-19) in Shops and Branches • Working Safely During Coronavirus (Covid-19) in Offices and Contact Centres • Keeping workers and clients safe during COVID-19 in close contact services • Keeping Workers and Customers Safe During Covid-19 in Restaurants, Pubs, Bars and Takeaway Services • Working Safely During Covid-19 Construction Selfridges have assessed each of the sections within these guidance documents and created Government Guidance Checklists. These supporting documents capture Selfridges' consideration and decision making relating to each of the points within the guidance documents. Selfridges has also reviewed the document created by the British Retail Consortium (BRC) in conjunction with USDAW (including the revised versions) – “Social Distancing BRC-USDAW Recommended implementation practices for Non-Food Retail Stores A guide for retailers on how to implement Government advice Version 2: 04 June 2020” – and used the advice within to create our safe processes and this Risk Assessment. 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 displaying any of the symptoms • Limiting the numbers of team members and customers in our buildings • Social distancing of two metres for everyone (team members, concession partners, customers, contractors) • 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 • Physical barriers at any locations where two metres cannot be observed • Enhanced cleaning programme throughout the stores, back of house areas and office spaces		

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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

x	Severity					
Likelihood		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.

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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	Potential for the spread the coronavirus - Customers, team members, concession partners or contractors entering the store or office with the Covid-19 virus - 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)	The areas in this assessment include; 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 Control Measures - 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 - This includes consideration of and compliance with the documents; <i>Keeping Workers and Customers Safe During Coronavirus (Covid-19) in Shops and Branches</i>, <i>Working Safely During Coronavirus (Covid-19) in Offices and Contact Centres</i>, <i>Keeping workers and clients safe during COVID-19 in close contact services</i>, <i>Keeping Workers and Customers Safe During Covid-19 in Restaurants, Pubs, Bars and Takeaway Services</i>, <i>Working Safely with Covid-19 Construction</i> - 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 suffering with these symptoms or have been contacted via the track and trace system - 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 unwell, they must stay at home and self-isolate - 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 - 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	N/A

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		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 - We will apply the same principles listed in the “General Safety Notes”, including social distancing, to our TM, CP, CN and CUS across the three areas identified above - We will ask our TM, CP, CN and our customers to follow the 2m rule in respect of social distancing - Social distancing measures will be in place for both our teams, contractors and customers, including all of our retail, office and communal spaces - All retail areas (both front and 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 - TMs will be required to manage the social distancing of all parties and request that this is maintained at all times – Hosts have been employed to monitor and maintain this control measure both inside the store and at our entrance points outside our stores - Escalators will also have markings to illustrate the 2m distancing required - We will limit the capacity in all our stores to 1 person per 16m² of retail space, excluding our team members – this will be monitored to ensure the maximum capacity is not exceeded – this is monitored via a software system that gives real time data as to the capacities within our stores - 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. - Contractors will operate under their own Risk Assessments and Methods Statements however they will be expected to follow	
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		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 we will install physical barriers to protect our teams and customers – this is at all till points and any other areas identified • A one-way system will be used for our staff, contractors and concession partners to enter and exit our premises • Dedicated entrance and exit points will be used for our customers to achieve social distancing • 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 • Regular hand washing will be mandatory and 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 • 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). See Selfridges' document; H&S Re-opening Government Guidance Checklist Close Contact Services • Restaurants have been assessed and are operating in line with the relevant Government guidance. There is a separate Risk Assessment covering the food and restaurants part of the business alongside a Selfridges' Government Guidance Checklist. • The safe cough and sneeze technique will be communicated and advertised to encourage this practice to both team members and customers alike • Messages will be played over the public address system to remind all parties to maintain social distancing and to regularly wash their hands – this will address anyone who cannot read our messaging and will compliment the role of our store hosts • We will provide refresher training, and additional upskilling to our team	
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		members on the additional measures they should take to protect themselves, our customers and our products • Personal Protective Equipment (PPE) – where tasks have been identified as requiring PPE, this will be issued to those people carrying out those specific tasks. • Face coverings have been provided to all team members and concession partners should they wish to use them ○ This is in line with the guidance and advice from the Government and Public Health England • Face Coverings for Customers - new graphics and procedures are in place for the change in legislation to make it mandatory to wear face masks when in shops ○ Information installed at all entrance points which includes the exemptions for those who don't have to wear a mask ○ Hosts prepared with scripts to enable positive conversations with customers ○ Security briefed to support the preventing of admittance or removal of any customer not complying with the new legislation • Handling Goods – Selfridges have assessed the risks posed regarding the different types of products and methods of returning these products – the safe procedures are included in the briefing documents for all TMs and CPs • Fitting Rooms – the operation of these spaces has been assessed and only used where 2m distancing is possible and safe procedures, including a comprehensive cleaning plan ○ UV(c) Light units have been purchased and installed to further lower the risk of contamination through clothing Back of house areas • In our back of house areas we will follow the 2m social distancing rule ○ 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 2m ○ 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 2m distancing, can be achieved, including areas used by our CPs (stockrooms for example) and those used by third parties (the Loading Bay for	
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		example) - 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) - Signage and information confirming the Covid Secure control measures are also installed at entrance points, including the entrance for all Contractors Office and Welfare Spaces - Office spaces have had capacity reduced with anyone who can continue to work from home instructed to do so - 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 - 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	
		4 x 4 = 16	2 x 4 = 8
		High	Low
Risk of Coronavirus spread following a confirmed case with a team member, concession partner, contractor or customer	A team member is confirmed to having Coronavirus 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	The control measures recorded in the section above will limit the risk of this hazard occurring - Should a confirmed case be established – The Incident Management Group (IMG) process will be followed – this is an established process for all major incidents - 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; - Cordoning or closing of specific areas - Identifying and tracing any contacts or may have worked closely with	N/A

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		- 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	
		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 in the; - Customer – New Ways of Working - Team member - New Ways of Working - Offices and shared spaces – New Ways of Working	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