



Store Coronavirus (COVID-19) Risk Assessment and Control Plan

This Risk Assessment details the way in which Tile Giant is managing the risks associated with operating in light of the Coronavirus (also called COVID-19) outbreak, via person to person proximity, and/ or surface contamination throughout operations. Tile Giant operates a store network which either restricts customer access or provides a 'customer access light' (customers permitted under social distancing rules) model. As the situation changes, we will evaluate our operation and make suitable amendments to trading. Refer to separate risk assessment for our Distribution Centre operations.

This assessment covers the following groups of people:

- Colleagues;
- Customers;
- Members of the public;
- External visitors; and,
- Suppliers drivers.

Tile Giant is following the UK Government advice whilst respecting regional Government variations in relation to safe working during the Coronavirus outbreak and regularly reviews its position in light of any changes or advances in thinking. The business is supported by a team of competent Health and Safety professionals who are an integral part of our business and decision making process in relation to operational changes and the impact on safe working generally as well as in respect to Coronavirus.

Should anyone be concerned that our stores are not following the controls detailed in this Risk Assessment, they should in first instance raise it with the local Store Manager who will record it on our Incident Reporting System and investigate the matter accordingly putting in place corrective action where necessary.

James Heese
Managing Director

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Hazards / Potential Point of Transmission	Existing Company Controls
Risk of contracting COVID-19 whilst travelling to and from work	<p>Colleagues are encouraged to use their own private transport to get to work where possible. Consideration will be made locally on how colleagues will get to and from work. Branches will, where possible provide facilities to enable colleagues to walk, run or cycle to work.</p> <p>Car sharing is avoided although it may be preferable to using Public Transport. In such cases keep windows open to allow natural ventilation and try to keep car sharing with the same people as much as possible.</p> <p>Where possible, shift patterns enabling travel outside of peak times</p>
Risk of contracting COVID-19 from work and trade areas This includes risk (from people who are / not displaying symptoms) through acts of violence or aggression i.e. purposely sneezing / coughing on another person	<p>2m metre social distancing measures in place throughout the sales process</p> <p>Stores set up in line with 'customer access to shop operating guidelines' which puts in place Covid-19 mitigation steps. Depending on the lockdown level or tier, we are able to pivot our operation to click and collect or section off display areas to manage risk. During lockdown or tiered restrictions, visitor numbers will be limited as appropriate</p> <p>Increased hand washing (for 20 seconds with soap and warm water) and colleagues reminded not to touch their eyes, mouth or face</p> <p>Front doors kept open where possible to minimise contact points and increase ventilation (this includes stores with automatic doors). Weather and security conditions will influence this so if it is not possible to keep the doors open, the door handles will be cleaned as part of our routine cleaning on contact points</p> <p>Colleagues will wear gloves at all time</p> <p>Regional Business Managers will review pictures of proposed store set-ups before the store will begin trading.</p> <p>Increased cleaning and disinfection methods in place to reduce risk of contamination.</p> <p>POS and posters used to remind people of social distancing principles.</p> <p>Store entrance configured according to 'customer access to shop operating guidelines'. This includes a sanitising station and instructions to customers about social distancing.</p> <p>Where customer numbers necessitate it, a queuing system will be utilised.</p> <p>Wipe down desks, telephones, keyboards and trade counters regularly - including credit card readers - with antibacterial wipes. Protective screens are installed at counters</p>



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	<p>Tiles can be used to manage the flow of customers around shops. Depending on local considerations, this may include a one way system.</p> <p>Colleagues briefed on avoiding touching their eyes, nose or mouth unnecessarily or when their hands are unclean</p> <p>Only one colleague is permitted in the warehouse at a time.</p> <p>Our stores are keen to support suppliers in their covid-19 mitigation controls and so our toilet facilities and handwashing facilities are available to them.</p> <p>Customers must load their own vehicle.</p> <p>Any colleagues returning to work should be given a full induction which includes our social distancing principles and any business unit safe ways of working guidance on our new operating models</p> <p>Children are permitted to visit branches on the understanding that their parents will ensure they comply with social distancing principles. If these principles are not adhered to, the family will be asked to leave</p> <p>Guidance on the use of facemasks and face coverings is in place and is in line with government guidance</p> <p>Any workwear, PPE or other wearable products cannot be tried on</p> <p>Where applicable, customers are briefed on social distancing principles on entry to the branch</p> <p>In locations where the site is shared between other parts of the Group or with other businesses, there are locally agreed social distancing principles with other tenants or occupants. These are regularly checked to ensure that they are being maintained. Poor practices is reported and escalated</p> <p>Strict social distancing measures in place throughout all working areas. One workstation/ telephone/ desk policy in place. Systems are in place locally to ensure workstations are socially distanced. This is a blend of options including 2m distance, desks facing different directions or screens depending on the locals constraints. Desks cleaned before and after use.</p>
Hazards / Potential Point of Transmission	Existing Company Controls
Risk of contracting COVID-19 during movement of equipment requiring a 2 person, close proximity lift	2 person lifts can take place in accordance with prescribed methods. Face coverings, avoid facing each other or face opposite directions although all other options of moving the product should be explored first



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Completion of paperwork	Paperwork is not passed between individuals. It is left on the counter for the customer to collect.
Colleagues who are vulnerable or have underlying health issues becoming seriously ill due to contact with COVID-19 in work	Colleagues who are classed as "Clinically extremely vulnerable" or those living with someone who is "clinically extremely vulnerable" individuals should be supported in line with government requirements
Transmission of virus from a person displaying the symptoms of COVID-19.	<p>Colleagues who are displaying symptoms (namely high temperature, a new, continuous cough or loss of taste and smell) do not attend work</p> <p>If a colleague starts to display the symptoms at work, they must leave the workplace as soon as is possible and the store must implement the 'cleaning and disinfection post COVID-19 case' protocol</p> <p>Signs displayed advising customers with the symptoms not to enter the buildings. Customers displaying symptoms will be respectfully asked to leave.</p> <p>Colleagues returning to work following a period of self isolation due to displaying COVID-19 symptoms or being in contact with someone who has, are assessed prior to returning and monitored to ensure full recovery, are fit to resume normal activities and risk of passing infection to others is avoided.</p>
Risk of transmission due to unavoidable contact between two people in a first aid emergency or fire/ emergency evacuation	<p>Whilst our first aiders will never refuse to provide treatment, where possible, the first aider should provide a means of treatment (such as a plaster) to the injured person for them to self-administer. First aiders should, if possible limit their interactions with ill or injured colleagues to those who have serious conditions only.</p> <p>Colleagues are encouraged to treat their own minor injuries. First aiders will limit their treatment of injuries to critical cases.</p>
Increase in existing 'non COVID-19' risks	Stores have evaluated their existing risk assessments including traffic management in line with the expectations of social distancing principles to ensure there have been no additional risks created.