

COVID 19 - RETAIL RISK
ASSESSMENT

What are the identified Hazards?	Who may be at risk of Harm?	What Controls are required/ Actions to be taken?	Who needs to carry out the actions?	Date to be completed by.	Completion date
Transmission of the virus to staff or volunteers that have been notified by the NHS they are extremely vulnerable known as shielded.	Staff/Volunteers	Volunteers and staff members who have been deemed as extremely vulnerable known as shielded should be supported in staying at home as per the government guidance. Staff who are deemed extremely vulnerable known as shielded should be supported to stay at home as per the government guidelines.	CEO Management team	June 2020	March 20
Transmission of the virus to staff or volunteers that are within the group deemed as vulnerable.	Staff/volunteers	Volunteers in the vulnerable group should be advised to cease volunteering until government advice changes. Staff in the vulnerable group individual discussions will be held to ascertain the most appropriate course of action. If home working is not available staff members in the vulnerable group will be offered the safest alternative role enabling them to stay at least 2 meters away from others. If there is no alternative role that can be obtained ensuring a safe distance an assessment as to if the task undertaken is at an acceptable level of risk, if a reasonable risk level cannot be met furlough or leave may be offered.	CEO Management team	June 2020	March 20
Transmission of the Virus among people within the shop.	Staff/Volunteers/ customers	A minimum staffing level is to be maintained if possible one staff member working at a time. Social distancing guidelines must be followed. Every effort must be made to keep people two meters apart. Where 2 meters is not possible one meter plus or further PPE measures to be implemented.	Operations manager Retail manager Staff Volunteers	June 20	

COVID 19 - RETAIL RISK
ASSESSMENT

		<p>Where social distancing cannot be followed in full, all mitigating actions possible must be taken by ensuring the activity time is kept to a minimum. Use screens and barriers. Back to back or side to side working. Using fixed teams or partnering systems. Staff or volunteers who develop symptoms of coronavirus a new continuous cough, high temperature for example should stay at home for 7 days from the onset of symptoms.</p> <p>If a staff member or Volunteer lives in a household where someone has symptoms, they should stay at home in line with government guidance.</p> <p>An assessment will ascertain how many customers can be allowed in the shop at one time given the size and layout of each store.</p> <p>The layout of the shop must be adjusted to allow for 2 meters distancing and a maximum of ,,,, customers in the shop at one time.</p> <p>If there is a need to undertake guarding there will be consideration taken as to if would be appropriate to use a member of staff who has been security cleared and is a member of the security Industry Authority.</p> <p>A sign will be displayed to advise customers not to enter the shop if they have coronavirus symptoms. People will be actively reminded to stay 2 meters apart.</p> <p>Staff and volunteers will need to wash there hands as often as possible for 20 seconds using soap and water.</p> <p>A plastic barrier will be placed in the till area which will be cleaned every 30 mins inside and out using</p>			
--	--	--	--	--	--

COVID 19 - RETAIL RISK
ASSESSMENT

		<p>antibacterial cleaner. Staff must wear gloves while cleaning the screen.</p> <p>Changing rooms must remain closed</p> <p>Customers must encourage to shop alone.</p> <p>Customers with children will be reminded that they are responsible for supervising them.</p> <p>Floor markings will be placed on the inside and outside to show social distancing requirements.</p> <p>The layout of the shops has been reviewed, all aisles and walkways must be clear to allow for 2-meter distancing.</p> <p>Clear signage advising customers to keep 2 meters apart and a one way system will be used where possible.</p> <p>Increase ventilation within the store, keep non-essential doors or windows open.</p> <p>Staff and volunteers must use hand sanitiser regularly.</p> <p>Shop restocking will be completed after shop closing to minimise the risk of congestion on the shop floor.</p>			
Transmission of the virus while processing stock or donations.	Staff/Volunteers	<p>Donations must be held in the exact state they were handed in for 72 hours. Staff and volunteers should wait 72 hours before sorting newly donated stock.</p> <p>Staff and volunteers should wait 72 hours before returning any returned goods to the shop floor.</p> <p>Staff and volunteers should wear disposable gloves when sorting stock.</p> <p>Staff and volunteers ensure they wash their hands before and after sorting stock.</p> <p>Customers will be offered hand sanitiser in store prior to handling stock.</p>	Operations manager Retail manager Staff Volunteers	June 20	

COVID 19 - RETAIL RISK
ASSESSMENT

		<p>All donations are to be kept at the central warehouse and will be collected daily.</p> <p>No excess stock to be kept in store.</p> <p>Wash down donated goods with cleaning products thoroughly.</p> <p>Steam all clothing thoroughly after the 72 hour period.</p>			
<p>Transmission of the virus from surfaces within the shop premises.</p>	<p>Staff/volunteers/ customers</p>	<p>Hand sanitisers must be available for use at entrances and exits.</p> <p>Staff and volunteers to wash their hands regularly throughout the day.</p> <p>Use contactless transactions wherever possible minimise the use of cash.</p> <p>All hard surfaces must be cleaned down thoroughly a minimum of four times a day. This includes tills, displays, cabinets , rails, counters, screens, telephone, door handles and worktops.</p> <p>A deep clean including cleaning and mopping all floors must be completed before and after opening hours.</p> <p>Chip and pin devices must be cleaned after each use</p> <p>Disposable pens must be used for gift aid sign up.</p> <p>A visor and mask will be available for use if there is an occurrence where a staff member has to be closer than 2 meters or at least one meter plus to a customer.</p>	<p>Operations manager Retail Manager Staff Volunteers</p>	<p>June 20</p>	
<p>Transmission of the Virus when carrying out deliveries or collections.</p>	<p>Staff/Volunteers/ customers</p>	<p>If delivering or collecting from an individual's home it is advised not to enter.</p> <p>Where possible deliveries and collections should be made outside of store hours</p>	<p>Warehouse staff Retail managers Staff members Volunteers</p>	<p>June 20</p>	

COVID 19 - RETAIL RISK
ASSESSMENT

		<p>Donations need to be held for 72 hours in the warehouse.</p> <p>Staff should not travel together where possible.</p> <p>If there is no option and there is a need for people to travel together the following should be maintained:-</p> <p>Adequate ventilation, keep a window open</p> <p>Avoid face to face contact</p> <p>Clean the vehicle regularly and thoroughly</p> <p>Use hand sanitiser</p> <p>Wash hands before and after journeys</p> <p>Use hand sanitiser and wash hands before and after deliveries.</p>			
Transmission during shop visits or meetings.	Staff/volunteers	<p>Meetings should be attended in person only when deemed necessary. If a meeting cannot be avoided, participants must ensure they are always 2 meters apart to ensure social distancing.</p> <p>Ensure social distancing when meeting in person.</p> <p>Meetings will take place on Zoom conferencing or similar platform.</p> <p>Staff members will be required to use teams, zoom and video and other conferencing communication methods.</p> <p>Field staff should only visit when absolutely needed and video conferencing cannot be used.</p>	<p>Management team</p> <p>Retail manager</p> <p>Staff</p> <p>Volunteers</p>	June 20	

I confirm I have read and understood the above risk assessment and will follow the guidance contained within to the best of my ability.

Signed Staff member..... Print staff member

Date signed / /