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# Covid-19 Retail Risk assessment

## Company name: Phyllis Tuckwell Hospice Care Assessment carried out by: P Foxton/B Young

## Date of next review: 15.06.2020 Date assessment was carried out: 21.05.2020

| What are the hazards? | Who might be harmed and how? | What are you already doing to control the risks? | What further action do you need to take to control the risks? | Who needs to carry out the action? | When is the action needed by? | Done |
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| **Shop Entrance / Shop General** | Customers/Staff/Volunteers | * Waste bins emptied more frequently
* Hand Sanitizer, anti-viral wipes and paper towels available at shop entrance
* Posters and signage advising on safe practises
* Controlling any queues and maintaining social distancing both inside and outside of premises
* 2m distance tape on windows or floor to help queuing if allowed
* Customers donating stock directed to rear doors
* Where possible, shop doors to remain open to create airflow
* Ensure all fire exit routes are clear an obstructed
* Carry out a fire alarm test as soon as possible when the premises are open to staff and public.
* Remind all staff of the fire safety procedures
* Carry out a full fire drill within the first week of reopening
* Undertake a visual inspection of all portable electronic equipment before using it to ensure there are no signs of damage to the appliance, plug or cables.
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| **Salesfloor Area** | Customers/Staff/ Volunteers | * Waste bins emptied more frequently.
* Where possible, re-allocate resources from other shops to allow for increased staff numbers in larger shops to allow for staff at door, till and rear areas.
* Reducing the number of people each person has contact with by using ‘fixed teams or partnering’ (so each person works with only a few others)
* Changing rooms to be closed for immediate future. Can only be used for stock storage.
* Removal of shop fixtures to increase the floor space available and allow for as much social distancing as possible
* Removal of seating within the sales floor areas
* Establish walking routes were possible
* Adhere to limits on customer numbers in shops
* Departmentalise stock to control customer flow
* Stock displayed to avoid rummaging and multiple touching of individual items
* Removal of all baskets or boxes containing multiple stock items that require excessive handling
* Children to be supervised by parents
* Removal of toy section to avoid excessive handling by children
* Social distancing signage in place
* Safe shopping signage in place
* Space on sales floors maximised
* Encourage customers to shop individually rather than in groups
* Sales floor cleaning programme to be followed at all times
* Staff may wear their own face coverings but should be aware of the best practise for wearing them
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| **Till Area** | Customers/Staff/Volunteers | * Waste bins emptied more frequently.
* Reducing the number of people each person has contact with by using ‘fixed teams or partnering’ (so each person works with only a few others
* Where possible, socially distance queue markings on floor
* Plastic screen in place at till point
* Table for scanning and payment available in front of till
* Cashiers to wear face coverings (optional) and gloves
* Contactless or card payments only
* Information poster for customers
* Cleaning programme for till area to be followed at all times
* Hand sanitizer and anti-viral wipes available at till point
* Customer returns must be quarantined for 72 hours
* All coat hangers to be cleaned with anti-virus wipes before being returned to the sorting area.
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| **Sorting Areas and receiving donations** | Staff/Volunteers | * Waste bins emptied more frequently.
* Introduce, where possible, one way routes through larger areas, and dedicated ‘in and out’ routes.
* Reducing the number of people each person has contact with by using ‘fixed teams or partnering’ (so each person works with only a few others)
* Key pads on doors to be disabled
* Floors kept clear to allow social distancing
* Stock levels to be managed locally to avoid build up
* Stock received from public to be quarantined for 72 hours
* Tape used to identify safe working space around sorting desk
* Limit on number of people working in the space
* Cleaning programme for sorting area to be followed
* Anyone sorting donations must wash their hands with soap and water for 20 seconds regularly, and definitely before and after sorting, when they arrive for work and when they leave.
* Aprons and gloves available to staff and volunteers
* Gloves and aprons must be worn when receiving and sorting donations
* Staff may wear their own face coverings but should be aware of the best practise for wearing them
* Hand sanitizer available on sorting area
* When donations are being received a tub should be left for customers to place their donations in
* Opening / trading hours amended to allow time for staff to carry our cleaning and sorting of stock
* Safe Sorting poster in place advising the above
* Whenever possible, social distancing should be adhered to in all areas, if this is not possible, then back-to-back or side-by-side working should be put in place, no face-to-face.
* Allocated work spaces to be used by individuals to minimise sharing of areas.
* Staff should clean all equipment before and after use, including tagging guns, feathers, etc.
* General public donating should stay in their vehicles until called forward to place items in the tubs provided
* Waste bins emptied more frequently.
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| **Back Office** | Staff/volunteers/Visitors | * Waste bins emptied more frequently.
* Cleaning programme to be followed for the computer area.
* All office areas are to be kept tidy with no loose paperwork lying around on desks or worktops
* Only authorised paperwork is to be displayed on notice boards provided. All other posters etc. are to be removed to provide a clear wall area
* Gloves to be worn at all times.
* Handwashing before and after using the laptop or computer
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| **Staff Welfare** | Staff/volunteers/visitors | * Promoting good hand and respiratory hygiene throughout the operation.
* Staff promoting good infection control procedures.
* All staff up to date with recent TT module for Infection Control.
* Staff know to cover their mouth and nose with a tissue (not their hands) when they cough or sneeze.
* Tissues placed in the bin immediately and then hands are washed to follow CATCH IT, BIN IT, KILL IT
* Personal items should not be bought into the workplace
* Personal mobile phones or devices should be kept in bags and only used outside of the building or in the case of an emergency
* Hand washing facilities available on all levels and used regularly
* Posters above sinks advising on hand washing technique
* Banking to be taken twice weekly rather than daily
* Suitable PPE available at all times, managers to reorder when supplies begin to fall
* Staff should, where possible, observe social distancing in movement around the building allowing others to pass safely etc.
* Breaks, where possible, are to be taken in open air, seating has been provided.
* Break times to be staggered to avoid congregation of staff in eating areas
* All Staff trained on new processes and procedures
* Lone working is not regarded as acceptable under the current circumstances.
* Any staff member who is experiencing symptoms similar to those present with COVID-19, or who has had close contact with someone experiencing these symptoms must not come to work. The staff member will then arrange to be tested through NHS Test and Trace.
* If a staff member is suspected of having contracted COVID-19, the working areas that they were in will be subject to a deep clean in accordance with Government guidance. All other staff will be advised of any persons within the workplace who have shown symptoms of the infection, and they will be recommended to take a test themselves.
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| **Leaving and returning to the premises** | Staff/Customers/Volunteers | * Where possible, staggered start and finish times or building entry are to be introduced.
* Staff to keep off premises visits to a minimum during working hours
* Suggested to staff that they bring food for day to prevent trips to other shops and businesses
* All staff to wash hands on returning to shop.
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| **Vans / Collections / Deliveries** | Staff/Customers/Volunteers | * Procedures in place for Drivers to ensure adequate welfare facilities available during their working day. Options to drop into any of the shops if required. Keep time spent in shops / property short and sanitise any surfaces touched.
* Where more than one person is required to collect / deliver an item, we will consider whether the delivery is necessary, and if so, what steps we can take to minimise the risks of transmission of the virus between people working in close proximity of each other. Options considered include:

*Vehicle dividers between two front seats.**Sending two vans out on each shift which are both manned by a single driver.** Reduced the amount of interaction for drivers by:

*Removing the need to sign for deliveries or consider using disposable pens for this, Gift Aid sign up and other written requirements.**If collecting, communicate with donor to manage their expectations about what can be collected at the moment.** Where possible, delivery staff will not enter customer / donors property
* Drivers provided with hand sanitiser to be carried with them at all times.
* Drivers asked to ensure they comply with the good personal hygiene guidance at all times.
* Gloves and aprons provided for use when delivering or collecting.
* Face masks available if entry to a premises cannot be avoided.
* Drivers to wash their hands with soap and water throughout the day where available, or to use hand sanitiser after every visit.
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| **Internal Cleaning** | Staff/Customers/Volunteers | * A cleaning regime is in place within the shop, with dedicated tasks to be assigned to the staff available on each day.
* This is to ensure all areas of the workplace are serviced and suitably cleaned on a regular basis.
* Staff are encouraged to disinfect their workspace during the day, particularly after eating and returning from the toilet.
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| **Social Distancing** | Staff/Customers/Volunteers | * Minimising meetings with multiple staff members or external visitors.
* Operating a policy of staggered lunches and breaks to reduce footfall in these areas at any one time.
* Encourage remaining a distance of 2 metres from work colleagues and customers where possible.
* Reduce the number of persons in any one area to ensure compliance with 2 metre distance.
* Review work schedules, internal start and finish times and possible shift patterns.
* Considering dividing staff into small teams to reduce the likelihood of all staff / volunteers working in a particular shop / area being required to self-isolate.
* Redesigned processes to ensure social distancing is in place.
* Using conferencing facilities instead of face to face meetings where possible.
* One way systems in place in high traffic areas such as the donation centre and larger shops.
* Floor marking to promote social distancing in areas where staff assemble.
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| **Mental Health** | Staff/Customers/Volunteers | * PTHC have promoted mental health & wellbeing awareness to staff during the COVID-19 pandemic and will offer whatever support they can to help.
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