

SEVERN HOSPICE RETAIL DEPARTMENT COVID-19 RISK ASSESSMENT

*Note – due to pace of change, refer to intranet for most up to date version of this document. All changes since last version highlighted in yellow.

To be read in conjunction with Shop Risk Assessment

Shop Name: Severn Hospice Shops	Date: 7 th April 2021
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Severn Hospice's COVID-19 Retail Risk Assessments have been written off the back of the following guidance being issued.

Source of Information	Guidance Used	Date Of Guidance
HM Government	Working Safely during COVID-19 in Shops and Branches	30 th March 2021
Charity Retail Association	Charity Shop COVID-19 Operational Guide v3.0	31 st March 2021
HM Government	Staying COVID-19 Secure	11 th May 2020
British Retail Consortium	Social Distancing Guide	24 th April 2020

Prior to the implementation of this risk assessment, the staff who returned to work on 1st June 2020 were consulted. On the first day that staff return to their place of work they will be:

- Asked to read the risk assessments relevant to their roles
- Asked to raise any queries or questions they have regarding the risk assessment at this stage so that changes can be made
- On 25th June 2020, a representative was chosen by all the Retail staff who were not furloughed. They had the opportunity to review the risk assessment for each operation and will continue to review the risk assessments longer term. They will highlight any questions or concerns

This representative will then be consulted as changes to the risk assessment are made and will be able to raise concerns as appropriate.

If staff do have concerns they can:

- Contact the staff representative, Flossie Littlefair- Vernon, Community Shop Manager, Whitchurch
- Use the HSE form available at <https://www.hse.gov.uk/contact/concerns.htm>
- Contact HSE by phone on 0300 790 6787

The principal aims in Severn Hospice's approach in operating during the COVID-19 pandemic are set out in HM Government's staying Covid-19 Secure in 2020 document;

- To carry out a COVID-19 risk assessment and to share the results with people who work in retail.
- To implement cleaning, handwashing and hygiene procedures in line with guidance.

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- To take all reasonable steps to help people work from home.
- To take all reasonable steps to maintain a 2m distance in the workplace.
- In some shops a 2m distance cannot be observed in back room sorting areas and therefore extra measures of mitigation will be put into place for these shops
- Cooling fans can be used in shops, but front door and windows should be opened to provide good ventilation. It is also recommended that the steamer extractor fan is turned on whilst a cooling fan is being used to improve ventilation.
- Heating can be switched on in shops. Ventilation into the building should be optimised to ensure the maximum fresh air supply is provided to all areas of the facility wherever possible. To ensure adequate ventilation, the front door should be kept open at all times. If safe to do so, all other external doors should be left open to aid ventilation.

The wearing of face coverings in our shops is compulsory for all customers in line with HM Government guidance.

- Shop Floor - Staff and volunteers are required to wear face coverings when on the shop floor unless they are exempt. If the staff or volunteer is exempt, they should wear the Exemption from Face Covering Badge – see intranet for template.
 - A visor should only be worn as an alternative if someone is exempt from the requirement to wear a face covering due to age, health or disability
- Staff and volunteers should refer to Face Covering Guidance v 1.1 for more detail on how to wear a face covering safely. Visors are also available, but they should be clearly marked with individual team members name and kept for sole use.

It is important to assess each area in your shop to determine the maximum numbers of people working or using at any one time to achieve a safe social distancing – please record these numbers below:

Area	Max Numbers of People Allowed
Sorting Room	
Steaming area	
Office	
Kitchen/Break Area	
Shop Floor	
Any other area (not mentioned above)	

COVID-19 Shop Risk Assessment

What are the Hazards	Who Might be Harmed and How?	Current Risk Rating Likelihood x consequence	Action to be Taken	Residual Risk Rating Likelihood x consequence
Staff or volunteers who meet the clinically extremely vulnerable or clinically vulnerable criteria contracting COVID-19	Staff/Volunteers Infection of virus	4 x 5 = 20	<ul style="list-style-type: none"> Staff who meet the clinically extremely vulnerable criteria have self-identified and will return to work post lockdown in line with Government guidance. A full risk assessment was completed post June 2020 Volunteers who meet the clinically extremely vulnerable criteria can return to the shop post lockdown. A full risk assessment of every volunteer was completed post June 2020 Any returning volunteer who has not done a shift since March 2020 lockdown should complete a personal risk assessment upon returning All new staff and volunteers complete a personal risk assessment upon joining the team 	2 x 5 = 10
Return of Staff and volunteers post national lock down	Staff/Volunteers General health and safety risks arising from building being empty for a period of time	4 x 4 = 16	<ul style="list-style-type: none"> Shop Managers should undertake the 'Shop Reopening Checklist' upon return from furlough and before shop reopens Community Shop Manager and Assistant Community Shop Manager to be in shop on first day back to ensure all task are quickly undertaken Community Shop Manager and Assistant Community Shop Manager are fully aware of COVID procedures and have been trained Support is available via the Retail Office or Area Manager should any queries arise 	2 x 4 = 8
Infection of COVID 19 virus Signing in/out	Staff/Volunteers Infection of virus from sharing a pen	4 x 4 = 16	<ul style="list-style-type: none"> All staff and volunteers to sign in and out upon entering/leaving the shop 	2 x 4 = 8

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			<ul style="list-style-type: none"> • Hand sanitiser or washing of hands to be completed once signed in/out • Pen should be wiped down after use as part of normal cleaning procedures 	
Infection of COVID 19 virus Staff Break Areas	Staff/Volunteers Infection of virus if getting within 2 metres at break times	4 x 4 = 16	<ul style="list-style-type: none"> • Review staff break area and remove some furniture as appropriate to make sure team members can keep a 2-metre distance • Make sure table and chair touchpoints are cleaned with supplied cleaning products after use • Team member to wash hands thoroughly with soap and water immediately before and after break • Stagger break times as appropriate 	2 x 4 = 8
Infection of COVID 19 virus Removing donations and other rubbish built up while shop has been closed	Staff/Volunteers Infection of virus' or other matter on donations/rubbish. This may have been caused by donors having virus or rodents/animals soiling the items left	4 x 4 = 16	<ul style="list-style-type: none"> • Wear heavy duty gloves to move donations/rubbish that have built up while the shop has been closed • Place all items into the skip • Clean down shop entrance with appropriate cleaning products if donations were left in doorway • Wash gloves thoroughly once tasks completed with soap and hot water • Wash hands thoroughly with soap and hot water 	2 x 4 = 8
Infection of COVID 19 virus Receiving stock donations	Staff/Volunteers/Visitors/Donors Infection on donations or donor has virus	4 x 4 = 16	<ul style="list-style-type: none"> • All staff and volunteers trained on handling donations safety • Relevant PPE available – masks, gloves, and aprons. • Hand sanitizer available • All staff and volunteers reminded of good hand hygiene process. Posters on display • Process in place to identify donations for gift aid before the donor enters the shop • Shop supplied with wheeled tub to enable donations to be placed by donor and with limited contact by staff/volunteers. This is to be used as required on shop by shop basis and in agreement with the Area Manager 	2 x 4 = 8

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<p>Infection of COVID 19 virus</p> <p>Back room working arrangements</p>	<p>Staff/Volunteers</p> <p>Infection from other staff/volunteers</p>	<p align="center">4 x 4 = 16</p>	<p>All back room sorting areas to be assessed to see if 2m working distance can be achieved while maintaining a manageable level and flow of donations. Where 2m working distance cannot be followed, staff and volunteers will be able to work at a distance of 1m plus as long as the following actions are put into place to mitigate the risk.</p> <ul style="list-style-type: none"> • More regular handwashing or use of hand sanitiser • More regular cleaning of surfaces and equipment • Back to back working or side to side working implemented • Rota's reviewed to ensure that the same people are working the same shifts thereby creating fixed teams 	<p align="center">3 x 4 = 12</p>
<p>Infection of COVID 19 virus</p> <p>Sorting Donations</p>	<p>Staff/Volunteers</p> <p>Infection on donations</p>	<p align="center">3 x 4 = 12</p>	<ul style="list-style-type: none"> • All staff and volunteers trained on sorting donations safely • PPE (Mask, aprons, gloves) and hand sanitiser available • Guidance provided in relation to hand washing and cleaning/hygiene standards required in shops. • Posters on display • The numbers of the team sorting in the back room will be restricted dependent on the size of the shop – max numbers to be agreed on a shop by shop basis • Stocking up of shop to be undertaken with reference to 'Stocking up Guidance' and the 'Shops COVID Operations Guide' 	<p align="center">2 x 4 = 8</p>
<p>Infection of COVID 19 virus</p> <p>Serving Customers</p>	<p>Staff/Volunteers/Donors/Customers</p> <p>Donor/customer may have COVID19 virus</p>	<p align="center">4 x 4 = 16</p>	<ul style="list-style-type: none"> • 2m distance should be marked with hazard tape on shop windowsill/window to assist customers with social distancing while queuing • All customers asked to use hand sanitiser when entering the shop • PPE available for staff and volunteers and training provided in observing social distancing 	<p align="center">2 x 4 = 8</p>

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			<ul style="list-style-type: none">• Social distancing by customers encouraged via posters and staff/volunteer interaction• Sneeze screens to be in position by tills and till operator to stay behind it when serving customers• Team members must wear a face covering when they are working on the shop floor, even if they are behind the till screen• All exempt team members should wear an exemption from face covering badge which is available from the intranet• Visors can be worn by team members, but this must be in addition to a disposable or reusable face covering. The only exception is if a team member is exempt from wearing a mask, but is able to wear a visor. In this scenario a visor is permitted, but the exemption from face covering badge must be worn• Donors signing up electronically to gift aid should be asked to sanitise their hands before using the tablet. The tablet screen should be cleaned with an antibac screen wipe after use by the shop team• Hand sanitiser should be placed the customer side of the till screen• Markings to be placed on shop floor to indicate 2 meters distance.• Safe distance to be marked at till to indicate where a customer should stand while waiting to be served• Guidance provided in relation to hand washing and cleaning/hygiene standards required in shops• Restriction on number of customers entering shops and – max numbers agreed with Manager dependent on size of shop• Shoppers encouraged to shop alone• Use of fitting rooms should be managed by a member of the team and used by one person at a	
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COVID-19 Shop Risk Assessment

			<p>time, except where customers require specific assistance, including those with children or those with disabilities</p> <ul style="list-style-type: none"> • Care should be taken to manage customers waiting to use fitting room to ensure 2m distance is kept between those queuing • Fitting rooms should be cleaned after each use. Particular attention should be made to high touch point areas. Disposable towels and general cleaning spray should be used • Between use, fitting room curtains/doors should be left open • Hand sanitiser should be placed near to shop changing room for customer use • Relevant messages to be played on shop music system • Relevant customer posters on display 	
<p>Infection of COVID 19 virus</p> <p>Visiting Contractors</p>	<p>Staff/Volunteers/Donors/Customers</p> <p>Contractor may have COVID19 virus</p>	<p>3 x 4 = 12</p>	<ul style="list-style-type: none"> • All visiting contractors should be asked to read Visitor Guidance that is stored in front of signing in folder • Social distancing encouraged • Posters on display • Good supply of handwashing facilities available and contractors encouraged to wash hands • Hand sanitiser available 	<p>2 x 4 = 8</p>
<p>Infection of COVID 19 virus</p> <p>Handling Cash Staff/volunteers</p>	<p>Staff /Volunteers</p> <p>Transmission of virus from notes or coin</p>	<p>3 x 4 = 12</p>	<ul style="list-style-type: none"> • PPE available – gloves, aprons and masks • Regular handwashing encouraged • Hand sanitiser available • Posters on display • Takings to be banked daily • Before going to the Post Office to bank money, wash hands thoroughly with soap and water 	<p>2 x 4 = 8</p>

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			<ul style="list-style-type: none"> • Observe social distancing of 2 metres while out of shop and wash hands thoroughly upon return with soap and water • Face covering to be worn while out at the Post Office to undertake banking 	
<p>Infection of COVID 19 virus</p> <p>Working with staff/volunteers</p>	<p>Staff/Volunteers/Donors/ Customer/Visitors</p> <p>Transmission of COVID-19 virus</p>	4 x 4 =16	<ul style="list-style-type: none"> • Staff and volunteers advised not to come into shop if they have symptoms of COVID19 and they should self-isolate as per NHS guidelines • Regular handwashing encouraged • Hand sanitiser available • Customers, donors and visitors advised not to enter the shop if they have symptoms of COVID19 • Regular shop cleaning to be undertaken • Posters in place • Limit numbers of staff and volunteers working dependent of size and layout of shop – max numbers to be agreed on a shop by shop basis • Number of customers and donors allowed into shop at any one-time limited dependant on size and layout of shop – max numbers to be agreed on a shop by shop basis • Community Shop Manager to make welfare calls 	2 x 4 = 8
<p>Infection of COVID 19 virus</p> <p>Shop Hygiene</p>	<p>Staff/Volunteers/Donors/ Customer/Visitors</p> <p>COVID19 virus can live on surfaces for some time</p>	4 x 4 =16	<ul style="list-style-type: none"> • Regular, thorough cleaning of shop to be undertaken • Clean/sanitise high touch areas on regular basis eg. Door handles, fridge doors etc • Staff/volunteer to wash hands regularly and use hand sanitiser as appropriate • Posters on display to reinforce message • If there is a suspected case of COVID-19 in either staff, volunteers, visitors, donors or customers, the 'Known or Suspected Case of COVID-19 Shop Guidelines' must be followed 	2 x 4 = 8

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			<ul style="list-style-type: none">• Shop Support Manager will be responsible for reporting 2 or more cases in a single site to PHE	
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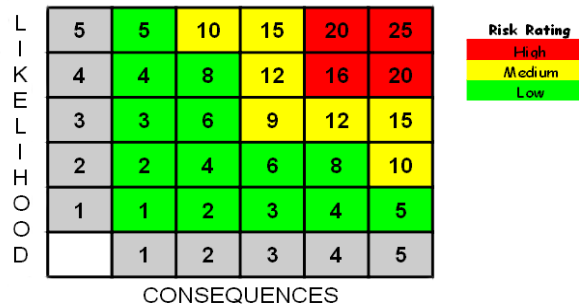
Risk Rating Calculator

Likelihood that hazardous event will occur		Consequence of hazardous event	
1	very unlikely	1	insignificant – no injury
2	unlikely	2	minor – minor injuries needing first aid
3	fairly likely	3	moderate – up to three days' absence
4	likely	4	major – more than seven days' absence
5	very likely	5	catastrophic – death

Action Level Table

Risk rating	Action
20–25	Stop – stop activity and take immediate action
15–16	Urgent action – take immediate action and stop activity if necessary, maintain existing controls rigorously
8–12	Action – improve within specified timescale
3–6	Monitor – look to improve at next review or if there is a significant change
1–2	No action – no further action but ensure controls are maintained and reviewed

5 x 5 Risk Matrix



COVID 19 - Risk Assessment Summary Sheet

Name of Shop:
Address of Shop:

<p>Details of Staff/Volunteer Consultation:</p> <p>Volunteer consultation has been undertaken as part of return to work post COVID-19 lockdown and furlough. This is recorded on individual 'Shop Safety Walkround' form and stored in individual volunteer 'p' file.</p>
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Assessment Completed By (Name & Title):		
	Signed	Date
<p>Review Date: Under monthly review as directed by Retail Office. All new versions available on the intranet</p>		