

# Risk assessment

**Company name:** Swarovski UK / IRELAND

**Date of risk assessment:** 01/01/2021

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Employees and customers may not adhere to Social Distancing practices as outlined in the government guidance for working safely in shops & branches.	This would increase the risk of Covid - 19 transmission between customers & employees.	<p>We are taking a phased approach to reopening stores so we can evaluate the risks of operating stores with social distancing measures in place in a controlled way.</p> <p><i>From a store perspective:</i></p> <p>We aim to have an employee acting as a host during all trading hours. This person will be responsible for controlling the number of customers entering the store ensuring that store capacity limits are not exceeded (set to reflect a 2m distance between each person). The host will also explain the social distancing rules to customers upon entry in addition to a window graphic that will list these.</p> <p>Floor markers &amp; arrows are installed before each store reopens to make the 2m distance clear &amp; signify the direction of customer flow.</p> <p>Perspex till screens will be installed in each store to safeguard both the cashier and customer. We are also advising customers that card payments are preferred as a payment method.</p> <p>Employee breaks are staggered throughout the day to ensure only limited people are BOH at any given time.</p> <p>All deliveries &amp; replenishment will be processed outside of trading hours.</p>	<p>Each employee will complete an E learning module on Covid 19 in addition to attending a training session prior to working in the store. This will include how to manage customers who are not adhering to the guidelines &amp; how to keep a safe distance during the service process.</p> <p>The store manager will submit photos of the Social distancing POS/ till screen installation to their District Manager to sign off prior to re-opening.</p> <p>The District Manager will complete a risk assessment for every store that recognizes the unique risks that exist in each individual site in collaboration with the store manager.</p> <p>All field team members/ head office visitors will check that social distancing principles are being followed as a priority during all store visits.</p> <p>We will set up a feedback mechanism for our store teams so that they can highlight any further risks to us quickly so we can take action.</p>	All Store & head office employees.	Individual store opening dates.	Will be signed off by Store manager & Area/District Manager

Poor Sanitisation Practices	Non-compliance to government guidance for retail stores will increase the risk of spreading Covid-19.	<p>Sanitisation checklist will be completed daily by store management which will include a deep clean of the store before opening each day.</p> <p>All surface areas, including till screens will be thoroughly sanitised at 5-hour intervals throughout the day.</p> <p>Any product touched by team members or customers will be cleaned after use.</p> <p>Hand Sanitiser &amp; cleaning products will be delivered to stores pre-opening; extra supplies have been ordered for stores without handwashing facilities.</p> <p>Team members will be encouraged to wash/sanitise hands every 30 minutes.</p> <p>Stores without handwashing facilities will use Shopping Centre/Retail park facilities a short distance from the store.</p> <p>Employee's will be given the option to either wear one of the face masks Swarovski has provided or wear their own personal face covering in line with the government mandatory requirement.</p>	<p>Sanitisation checklists will be signed off by the Store Manager daily and filed as a point of reference.</p> <p>The importance of doing this will be covered in the Covid 19 E learning module &amp; the in-store training session.</p> <p>Allocated time will be given to each employee to use Centre facilities to do this.</p> <p>Instore POS also advises customers to stay safe &amp; wear a mask to encourage compliance with the government requirement of wearing a face covering in retail stores.</p>	All Team members	Daily and ongoing	Signed off by the SM & checked by the Retail field team.
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Employees returning to work having had Covid-19 symptoms themselves in the last 10 days or living in a household where another person has displayed symptoms in the last 14 days.	This would increase the risk of Covid 19 transmission between customers & other employees.	<p>All employees that identify if they have experienced symptoms or are living with someone who has in the last 14 days will follow self isolation procedure and notify accordingly.</p> <p>As part of the pre-opening training all team members will be briefed on the Covid-19 symptoms and asked to stay at home if they or anyone they live with experience these.</p> <p>A notice will be displayed BOH reminding employee's what the Covid -19 symptoms are alongside a safety poster that reiterates other measures outlined in this risk assessment.</p>	<p>Any employee who is identified will be instructed not to come into work until the quarantine period has passed.</p> <p>The Store manager will escalate to their line Manager &amp; also HR if they become aware of an employee who has displayed symptoms so the appropriate action can be taken.</p>	All store employees	Daily and ongoing	Signed off by the SM & checked by the Retail field team.
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