

COVID-19 Risk Assessment

Company name: **London Grace**

Locations:

- 26 Putney High Street, SW15 1SL
- 107 Clapham High Street, SW4 7TB
- 11 West Street, WC2H 9NE
- Unit 3 Canada Place Mall, 34 North Colonnade, E14 5HX
- 35 Camden Passage, N1 8EA
- 7 Seymour Place, W1H 5BA
- 139 Bond Street, CM1 1GD
- 147 Ebury Street, SW1W 9QN
- 47 Rivington Street, EC2A 3QB
- 27 Martin Lane, EC4R 0DR

Date of risk assessment: **18 June 2020**

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is needed?	Action by who?	Action by when?	Done?
Risk of transmission between staff and/or clients	Staff, clients, contractors, members of public – exposure to Covid-19 virus which can cause related ill-health concerns	<ul style="list-style-type: none"> ● Wellbeing staff survey sent out to confirm any extremely clinically vulnerable staff who will be kept on furlough whilst scheme is available ● All staff will be issued with a copy of this risk assessment and will sign to confirm they've read and understood this. The Store Managers will take part in a virtual training session to ensure they are prepared to implement all elements of the Risk Assessment ● Clients encouraged to wear face masks ● Each store will have a thermometer- team members can use to track their temperature if desired. Team advised if their temp is 37.8c or above they should call NHS 111 for advice ● Staff advised to stay off work and isolate if they or any member of their household displays COVID-19 symptoms including a temperature, new or continuous cough or loss or change to your sense of smell or taste ● If any member of staff tests positive for COVID-19, the store will be immediately closed and all staff will be tested and isolate until results are known ● Staff must request permission from their manager to travel abroad even if they are furloughed 	<ul style="list-style-type: none"> ● Continue to monitor wellbeing of staff ● Client email confirmation to be updated ● Information posters to be designed and displayed in store ● Area Manager and Operations team to coordinate consistency checks ● Area Manager and Directors to organise COVID-19 Risk Assessment training ● Area Manager to add review of Risk Assessment to weekly meeting notes 	All staff	Ongoing	

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		<ul style="list-style-type: none"> • Clients informed of social distancing measures in advance and told not to attend appointment if they have any COVID-19 symptoms or have been advised to self isolate • A maximum of 3 guests permitted for group bookings • No more than 10 clients having a treatment in store at one time • Information about safety measures clearly displayed outside of each store • Stores told not to use air con during this time • The manager on duty is responsible for transporting the A-board in, and out of store each day. The A-board will be wiped down, and sanitized at the end of each day • Consistency checks will be coordinated by the Area Manager and Operations team to ensure the COVID-19 Risk Assessment is being followed across all stores • Risk Assessment to be regularly reviewed during weekly management meetings between Area Manager and Managers 				
Risk of transmission when entering or leaving the store	Staff, clients, contractors, members of public – exposure to Covid-19 virus which can cause related ill-health concerns	<ul style="list-style-type: none"> • Daily and weekly checklists updated to include additional deep cleaning of the store when opening and closing • Keep doors open where possible • No walk-ins, pre booked appointments only • Please wait here sign at entrance and on the floor • Keep 2M distance sign at entrance • Doors and handles thoroughly cleaned several times a day 	<ul style="list-style-type: none"> • Opening and closing checklists to be updated • Company website and social media channels to communicate how to book online 	All staff	Ongoing	
Risk of transmission at reception desk	Staff, clients, contractors, members of public – exposure to Covid-19 virus which can cause related ill-health concerns	<ul style="list-style-type: none"> • x1 person to be responsible for managing reception desk each day (either management member or barista) no other staff members permitted to access this space • The person designated to manage the reception for the day should be the only person answering the store phone, using the laptop and Sonos tablet. This person is responsible for wiping down & sanitizing each item if they leave for a break, or have finished their shift 	<ul style="list-style-type: none"> • Monitor gel pumps and top up/buy new ones if needed • Create card only payment signs for tills • Create 'Please wait , you will be seen shortly' sign for bar 	All staff	Ongoing	

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		<ul style="list-style-type: none"> ● Perspex screen to separate staff and client ● Hand gel to be available at reception ● Clients to keep hold of their coats and bags during visit ● No cash payments, card only. The card PDQ must be sanitized and cleaned throughout the day ● No leaflets on display ● Screen and reception area thoroughly cleaned several times per day 				
Risk of transmission during manicure treatment	Staff and clients exposure to Covid-19 virus which can cause related ill-health concerns	<ul style="list-style-type: none"> ● Perspex 'sneeze guard' screens used during manicure treatment with a gap for client to place hands through ● Technician will remain at the same treatment table throughout their shift (apart from during breaks) ● Clients will be seated at one per table unless they are visiting with friends (max 3 in a group) ● Technician wearing face mask and gloves ● Technician will wash hands before beginning each treatment ● Technician will sanitise the clients hands and their own hands before beginning each treatment ● Technician will use a separate, clean hand towel and couch roll for each treatment ● Tissues placed on each treatment table so that the 'catch it, bin it, kill it' advice can be followed ● All tools sterilized in barbicide between each treatment and placed in autoclave at the end of each day ● Each table and screen cleaned down between each client ● All rubbish removed from the table after each client and put in larger bin with lid and liner ● All magazines removed ● All nail pops to be kept on one table in store, each nail technician is responsible for bringing the appropriate nail pop colours to the client. Technician will then wipe down and sanitise the nail pop stand after every use. 	<ul style="list-style-type: none"> ● Seating plan for staff and clients made at the beginning of each day ● Stock levels of PPE closely monitored ● Each technician to receive 10 hand towels which they will be responsible for cleaning ● Each technician to have stock of disposables at their station (i.e. couch roll, lint free wipes etc) ● Boxes of tissues purchased for each store ● Technicians provided with COVID-19 related hygiene training 	Technicians and management team	Ongoing	

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<p>Risk of transmission during pedicure treatment</p>	<p>Staff and clients exposure to Covid-19 virus which can cause related ill-health concerns</p>	<ul style="list-style-type: none"> • Technician wearing face mask and gloves • Technician will wash hands before beginning each treatment • Technician will sanitise the clients feet and their own hands before beginning each treatment • Technician will use a separate, clean hand towel and couch roll for each treatment • Clients will be seated at least x1 seat apart from other clients on the pedicure bench • Tissues placed on pedicure bench so that the 'catch it, bin it, kill it' advice can be followed • All tools sterilized in barbicide between each treatment and placed in autoclave at the end of each day • Pedicure bench cleaned down between each client • All rubbish removed from the table after each client and put in larger bin with lid • All magazines and blankets removed • Technician wipes down & sanitizes the nail pop after every treatment • All nail pops to be kept on one table in store, each nail technician is responsible for bringing the appropriate nail pop colours to the client. Technician will then wipe down and sanitise the nail pop stand after every use. 	<ul style="list-style-type: none"> • Seating plan for staff and clients made at the beginning of each day. Team to identify how many pedicures can be carried out at one time with 2M rule • Stock levels of PPE closely monitored • Each technician to receive 10 hand towels which they will be responsible for cleaning • Each technician to have stock of disposables at their station (i.e. couch roll, lint free wipes etc) • Boxes of tissues purchased for each store • Blankets removed from pedicure benches in each store 	<p>Technicians and management team</p>	<p>Ongoing</p>	
<p>Risk of transmission whilst serving drinks</p>	<p>Staff and clients exposure to Covid-19 virus which can cause related ill-health concerns</p>	<ul style="list-style-type: none"> • Drinks menu to be placed under the glass table • Hot drinks only served to clients having treatments or as a take away • Alcoholic and soft drinks only served to clients who are having a treatment and seated (as per premises licence) • Drinks orders to be taken at the client's table, not at the bar to limit movement around the store • Empty glasses/cups to be removed from tables by employee, clients discouraged from returning empty glasses to the bar • Unable to accept personal coffee cups for takeaways • Glassware to be washed separately from plates and cutlery 	<ul style="list-style-type: none"> • Drinks menus printed and placed below table glass • Baristas provided with COVID-19 related hygiene training 	<p>Baristas and management team</p>	<p>Ongoing</p>	

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Risk of transmission in toilet	Staff and clients exposure to Covid-19 virus which can cause related ill-health concerns	<ul style="list-style-type: none"> • Toilet to be used by staff and clients only (not members of general public) • Only one person allowed in the toilet at one time • Paper towels and no touch hand dryers available • Toilets cleaned thoroughly several times during the day • PHE/NHS approved posters displayed to remind staff and clients to wash hands • Waste bins emptied and cleaned frequently 	<ul style="list-style-type: none"> • Hand washing signs put in toilets • Ensure hand wash and paper towels are regularly topped up 	All staff	Ongoing	
Risk of transmission in staff room	Staff exposure to Covid-19 virus which can cause related ill-health concerns	<ul style="list-style-type: none"> • Daily checklist updated to include additional deep cleaning of the staff room and shared items e.g kettle, microwave, fridge, printer • Staff to thoroughly clean surfaces with disinfectant spray after their break • High-risk touch points e.g. door handles, light switches etc. sanitised and cleaned regularly • Staff advised to use their own personal pens, mug, bottle, cutlery & cup which is labelled. These should be thoroughly cleaned after use with warm soapy water • Only one team member to take their break at a time • Opening times changed to a later start, so staff are avoiding transport rush hour • Staff members asked to arrive 15 minutes early to allow for day preparations • No uniform is to be left in stores overnight and should be taken home after each shift. All staff are to be responsible for their uniform, and ensure they are washing their uniform in between shifts 	<ul style="list-style-type: none"> • Manager to set a break timetable each day to avoid clashes, breaks should be taken for no longer than 30mins at one time • Team members advised to bring their own containers • Cleaning materials available in the staff room • Hand gel provided to each store 	All staff	Ongoing	
Risk of transmission when accepting deliveries, unpacking boxes etc	Staff and contractors/suppliers exposure to Covid-19 virus which can cause related ill-health concerns	<ul style="list-style-type: none"> • Items delivered to be wiped down with disinfectant where possible • Cardboard boxes flattened and put into recycling bags immediately • Surfaces wiped with sanitising disinfecting cleaner after packages have been opened • Team to wash hands after unpacking boxes • Bins to be emptied and washed regularly 	<ul style="list-style-type: none"> • All staff provided with training on how to accept deliveries in a hygienic way 	All staff	Ongoing	

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Risk of transmission when travelling to and from work	Staff exposure to Covid-19 virus which can cause related ill-health concerns	<ul style="list-style-type: none">• Staggering of staff shifts• Wellbeing staff survey sent out to identify who can work at which locations with minimal travel• Walking / cycling to work encouraged over public transport (where possible)• Staff informed they should travel independently to work and wear a face mask	<ul style="list-style-type: none">• Team members to be asked to wear face masks on public transport• Opening times to be pushed back from 8am/9am to 10am so staff can travel in off peak time• Team members to identify bike storage surrounding their stores	All staff		
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