

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: All English Severn Hospice Shops	Date: 19 th July 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.

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.
- 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.
- Staff and volunteers will be able to wear a face covering if they wish to do so but should follow the Face Covering Guide
- Customers/donors/visitors will not be asked to wear face covering to enter the shop but are welcome to should they wish to

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
Infection of COVID 19 virus Back room working arrangements	Staff/Volunteers Infection from other staff/volunteers	4 x 4 = 16	<ul style="list-style-type: none"> • More regular handwashing or use of hand sanitiser encouraged • Cleaning materials readily available for use • Hand sanitiser available. • Relevant PPE available – masks, gloves, and aprons. 	3 x 4 = 12
Staff/ Volunteer shifts Staff and volunteers coming into the shop when they have COVID-19 symptoms	Staff/Volunteers Risk of passing on COVID-19	4 x 4 = 16	<ul style="list-style-type: none"> • Staff/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 • Regular shop cleaning to be undertaken 	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 • Hand sanitiser available. • Relevant PPE available – masks, gloves, and aprons. • All staff and volunteers reminded of good hand hygiene process 	2 x 4 = 8
Infection of COVID 19 virus Sorting Donations	Staff/Volunteers Infection on donations	3 x 4 = 12	<ul style="list-style-type: none"> • All staff and volunteers trained on sorting donations safely • Hand sanitiser available. • Relevant PPE available – masks, gloves, and aprons. • Guidance provided in relation to hand washing and cleaning/hygiene standards required in shops 	2 x 4 = 8

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
Infection of COVID 19 virus Serving Customers	Staff/Volunteers/Donors/Customers Donor/customer may have COVID19 virus	4 x 4 = 16	<ul style="list-style-type: none"> • Hand sanitiser available at shop door for those customers, donors and visitors who wish to use it • Till screens to be in position by tills and till operator to stay behind it when serving customers • Hand sanitiser available on the customer side of the till screen • Guidance provided in relation to hand washing and cleaning/hygiene standards required in shops. • Relevant PPE available for staff and volunteers – masks, gloves, and aprons. • Shop door to be kept open during trading hours. 	2 x 4 = 8
Infection of COVID 19 virus Use of fitting rooms	Staff/Volunteers/Donors/Customers Donor/customer may have COVID19 virus	4 x 4 = 16	<ul style="list-style-type: none"> • Use of fitting rooms should be managed by a member of the team and used by one person at a time, except where customers require specific assistance, including those with children or those with disabilities • 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 fitting room for customer use • Relevant PPE available for staff and volunteers – masks, gloves, and aprons. 	2 x 4 = 8

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
Infection of COVID 19 virus Shop Hygiene	Staff/Volunteers/Donors/ Customer/Visitors COVID19 virus can live on surfaces for some time	4 x 4 =16	<ul style="list-style-type: none"> • Regular cleaning of shop to be undertaken • Daily cleaning checklist undertaken • Staff/volunteer to wash hands regularly and use hand sanitiser as appropriate • 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 • Shop Support Manager will be responsible for reporting 2 or more cases in a single site to PHE • Hand towels and tea towels to be removed from shop. Paper towels to be used. • Relevant PPE available for staff and volunteers – masks, gloves, and aprons. 	2 x 4 = 8

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Risk Rating Calculator

Likelihood that hazardous event will occur	
1	very unlikely
2	unlikely
3	fairly likely
4	likely
5	very likely

Consequence of hazardous event	
1	insignificant – no injury
2	minor – minor injuries needing first aid
3	moderate – up to three days' absence
4	major – more than seven days' absence
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

L I K E L I H O O D	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
	1	2	3	4	5	
	CONSEQUENCES					

Risk Rating

- High
- Medium
- Low

COVID 19 - Risk Assessment Summary Sheet

Name of Shop:		
Address of Shop:		
Details of Staff/Volunteer Consultation: COVID-19 risk assessment readily available for the shop team to read. All new team members review COVID risk assessment as part of shop induction.		
Assessment Completed By (Name & Title):	Signed	Date
Review Date: As directed by Retail Office		