

Retail Shops Re-opening Covid -19 - Risk Assessment										
Main Owner:		Finance Director/CEO?		Administrative Responsibility		Head of Retail		Date: 30-Jun-20		
Risk Assessor:		Income Generation Marketing and Communications Director		Signature:						
Specific Activity Assessed	Source of Infection	List of those at risk of infection and possible impacts	Risk Rating			Control Measures / Mitigation	Revised Rating			Further Actions / Recommendations / Observations
			L	S	R		L	S	R	
Receiving Stock Donations	Donated Goods & Donors	Infection carried on donations with donors, customers, staff and volunteers at risk.	2	4	8	All staff and volunteers trained on handling donations safely and issued PPE (Mask, aprons, gloves) and hand sanitiser. Training on what is a safe distance to receive donations from a donor required. Remind / reissue of guidance provided in relation to hand washing and cleaning/hygiene standards required in shops including frequent surface cleaning of till areas, phones, till points.	2	2	4	Information on how long the virus lasts on donations items are varied with no specific list issued. CRA recommend a 72 hour quarantine period for all donated goods. We will update guidance to staff including drivers when more information is available, Training and PPE mitigates some of the risk.
Sorting Stock Donations	Infection on donations	Infection carried on donations with customers, staff and volunteers at risk.	2	4	8	All staff and volunteers trained on sorting donations safely, issued PPE (Mask, aprons, gloves) and hand sanitiser. Remind / reissue guidance provided in relation to hand washing and cleaning/hygiene standards required in shops including frequent surface cleaning of till areas, phones, till points..	2	2	4	Sorting area's vary in size re - organisation might be necessary to ensure that safe sorting can be achieved possibly off site. There are no specific guidelines on how long the virus might live on individual items, so we need to take all reasonable precautions to prevent infections. No staff or manager to sort unless they have received proper safety training, refresher training given every 2 weeks.
Customers/Serving Customers	Infection transmitted from Customers	Infection caused by customers coughing, sneezing, talking in the shop environment: at risk are staff, volunteers, customers and contractors. Shops are small in size and 2 metre distancing might not be possible.	2	4	8	PPE available for staff and volunteers and training provided in observing safe distance where they can. Min 2m social distancing by customers encouraged via posters and staff/volunteer interaction. Staff and volunteers to work side by side where possible. Replenishment only done when shops closed to the public or when social distancing can be ensured. Shops can be closed during the day for such purposes. Sneeze screens to be in position in all shops. Remind reissue guidance provided in relation to hand washing and cleaning/hygiene standards required in shops.	2	2	4	Visitors will be briefed by Shop Management on all occasions in regards to safety whilst on site.
Infected Visitors/ Contractors	Infection transmitted from Visitors	Infection caused by visitors coughing, sneezing, talking in the shop environment at risk are staff, volunteers, customers and contractors. Shops are small in size and 2 metre distancing might not be possible.	2	4	8	Review process to ensure there is a paper based system to control risk at shop. Remind / reissue guidance in relation to hand washing and cleaning/hygiene standards required in shop including frequent surface cleaning of till areas, phones, till points, and social distancing 2m requirement where possible.	2	2	4	Visitors will be briefed by the Shop Management on all occasions in regards to safety whilst on site.
Infected Staff/Volunteers	Infection transmitted between staff/volunteers	Infection caused by staff and volunteers coughing, sneezing, talking in the shop environment at putting others at risk, which ultimately might result in shop having to close because of no staff/volunteers. Shops are small in size and 2 metre distancing might not be possible.	2	4	8	Staff and volunteers must follow PHSE Guidance to self isolate if symptomatic; to cover mouth and nose when coughing or sneezing; wash hands for at least 20 secs regularly and clean all surfaces touched. Planning for the minimum number of people needed on site to operate safely and effectively. Reduce numbers of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others). Identify clinically vulnerable people and follow guidelines for if safe to be working. Follow guidelines issued to educate staff and volunteers about working in areas that are quite confined. Working side by side where possible and ensuring that all relevant PPE is worn at all times and handwashing is part of the operational routines. Reissue / remind of guidance in relation to hand washing and cleaning/hygiene standards required in shops including frequent surface cleaning of till areas, phones, till points	2	2	4	
Handling Cash	Infection transmitted from Coins/notes	Infection possibly transmitted on coins and notes tendered by customers.	2	4	8	Frequent surface cleaning of till areas, phones, till points. Till point staff and volunteers to wear gloves at all times, motivate customers to use chip and pin and increase limit to £45. Remind / reissue guidance in relation to hand washing and cleaning/hygiene standards required in shops	2	2	4	Evidence suggest low risk of transmission from Coins and notes. No official guidance advising to not accept coins and notes.
Taking Cash to the bank / hospice	Infection transmitted by close proximity to the general public/bank staff	Infection transmitted by carrying out the banking by it being in transit on person to the bank hospice and in the bank / hospice: Staff members at risk.	2	4	8	Reduce the number of times the shop banks / driver collect to maximum twice per week. Guidance provided on social distancing and hygiene practices including frequent surface cleaning of vehicles and cash collection devices. PPE available.	2	2	4	look at the practicality of having drivers or security company e.g. G4S, pick up from all shops
High footfall in communal areas	Infection transmitted working in close proximity to Staff/Volunteers	Infection possibilities by overcrowding in high footfall area's expressley toilets and kitchen/ staff room areas; Staff, volunteers and Visitors are a risk.	2	4	8	Clear guidance given on maximum persons in each area to allow for 2m social distancing where possible. Guidance provided in relation to hand washing and cleaning/hygiene standard required in shops and hygiene areas including frequent surface cleaning .	2	2	4	Public toilets to be close to the general public. All staff kitchens and rest rooms to have clear safe working practices and cleaning schedules displayed.
Donation Stations	Infection transmitted from customers and on donated goods	Infection carried on donations with customers, staff and volunteers at risk.	2	4	8	All staff and volunteers trained on handling donations safely, issued PPE (Mask, aprons, gloves) and hand sanitiser. Follow govt guidance on 2m social distancing	2	2	4	all stock to be quarantined for 72 hours before being sorted by staff/volunteers
Furniture Collections and Deliveries	Infection transmitted from furniture / items handled	Drivers handling furniture when collecting from donors premises (residential homes / commercial premises) and transporting between sites	2	4	8	All deliveries and collections to be collected or delivered to front door only.	2	2	4	Only 1 driver per van. If 2 man collection/delivery then 2nd driver uses a 2nd vehicle. All stock to be quarantined for 72 hours before being safe sorted.
Travelling to and from work	Infection transmitted working in close proximity to the general public	Infection possibilities by travelling on public transport to and from work; staff and volunteers at risk	2	4	8	Travel by public transport should be avoided and reviewed on a case by case basis, guidance given to staff on volunteers on how to mitigate the risk.	2	2	4	Shop Management will be encouraged to travel in their own car, when Shop Management does not drive individual arrangements need to be made with the area manager
Signed Main Owner								Date:		

		Likelihood				
		Unlikely	Possible	Likely	Very Likely	Certain
Impact	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	